

Code of Conduct

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Definitions

Abri includes Abri Group Limited, the parent company, and all of its subsidiary companies.

Board members includes all non-executive directors and co-opted members of Group Board and the boards of its subsidiary companies.

Colleagues includes Abri's employees and any other persons fulfilling the role of a paid employee, such as those deemed to be workers, interim placements, or those on secondment from another organisation.

Close connections means your family, relatives, close friends or business partners, as well as businesses in which you have an interest through ownership or influence. The term includes (but is not limited to) your spouse, unmarried partner or civil partner, children, siblings, grandchildren and grandparents.

Connected to Abri refers to board members, colleagues, involved customers and customers of Abri, friends, contractors, sub-contractors and other third party companies that provide services to Abri, such as solicitors, architects, builders, etc.

Contractors includes those other than board members, colleagues, and involved customers who are directly involved in delivering Abri's business activities. This includes contractors, sub-contractors, consultants and agents.

Culture can be simply described as 'how we do things around here' - our shared values, attitudes and behaviours that shape how colleagues perform their roles and how customers experience the services they receive.

Customers includes residents, tenants, leaseholders, shared owners and users of other services provided by Abri.

Impact on the environment and sustainability means the effect our actions or decisions may have on the natural environment. This includes climate change, carbon emissions, energy and water use, waste, pollution, biodiversity and the responsible use of resources.

Inappropriate refers to any interpersonal relationship that develops that could directly affect a colleague's performance and/or ability to carry out their work or could cause reputational, emotional or physical harm.

Involved Customers includes customers that are involved in any activity in connection with a formally constituted meeting or group convened by Abri.

Known relationship means related parties and close connections, it is not envisaged that relationships with acquaintances should be covered by this term.

Microaggression is a term used for brief and commonplace verbal, behavioural or environmental slights that may communicate hostile, derogatory, or negative attitudes towards certain groups of people.

Probity means acting ethically with decency and honesty.

Professionalism - consistent application of the knowledge, skills, judgement and behaviours need to perform each role effectively while delivering high-quality service.

Protected characteristics - distinguishing features or traits of groups and individuals which are protected under the law from discrimination and unfair treatment. Under the Equality Act 2010 these are age, gender reassignment, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour, nationality, ethnic or national origin, religion or belief, sex and sexual orientation.

Relative/related refers to a person connected by blood or marriage and/or cohabitation, civil partnership or dependents. The definition under s272 Housing and Regeneration Act 2008 shall apply.

Strategic objectives - specific goals an organisation sets itself in order to achieve its strategy. These are the things the organisation plans to do to get from where it is now to where it would like to be in the future.

Vulnerability - being unable to take care of yourself or protect yourself against harm or exploitation or being at risk of losing your tenancy because of physical or mental health, addiction, financial and/or digital isolation.

Introduction

It is vital that everyone who works for, or represents Abri is held to the highest standards of conduct. This protects customers, Abri and the reputation of social housing. This code sets standards appropriate for social housing providers and is based on the model developed for the National Housing Federation.

1. What is the Code?

The Code sets out the behaviours, or standards of conduct, expected of people involved in the work or decision-making of a housing association. It does not say how Abri should make decisions, but it does explain how individual people involved in making those decisions should behave.

It forms part of Abri's wider suite of policies and procedures and sits alongside regulatory and legal expectations.

2. Who does this Code apply to?

The Code applies to all colleagues, board members and involved customers. We also expect our suppliers, contractors and sub-contractors to act in a way that demonstrates high standards of conduct and probity and there is a dedicated Supplier Code of Conduct for suppliers, contractors and sub-contractors.

3. Application of this Code

This Code cannot cover every situation in which colleagues, board members and involved customers may find themselves as they perform their roles. Good judgement should be applied even where the code does not contain specific requirements. It is always important to consider how any action taken or decision made aligns with Abri's purpose and values, and what impact it may have upon customers and the reputation of the organisation.

Appendix 1 contains examples of situations that you may find useful in determining whether or not a scenario could result in a breach of the Code.

