

# Association of Bureau Managers

## Code of Conduct and Membership Standards

Revised 22<sup>nd</sup> October 2025

### 1. Purpose and Scope

This Code sets out the principles, expectations, and standards of conduct for all members of the Association of Bureau Managers (ABM). It applies to all forms of participation in the ABM community, including in-person events, online platforms, and communications between members.

### 2. Our Shared Principles

- **Integrity:** Act honestly, transparently, and in good faith.
- **Respect:** Treat everyone with dignity and consideration.
- **Confidentiality:** Protect sensitive information shared within the community.
- **Professionalism:** Always conduct yourself with competence and courtesy.

### 3. Respectful and Inclusive Behaviour

- Embrace diversity of background, experience, and opinion.
- Refrain from offensive, discriminatory, or harassing behaviour.
- Handle disagreements constructively and avoid personal criticism.

### 4. Professional and Ethical Conduct

- Maintain a high standard of professionalism in all dealings with fellow members, clients, vendors, and employees.
- Avoid conduct that could be construed as deceptive, exploitative, or undermining to another member's business or team.
- Respect legal obligations and always comply with relevant legislation.

### 5. Confidentiality and Trust

- Information shared in ABM forums, events, or WhatsApp groups is confidential unless clearly stated otherwise.
- Sharing content or sentiments externally—especially for competitive or commercial gain—is a serious breach of trust and may result in disciplinary action.

### 6. Client and Employee Relationships

- Members must not directly approach clients or employees of another member firm without prior, explicit consent.
- The community relies on mutual respect for existing relationships and investments made in people and partnerships.
- Collaboration is encouraged when approached transparently and with mutual agreement.

## **7. Best Practice in Employer Transitions**

When an employer chooses to move their payroll services from one member bureau to another, both firms are expected to handle the transition with professionalism and integrity.

- Respecting the employer's right to change provider without undue pressure or disparagement of the previous bureau.
- Facilitating the smooth transfer of information and records in line with legal, regulatory, and contractual obligations.
- Communicating courteously and constructively with the other bureau to minimise disruption for the employer and their employees.
- Avoiding any behaviour that could be perceived as obstructive, retaliatory, or unprofessional.

## **8. Communication Standards**

Across all platforms (in-person, online, WhatsApp, email, etc.):

- Keep messages relevant and respectful.
- Avoid overt self-promotion, recruitment messaging, or off-topic content.
- Respect admin decisions and use designated channels for raising concerns.
- Respond to polls and group requests in a timely manner to support collective action.

## **9. Vendor and Hybrid Member Integrity**

Members who also develop or sell software or services into the bureau market must act with the highest degree of integrity.

- You must not use privileged access to ABM discussions or communications to gain competitive or commercial advantage.
- The ABM Vendor Partnership project is the appropriate route for structured vendor engagement.
- If in doubt about handling any situation, seek guidance from ABM leadership in confidence.

## **10. Membership Renewal and Termination**

Membership of the Association of Bureau Managers runs for twelve months from the date of joining and renews automatically unless notice is given. Renewal invoices are issued approximately 45 days before the renewal date. Members who do not wish to renew must notify the Association in writing within 14 days of the invoice date. If no such notice is received, the renewal will be deemed accepted and the membership fee will become payable in full. No refunds are available for mid-term cancellation once the renewal period has commenced.

## **11. Enforcement and Disciplinary Action**

The Association reserves the right to act swiftly and decisively to protect the integrity of the community. Violations of this Code may result in:

- Informal resolution via discussion.
- Formal warnings.
- Suspension or termination of membership, depending on severity and recurrence.

## **12. Reporting Concerns**

Concerns about breaches of this Code should be reported in confidence to [confidential@bureaustrategy.com](mailto:confidential@bureaustrategy.com). All reports will be handled sensitively and fairly.

## **13. Review and Updates**

This Code will be reviewed periodically to reflect changes in law, best practice, or the needs of the Association. Members will be notified of any updates.

## **Acknowledgment**

By continuing your membership in the Association of Bureau Managers, you confirm your understanding of and agreement to this Code of Conduct and Membership Standards.

