



Why do we have a Code of Ethics?

Your conduct reflects on everyone as a representative of ABa. By maintaining the highest standards, you will be helping to elevate the professionalism and public perception of the company.

ABa expects Assessors to follow our reasonable and expected principles of **honesty, professionalism, fairness and confidentiality** to safeguard the interests of our clients, and to promote good business practices.

In addition, we ask all Assessors to agree to the following *Rules of Ethical Conduct* statements:

- I agree to perform all work to the best of my ability.
- I agree to perform all work with honesty and integrity.
- I agree to submit all reports on or before the deadline.
- I agree to conform to all **signed confidentiality agreements**.
- I agree to give immediate notice to ABa if I cannot perform an assessment for any reason.
- I agree to inform ABa in advance if I know any persons who work for a client organisation that I am asked to carry out a visit for, or if I have a previous relationship of any kind with the company.
- I agree to return follow up calls or e-mails in a timely manner.
- I agree to keep all captured data (paperwork, supporting evidence, personal notes (in any media form) relevant to each completed assessment for at least 60 days, in case the client raises questions which can only be answered from the original data. All captured data will then be permanently deleted within 90 days of the assessment, unless a specific client instruction re. different timings is communicated by the individual Account Team.
- I will not perform an assessment unless I have thoroughly read each question on the questionnaire and the guidelines provided by ABa.
- I will not falsify or misrepresent reports in any way.
- I will not make complaints to ABa's client companies on the basis of experiences when carrying out assessments for ABa.



- I will not share information with others relating to shops I carry out for ABa, or client accounts I work on.
- I will not share information relating to fees and expenses for specific clients.
- I will not share or show the results of a shop I have carried out for ABa to a third party.
- I will not give any of my assignments to another person to complete without asking and gaining the permission of ABa.
- I will not perform any shops under the influence of illegal drugs, or prescription drugs that might impair my abilities.
- I agree not to become inebriated or drink beyond the legal limits or perform any other activity that may cause harm to myself or others while mystery shopping.
- I will not contact a client directly without written approval of ABa.
- I will not disrupt the normal business flow of a unit while in the process of performing an assessment.
- I will never announce myself as a mystery shopper to the organisation or business being mystery shopped unless given specific instructions by ABa.
- Within an agreed timeframe and in line with any visit specifications (which may be different for each project) I can arrange to undertake the assessments at times convenient to myself and am free to organise the assessments in the most efficient manner thereby having some control over the profit made from each visit. However, project deadlines must be adhered to.
- In order to provide a fair assessment, I will carry out all visits in a consistent manner ensuring all client participants have an equal chance to perform well in the Mystery Customer evaluation.
- I will always read and follow the Visit Specifics for every round of visits, for every project.
- As required, I will attend project training meetings or receive accompanied visits occasionally, to allow my visit style and standards to be monitored.
- I will make any necessary purchases required for visits in line with the project requirements and retain all receipts, which I will send in to ABa with my invoice. I understand that any costs incurred for necessary purchases can only be reimbursed when submitted with a receipt.
- I understand that I am not an employee of the company and am not entitled to any fringe benefits. I will carry out assessments for ABa Quality Monitoring on a self-employed basis and therefore I am responsible for my own tax and National Insurance payments.



If any issues seemingly occur in relation to the above, ABa will begin a full investigation. As part of the investigation, you will be given the opportunity to respond to the issue raised before a decision is made. If any action you have taken during your work with us is deemed to contravene the above Code of Ethics, you may be removed from our database immediately and no more work will be offered to you.

By signing below:-

I indicate that I have read, understood, and agreed to follow the principles of honesty, professionalism, fairness, confidentiality and working practices that are outlined in this agreement.

I am stating that I have a legal right to work in the UK and I agree to submit proofs as requested.

I agree to provide ID in the format requested by ABa

I further understand that not conforming to this agreement may result in termination of my association with ABa.

Signed by:

Printed name:

Date