Appendix 2 contains examples of actions that could bring Abri's name into disrepute, or where individuals could affect Abri's integrity by their actions/words.

4. How to stay up to date with this Code

All colleagues receive training on the Code of Conduct when they join Abri as part of their induction. Annual reminders to abide by the Code dovetail with the annual review of declarations of interest. Ensuring high standards of conduct and probity is important and mandatory training every two years ensures colleagues remain up to date and understand what is expected. Board members and involved customers are provided with information about the Code as part of their onboarding. If colleagues are unsure of what is expected, they should discuss this with their manager.

5. Expectations

The Code sets out what Abri will do to ensure that the highest standards of conduct and probity are delivered whilst fulfilling our core strategic objectives, and what we expect from our colleagues, board members and involved customers in upholding these standards. Our work is underpinned by a commitment to conduct ourselves with integrity, transparency, empathy, respect and responsibility.

Abri expects all colleagues, board members and involved customers to read and comply with this Code and the associated policies and procedures that are referenced in it.

The Code is written on the assumption that those using it will comply with all legal and regulatory requirements relevant to this Code.

6. Reporting

A declarations register is kept and monitored regularly by the Legal & Compliance Team and is reported on an annual basis (colleague declarations are reported to the Executive Board and board declarations are presented to the Group Board). The reports are available to corporate directors for review to ensure they maintain an appropriate level of oversight of their team's declarations.

Managers are responsible for reviewing declarations made by their direct reports and the Chief Governance Officer is responsible for reviewing declarations made by the executive team, board members and involved customers. The Director of Legal & Compliance can provide advice on declarations, as required. A register of interests for board members and the executive team is on Abri's website.

7. Non-compliance

It is the responsibility of colleagues, board members and involved customers to ensure compliance with this Code. All colleagues, customers, board members and involved customers can raise a complaint about any behaviour which is contrary to the Code. Failure to comply with the Code may result in disciplinary action, dismissal, removal from the board and involvement in Abri activities and groups in accordance with Abri's disciplinary and governance policies and procedures.

8. Related Documents

- Abri's Values & Behaviours
- Abri's Service Style Expectations
- Whistleblowing Policy
- IT Security Policy
- Social Media Policy
- Procurement Contract Management Policy
- Expenses Procedures
- Data Protection Policy

THE CODE OF CONDUCT

The Code is based upon the NHF Code of Conduct 2026 and is split into five parts, each embodying a key theme arising from the mission and values of housing associations. The five parts of the Code are:

1 Acting in the best interests of residents and the housing association.

You have a responsibility to carry out your role in a way that supports the long-term interests of current and future residents and in line with the purposes and values of the housing association.

2 Behaving with integrity

By integrity, we mean that you must act honestly, transparently and in line with the highest standards of ethical conduct. The reputation and good name of the housing association depends on compliance with this code, and with the laws, policies and procedures that it refers to.

3 Treating others fairly, with respect and empathy

The way in which people behave towards each other is fundamentally important to the experience of residents and staff of the housing association. Respectful, fair and empathetic behaviour is essential to building trust, maintaining effective relationships and supporting a healthy organisational culture.

4 Taking responsibility for the impact of your actions

You have a responsibility while on the housing association's business to consider the immediate and longer-term impact of your actions and to be accountable for them.

5 Acting with diligence and care

The diligence and care with which roles are performed has a significant impact upon the quality of decision-making and services, and on the experience of residents and staff. This includes taking responsibility for your own performance and for meeting relevant professional standards.

Part 1: Acting in the best interests of customers and Abri

A. Meeting your responsibilities

This is about acting in good faith and making decisions that support the long-term interests of customers and are in the best interests of Abri.

Everyone must:

A1. Fulfil the requirements of your role to the best of your ability. If any circumstances arise that limit your ability to meet your responsibilities, you must raise this with your manager.

A2. In carrying out your role, always seek to further Abri's strategic objectives.

A3. Not act in a way that discriminates against, or unfairly favours, particular individuals, groups or interests, including on the basis of any protected characteristics or vulnerabilities they may have.

