



ABPCO member code of practice

Members must comply with the ABPCO Code of Practice, which defines the obligations of a Professional Conference or Event Organiser (PCO) and his/her relationship with clients, and sets up an accepted standard of professional practice.

- ABPCO members have a general duty of fair dealing towards their past and present clients, fellow members and the public.
- ABPCO members have a duty to act prudently in all financial and legal matters and to protect their clients' funds by acting in a professional manner at all times. Unless otherwise agreed between the parties, clients' funds should be separately identifiable at all times in the running of an event and agreed event budgets should be adhered to.
- ABPCO members shall be free to represent their capabilities and services to any potential client, either on their own initiative or at the behest of the client, provided that they do not seek to persuade the client to break an existing contract with any other ABPCO member already serving that client.
- ABPCO members shall not engage in any practice nor be seen to conduct themselves in any manner detrimental to the reputation of ABPCO or the reputation & interests of PCOs.
- A member firm shall be free to accept commissions from persons other than a client, in connection with services for that client, provided they are not prejudicial to the interests of the client.
- ABPCO members have a duty to formally commit in client contracts to delivering safe, inclusive, accessible events.
- ABPCO members shall note in client agreements the need to budget and provide for foreseeable safeguarding, wellbeing, disability access and inclusion needs.
- ABPCO members have a duty to institute clear policies and procedures for stakeholders, reporting conference code of conduct violations.

- ABPCO members have a duty to outline appropriate disciplinary actions for code of conduct violations tailored to severity and applied consistently regardless of status, implementing post-conference feedback collection to identify areas for improvement in safeguarding procedures at future events.
- ABPCO members have a duty to establish clear procedures for reporting concerning behaviours with trained points of contact, committing to timely response, maintaining data privacy protection and transparency policies around collection and use of personal data.
- Members will take proactive measures to ensure diverse speaker representation, universal design accommodations, and accessibility services that allow conference participants from all backgrounds and abilities to engage fully.

What the Quality Mark means

Working with a Professional Conference Organiser (PCO) who is a member of ABPCO provides you with the reassurance that your conference or event is in safe, professional and capable hands. ABPCO is the only UK membership organisation representing individual PCOs that require members to demonstrate their professional experience and supporting evidence of their quality standards in service delivery before they may become members and display our coveted logo as a quality mark.

In short, by choosing an ABPCO PCO you benefit from:

- Assurance of significant professional experience in all aspects of organising successful conferences and events
- High-calibre services, backed up by client testimonials and reviews of the ABPCO committee
- The support of a dedicated professional, bound to uphold ABPCOs Code of Practice

For further information about ABPCO see www.abpco.org