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## Guide to Business Behaviour at Meetings and Events

This guide applies to all persons working for, with or on behalf of ABHI, in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, suppliers, customers, stakeholders, officials, distributors third-party representatives and business partners, sponsors, or any other person associated with us, wherever located. This policy does not form part of any employee's contract of employment and may be amended at any time.

When referring to meetings or events in this policy this may include events on or off company premises and can include formal events such as corporate dinners, conferences, missions and award ceremonies, as well as informal gatherings such as team outings, meeting and after work social events.

All attendees at ABHI meetings and events share responsibility for adhering to the highest professional, ethical and legal standards. Attendees should behave professionally at all times and treat all people – members, fellow employees, stakeholders, third party providers and themselves – with respect.

This document details the professional behaviour expected, advice on how to handle challenging situations or situation you find uncomfortable. It also offers guidance on addressing unprofessional and/or prohibited behaviour.

### Professional Behaviour

Attendees at ABHI meetings or events are responsible for demonstrating appropriate business behaviour, including, but not limited to:

- Behaving respectfully towards others, both within and outside of ABHI
- Exhibiting proper meeting/event etiquette, e.g. being on time, staying attentive, presenting yourself in a manner whereby you can contribute to discussion and participate, attending the full event/meeting
- Maintaining professional business or business casual attire as outlined in the guidance for the specific event/meeting
- Respecting the property and peace of others, particularly at late hours
- Respecting cultural differences and diversity
- Wearing name tags for proper identification where required

### Unprofessional Behaviour

The following actions are considered as unprofessional behaviour:

- Lack of attention
- Lateness and unapproved non-attendance or disappearances
- Dressing inappropriately contrary to the guidance issued

- Speaking inappropriately about ABHI, a member or a colleague or work associate which may affect or damage reputation
- Giving your personal opinions and beliefs on topics that are unrelated to work matters which may cause offence (eg religious or political beliefs)

### **Prohibited Behaviour**

The following behaviours are strictly prohibited at ABHI meetings and events;

- Consuming excessive alcohol, which impairs your ability to behave in an appropriate manner or to act professionally. Attendees who have alcohol during work events, meetings or social activities should drink responsibly and in moderation
- Using inappropriate, foul or vulgar language
- Fighting or inflicting bodily injury, threat or assault to another person
- Verbal abuse – threats, aggression and insulting behaviour
- Racist or sexually suggestive comments, inappropriate touching or staring, and all other inappropriate behaviours that could be regarded as intimidatory, bullying, harassment, or discrimination of any type
- Taking work colleagues to or continuing a business event at an inappropriate choice of venue such as a night club, strip club or gentleman's club
- Additional room mates (unless prior sharing arrangements have been authorised) Also the attendance of non-invited ABHI employees/contractors at events without prior permission to attend
- Abuse or illegal use of any prescription medication, narcotic or controlled substance, including sharing these substances with others

### **Responsibilities of Attendees**

- All attendees are expected to behave professionally, responsibly and ethically at all times and should avoid consuming alcohol to the point of intoxication and are encouraged to refuse alcohol
- Attendees are responsible for informing their manager if they are aware of, or witness anything, that is deemed unacceptable, unprofessional, prohibited and/or illegal
- Managers or event hosts are expected to coach employees and anyone representing ABHI on how to behave at ABHI meetings and events and are asked to enforce the correct behaviour and intervene early if indications are that things could get out of control. Managers are also expected to lead by example. They should also ensure limiting the quantity of alcohol available, offering non alcoholic alternatives, monitoring the event and the consumption of alcohol to ensure attendees are not over consuming and ensuring that there are transportation options for attendees when leaving.
- In regards to any international travel you are required to follow local health and safety guidelines and risk assessment as will be provided to you in advance of your trip by your line manager and you are expected to ensure you make your own enquiries and familiarise yourself with the country you will be visiting so that you can fully understand their culture and etiquette.
- For those who travel internationally on ABHI business you may find that you visit countries which have specific views, policies, laws or opinions on political, health or social matters which you may not necessarily agree with. In a work setting it is not appropriate to discuss your personal beliefs and opinions and you are encouraged wherever possible to respect the opinions of others and not to become involved in any discussions on topics which you may feel offended by.

### **Reporting Any Issues and Raising Concerns**

There is an expectation on all attendees to conduct themselves in a professional and appropriate manner and we also expect you to be treated in the same way.

It is important that, you prioritise your health and wellbeing. If you are in anyway concerned or are made to feel uncomfortable or threatened at an ABHI meeting or event you are encouraged to speak up and make it known that you do not find something appropriate. If the matter continues or is repeated, you should do your best to remove yourself from the situation and raise the issue immediately with your line manager or in their absence a member of the Leadership Team or you can speak with HR

At ABHI we maintain a zero-tolerance approach to bullying and harassment and any kind of inappropriate behaviour and will treat any and all complaints seriously. If you feel that you have been mistreated in any way please make your concerns known.

**Failure to adhere to these requirements could result in disciplinary action, or in the case of contractors, termination of the contract and will be actioned where necessary.**