A4. Consider the impact of your actions on the safety and wellbeing of customers.

Board members and involved customers must:

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A5. Respect and take responsibility for decisions that are made by the group(s) of which you are a member, even if you do not personally agree with them.

A6. Declare any relevant personal relationships, employment and other appointments you hold, and that these do not interfere with your ability to perform or conflict with your role at Abri.

Colleagues must:

A7. Consult with your manager before taking any other paid or voluntary work that may interfere with your existing role, Abri's purpose or conflict with terms set out in your contract of employment.

B. Representing Abri

This includes representing Abri in any capacity, such as at external events, and in dealings with external organisations and on social media. You are an ambassador for Abri and must uphold and promote Abri's values.

Everyone must:

B1. In representing Abri, act in accordance with the values, policies and strategic objectives.

B2. Not conduct yourself in a way that could reasonably be regarded as bringing Abri into disrepute through dishonest, misleading or inappropriate behaviour.

B3. Not make derogatory, false or malicious or misleading comments, in person or through any medium, about Abri or any person, service or organisation connected with it.

B4. Not seek to officially represent the views or position of Abri without prior authority.

B5. Adhere to Abri's IT Security Policy and Social Media Policy on the use of email, intranet, internet services, artificial intelligence (AI) and social media.

B6. Act with professionalism at all times when representing Abri through any medium.

B7. Where any personal social media accounts refer to your role at Abri, you must make it clear in what capacity you are communicating.

B8. If you intend to engage in an activity, including political or campaigning activity and/or membership, which may reasonably be regarded to affect Abri, you must obtain prior consent from your manager and update your declaration of interest. The granting of consent will depend on your role within Abri and the extent of your involvement in the activity. For senior managers, the consent of Executive Board and/or People and Culture Committee (PACC) may be required.

Part 2: Behaving with integrity

By integrity, we mean that you must act honestly, transparently and in line with the highest standards of ethical conduct. The reputation and good name of Abri depends on compliance with this Code, and with the laws, policies and procedures that it refers to.

C. Conflicts of Interests

This is about taking all reasonable steps to make sure that no conflict arises, or could reasonably be perceived to arise, between your duties to Abri and your personal interests, other duties and relationships.

Everyone must:

- C1. Formally declare to Abri, at the earliest opportunity, any interests, roles and relationships which may, or may be perceived to or may in the future, affect your ability to act in the best interests of our customers and Abri and do not interfere with your ability to carry out your role effectively.
- C2. Declare any known relationship to a person applying for or performing a role within Abri and must not be involved in their appointment, performance management or reward.
- C3. Declare any known relationship to a resident, potential resident or other customer of Abri. You must not be involved in decisions relating to their relationship with Abri or seek or accept preferential treatment for them. You must not access their records without prior consent from your manager.
- C4. Declare any known relationship to a person or organisation seeking appointment as a contractor or supplier and must not be involved in their appointment, management or reward.
- C5. Avoid using Abri contractors and suppliers for private purposes, except where specifically permitted.
- C6. Not use, or attempt to use, your position to promote personal interests or those of any connected person, business or other organisation for personal gain.
- C7. Not seek to influence decisions improperly, including by applying pressure, offering inducements, or using personal relationships to secure preferential outcomes.

Board members and involved customers must:

- C8. Be clear about their role and not use their position to influence individual service decisions or treatment for themselves or others.

C9. Act independently and fairly, avoiding involvement in individual operational matters unless this is part of an agreed role.

C10. Not take part in discussions and decisions relating to any conflict they have and should be prepared to take all reasonable steps to address the conflict. These should include being prepared to resign if the conflict is material or long-standing and, in the opinion of the board cannot be managed appropriately. For involved customers, a conflict could include a matter being discussed that relates specifically to their home. It should not prevent those customers taking part in discussions about matters that affect larger groups of customers.

D. Bribery, Gifts and Hospitality

In your role with Abri, you must not offer, seek or accept bribes, or seek or accept gifts, hospitality or other benefits from individuals or organisations that might reasonably be seen to compromise your judgement or integrity or place you under an obligation to those individuals or organisations. You must not seek or accept preferential treatment in the provision of benefits such as housing accommodation, related services or employment.

Everyone must:

D1. Not solicit or seek gifts or hospitality or other benefits.

D2. Declare any gifts or hospitality offered to or by you.

D3. If you are offered a bribe, hospitality or a gift, which is or may be in return for expected preferential treatment, you must decline and declare this immediately to your manager.

E. Funds, resources and personal benefit

You must use Abri's funds, resources and assets responsibly and transparently. You must not seek preferential treatment for your own personal benefit.

Everyone must:

E1. Ensure that Abri's funds and resources are used properly and efficiently and in line with Abri's Financial Regulations.

E2. Abide by the Procurement Policy when making procurement decisions.

E3. Take all reasonable measures to protect Abri's funds, resources, property and assets from fraud, theft, damage and misuse.

E4. If you claim reimbursement for any expenses you must do so in line with Abri's Expenses Policy.

F. Confidentiality

You must handle information that is provided to you in your role responsibly and lawfully, balancing confidentiality, commercial sensitivity and legal obligations with openness, transparency and accountability.

Everyone must:

F1. Not disclose, without the required permission and authority, any personal data about customers or colleagues. This duty continues to apply after you have left Abri or stepped down from your position.

F2. Not disclose, without authority, any confidential or sensitive business information. This duty continues to apply after you have left Abri or stepped down from your position.

F3. Not, without authority, pass or distribute to the press or media or any other external recipient(s) any sensitive or unpublished information or materials relating to Abri, unless you are doing so in accordance with Abri's Whistleblowing Policy.

F4. You must not prevent another person from gaining access to information to which they are entitled to by law and should support transparency where appropriate.

G. Working with customers

You must act fairly and properly in your dealings with customers, including listening to their views and being accountable for your actions.

Everyone must:

G1. Seek and value views from customers when making decisions that will affect them.

G2. Not allow any personal relationship with a customer to influence how you discharge your role and responsibilities.

G3. Not give personal gifts or loans of money to, or receive personal loans or gifts of money (including will bequests) from, customers.

G4. Handle customers' money only where absolutely necessary and ensure that a receipt is completed for every transaction. You must operate in accordance with Abri's Financial Regulations and related policies, procedures and controls to ensure appropriate handling of any and all funds.

G5. Not invite or influence a customer to make a will or trust under which you are named as executor, trustee or beneficiary.

Board members and colleagues must:

G6. Maintain appropriate boundaries with colleagues and customers and not allow personal relationships to influence how you carry out your role.

Involved customers must:

G7. When advocating for issues, concerns or experiences raised by customers or communities, do so honestly and without seeking unfair advantage or preferential treatment.

H. Reporting Concerns

You must report any reasonable suspicions you have about possible wrongdoing to your manager or in line with Abri's Whistleblowing Policy.

Everyone must:

H1. Immediately report any concerns about possible wrongdoing via the appropriate internal channel or external body. This includes becoming aware of potentially dishonest or fraudulent activity, and material breaches of this Code or relevant legislation including health and safety.

H2. Immediately report it to your manager If you believe that you are being required to act in a way which conflicts with this Code or legislation.

H3. Not victimise, disadvantage or treat unfairly any person who raises a concern, makes a complaint or uses Abri's Whistleblowing Policy to report actual or alleged wrongdoing.

Part 3: Treating others fairly, with respect and empathy

The way we behave towards each other is fundamentally important to the experience of customers and colleagues at Abri. Respectful, fair and empathetic behaviour is essential to building trust, maintaining effective relationships and supporting a healthy organisational culture.

I. Fairness, respect and empathy

You must treat everyone with fairness, respect and empathy, regardless of role, status or circumstances. You must recognise where you have power and authority in your role and use this in a way that is responsible and, where possible, empowers other people.

Everyone must:

I1. Treat everyone you meet through your role with respect, politeness, consideration and empathy.

I2. Show respect for individuals' chosen identities, backgrounds, protected characteristics and lived experiences, and avoid making assumptions about others.

I3. Act in ways that contribute to an inclusive environment, where people feel fairly treated, respected and listened to and where they feel able to raise concerns.

I4. Not harass, bully or attempt to intimidate or discriminate against others, or engage in behaviour, including subtle or repeated behaviours, that could reasonably make others feel marginalised, threatened, patronised or dismissed. You must avoid microaggressions in your speech and behaviour.

I5. Not display materials in the workplace or use language in the performance of your role which other people might reasonably find offensive.

I6. Report, through appropriate channels, any instances of unfair or unequal treatment in the workplace and, where it is your role to do so, you must investigate any such reports thoroughly, with compassion while respecting confidentiality.

Colleagues must:

I7. If your role includes working in customers' homes, you must behave respectfully and with care, recognising that you are entering someone's home. This includes respect for people's privacy, preferences and personal property.

J. Professional Relationships

Board Members, colleagues and involved customers must maintain constructive, professional relationships with each other, based on a sound understanding of their respective roles.

Everyone must:

J1. Not ask or encourage the commitment of wrongdoing, including any breach of this Code.

J2. Behave in a professional manner appropriate to your role, maintaining independence and integrity at all times. You must conduct relationships with other people who hold roles at Abri (whether involved customers, board members or colleagues) on an appropriately professional footing.

J3. Challenge language or behaviours that reinforce stigma about customers or social housing.

J4. Welcome constructive challenge and respectful disagreement from others, and offer challenge to others in a constructive and respectful way.

Board members must:

J5. Ensure any relationships with colleagues and involved customers are constructive and professional.

J6. Set an example by demonstrating the highest standards of integrity and ethics in alignment with Abri's values, policies and objectives.

Board members and involved customers must:

J7. Where it is necessary to raise issues of colleagues, board or contractor performance, raise them constructively and through the appropriate channels.

J8. Not undermine (or appear to undermine) Abri colleagues.

J9. Behave in a professional manner, maintaining independence and integrity at all times. This will include avoiding inappropriate personal familiarity with colleagues.

J10. Not individually give instruction or direction to any colleague or contractor without written delegated authority to do so.

Colleagues must:

J11. Behave in a professional manner, maintaining independence and integrity at all times. This will include avoiding, in a professional setting, inappropriate personal familiarity with board members and involved customers.

J12. Not use informal channels to lobby or influence board members or involved customers.

J13. Not knowingly mislead the Board or Committees. In presenting information, you must set out the facts and relevant issues and risks truthfully.

Part 4: Taking responsibility for the impact of your actions

You have a responsibility while on Abri business to consider the immediate and longer-term impact of your actions and to be accountable for them.

K. Customer experience

You must anticipate and take responsibility for the impact that your conduct, actions and decisions may have on customers.

Colleagues must:

K1. Consider how your conduct, actions and decisions may impact on customers.

K2. Be prepared and able to offer customers a clear explanation for actions or decisions you take, especially where these directly affect them.

K3. Respond constructively to feedback about your actions, decisions and performance, by whoever this is provided.

L. Health, safety and wellbeing

Your conduct, actions and decision-making must promote the health, safety, security and wellbeing of yourself or others.

Everyone must:

L1. Not knowingly put your own or others' health, safety, security or wellbeing unnecessarily at risk. When you take actions and make decisions, consider the impact your action or decision may have on the safety and wellbeing of others.

L2. Report immediately through appropriate channels any hazards, incidents, near misses and concerns you have about the health, safety, security or wellbeing of yourself, another individual or a group of individuals connected with Abri.

M. Environment and sustainability

Within your role at Abri, you must consider, and try to avoid or reduce, negative impacts on the environment and sustainability.

Everyone must:

M1. Consider the environmental impact of your decisions and, where you are able, seek to achieve positive environmental outcomes.

M2. Take reasonable steps to reduce unnecessary waste and resource use.

N. Digital and data

You must ensure that your use of digital systems, data and emerging technologies is responsible and protects customers, colleagues and Abri from harm.

Everyone must:

N1. Take reasonable steps to protect confidential and personal information from loss, misuse or unauthorised access.

N2. Use digital systems, devices and tools only in ways which are formally permitted by Abri. You must report any suspected data breach, cyber security breach or concern, and any other digital threat or vulnerability immediately through the appropriate channels.

N3. Take care when using digital systems, data and emerging technologies within your role to avoid use that may be misleading, discriminatory or otherwise inconsistent with Abri's values and responsibilities.

N4. Be transparent and proportionate in any permitted use of artificial intelligence and must take care to maintain human judgement and accountability in such use.

Part 5. Acting with diligence and care

The diligence and care with which roles are performed has a significant impact upon the quality of decision-making and services and the experience of customers and colleagues. This includes taking responsibility for your own performance and for meeting relevant professional standards.

O. Learning and Development

Abri supports all colleagues to take responsibility for their own learning and development, regularly updating and refreshing skills and knowledge. For more information, please see the POD Strategy.

Everyone must:

01. Play an active part in Abri's performance management process known as LEAP (Learning, Education and Performance).

02. Offer open and constructive feedback to others and invite feedback about your own performance.

03. Take responsibility for your own professional development and make your personal training and development needs relevant to your role. Where your role requires continuing professional development (CPD), you must keep this up-to-date and maintain any required records.

04. Attend learning and development events/mandatory training courses as required unless in exceptional circumstances.

Board members must:

05. Keep your knowledge up to date in your specialist areas, as well as those relating to Abri and the wider housing sector.

P. Acting with care and diligence

You must act with care and diligence in making sure that you understand your role and its requirements, and that you are equipped to carry out your duties.

Everyone must:

P1. Take care to understand the responsibilities of your role, including relevant legal, regulatory and policy requirements.

P2. Prepare properly for any meetings, decisions and activities where you will be required to contribute views, to scrutinise or to make decisions.

P3. Not ignore, conceal or minimise issues you become aware of where action is required.

P4. Recognise the boundaries of your responsibilities and escalate issues or risks where these may impact customers, services, safety or Abri's reputation.

Q. Continuous improvement

You must support a culture of learning and continuous improvement through acting in an open and accountable manner, recognising mistakes and learning from feedback to help Abri continuously improve outcomes.

Everyone must:

Q1. Demonstrate openness to learning from a range of opportunities, including resident scrutiny, complaints and other feedback.

Q2. Offer open and constructive feedback to others and invite feedback about your own performance.

Appendix 1: Example situations

- **A family member or close friend applies for a job at Abri** - inform your manager and make a declaration on Cascade. If the person is offered the job and accepts, a further declaration will need to be made confirming the relationship and that there are no line management issues and there was no involvement in the recruitment process.
- **You develop a relationship with another colleague whilst employed at Abri** - inform your manager and make a declaration. Working arrangements may need to be changed to ensure there is no conflict of interest.
- **You have been offered a position as a Trustee or Board Member at a local charity** - discuss this with your manager and make a declaration on Cascade.
- **You have been invited to take part in a political protest in your free time** - discuss with your manager.
- **A customer or other service user asks for a loan of money from you** - tactfully refuse and make a declaration.
- **A customer offers you some money** - tactically refuse, thank them and make a declaration.
- **You work in a non-customer facing role and you start dating someone who is a customer. They ask if you can help them get a better house** - inform them that you are not able to. Inform your manager and make a declaration.
- **You need some legal advice. One of the solicitors used by Abri offers to do it for you, at a discounted price** - tactfully decline their offer, inform your manager and seek an alternative arrangement, either with a solicitor not used by Abri, or with the original solicitor at their standard rate (subject to prior approval from the declarations process). To ensure complete transparency, raise a declaration detailing the company in question and the action you have taken to ensure there is no conflict of interest or financial gain for either party.
- **You need some pointing work doing on your property. The contractor is also a contractor for Abri** - seek approval from your manager prior to approaching them. If approval is given, inform the contractor that the works must be carried out at their standard rate, and that you will require invoices and receipt as part of the payment process. N.B managers must consider the role of the person seeking work and consider does this person issue work to the contractor or are they involved in procurement matters, in which case connected contractors should not be used unless in exceptional circumstances.
- **One of your friends has just started out as a plumber. You know that there is some extra work going at Abri.** Advise them of the opportunities and signpost them to the relevant application site and make a declaration to inform your manager of the relationship.
- **A customer, contractor or supplier offers you a gift with a value of less than £50** - You must declare this via the register on Cascade. Your manager will then decide whether or not you can keep the item, or whether it should be shared or reserved for the charity raffle. If your manager is unsure, they can seek advice from the Legal & Compliance Team.

- **A customer, contractor or supplier offers you a gift with a value over £50** - Tactfully refuse the item. Inform your manager and make a declaration on Cascade.
- **A customer has left £75 in their will to you** - refuse the money, inform your manager and make a declaration on Cascade.
- **A customer has left £25 in their will to you** - inform your manager and make a declaration on Cascade. A decision will be made as to whether you are allowed to keep the money.
- **A customer, contractor or supplier personally offers to take you out to a dinner which will cost £100 a head** - this may be accepted if the event relates to work however if it is a social invitation you should tactfully decline the invitation, inform your manager and make a declaration on Cascade. N.B declarations are not required if the invitation is a blanket invitation and is not a personal invitation.
- **A customer, contractor or supplier offers to take you out for a working lunch at a local pub** - inform your manager, seek approval before accepting and make a declaration on Cascade.
- **A customer, contractor or supplier provides you with a sandwich lunch in a working environment, such as their office** - you do not need to declare this.
- **A customer, contractor or supplier buys you a coffee** - you do not need to declare this.
- **A customer, contractor or supplier invites you to an entertainment event, such as a sporting or musical event** - these may be accepted if the event relates to work (e.g. an invitation to attend the races for a networking event) however if it is a social invitation (e.g. an invitation to attend football at the weekend) you should tactfully decline the invitation.
- **You need some extra money for Christmas and have noticed your local pub is offering shifts.** Discuss this with your manager and seek approval before accepting any shifts as this may affect your ability to effectively fulfil your duties at Abri due to fatigue, etc. You must also make a declaration on Cascade.
- **You are at a networking event and an exhibition stand is offering a free prize draw to win an iPad if you enter your business card.** Advise your manager should you be the selected winner, make a declaration on Cascade and donate the prize to the charity raffle.
- **Trades working out of hours/weekends.** Discuss this with your manager and seek approval beforehand as this may affect your ability to effectively fulfil your duties at Abri due to fatigue, etc. You must also make a declaration on Cascade. In addition, you must ensure that any self-employed earnings from working out of hours/weekends are declared to HMRC.

If you are unsure of whether you need to seek approval and make a declaration, please speak to your manager in the first instance; if further guidance is required the Director of Legal & Compliance can help.

Appendix 2

Examples of actions that could bring Abri's name into disrepute, or where individuals could affect Abri's integrity by their actions or words.

- Illegal, immoral, racist or other discriminatory activity
- Making offensive comments, this includes written and spoken
- Engaging in any political or campaigning activity that might compromise the position of Abri
- Theft from Abri, members of colleagues or the public
- Fraud or other incidences of dishonesty
- Falsification of records, reports, accounts, expense claims or self-certification forms, whether or not for personal gain
- Verbal or physical assault
- Serious or deliberate damage to or misuse of Abri property
- Drunkenness or being under the influence of illegal substances on Abri premises or whilst on Abri business
- Possession, custody or control of illegal substances on Abri premises or whilst on Abri business
- Causing loss, damage or injury to others through serious negligence
- Failing to declare unspent criminal convictions
- Unlawful discrimination or harassment
- Breach of confidentiality
- Behaving in such a way as to risk the health or safety of any of our customers, visitors, colleagues or board members.