

# ABRS - Code of Conduct for Members



The Association of British Riding Schools (ABRS) is a national member body for riding school, trekking and livery businesses. The ABRS Code of Conduct is built on the principle that members and their staff must:

- Behave with integrity and a sense of what is right
- Ensure their actions show respect for others (both people and horses)
- Demonstrate fairness and equality

These ethical principles underpin membership of the ABRS and are not optional. This code is a guide for good practice and must be followed by members and by the staff that they employ (whether paid or voluntary).

Members must:

## **Trade fairly with clients:**

- Perform the services that they have contracted with clients to provide with reasonable care and skill, and through the exercise of due professional diligence.
- Be bound by information that is spoken or written, where a client relies on it. Information provided must be clear and describe accurately the services being provided.
- Ensure that charges levied for services are clear and unambiguous. Where the price for a service is not agreed beforehand, the service must be provided at a reasonable price.
- Ensure that contract terms are fair, proportionate and do not seek to limit a client's right of redress.

(Members have a right to expect that clients should not provide information that is inaccurate or misleading where this information is needed for the delivery a contracted service.)

## **Provide safe facilities and riding environment:**

- Comply with health, safety and welfare legislation and regulation. Where members do not have the expertise to assess the risk posed by the services that they deliver, they should appoint a 'competent person' to help them.
- Ensure, as far as is reasonably practical, that services provided are delivered with due regard for the health, safety and welfare of staff, clients and the general public. This includes ensuring that appropriate management and supervision is provided.

(Members have a right to expect staff and clients to behave with due care, to follow written or spoken instructions, and comply with instructions provided through training.)

- Comply with legislation and regulation intended to protect children, young people and adults at risk from harm and abuse.
- Ensure that adequate insurance cover is in place for the services provided.
- Ensure that the coaches, trainers and instructors that they employ in the delivery of services are competent, qualified and comply with the ABRS Code of Conduct for Coaches, Trainers and Instructors.

**Provide for the welfare of horses:**

- Ensure that the horses for which they are responsible (either permanently or temporarily):
  - Have a suitable environment to live in;
  - Have a healthy diet (including fresh clean water);
  - Are able to behave normally;
  - Have appropriate company;
  - Are protected from pain, suffering, injury and disease; and
  - Are suitable, capable and safe for the required work.
- Comply with national codes of practice for the welfare of horses:
  - England, Wales and NI: Code of Practice for the Welfare of Horses, Ponies, Donkeys and Their Hybrids
  - Scotland: Code of Practice for the Welfare Of Equidae
- Ensure, where they have horses for hire, they possess a valid license issued by the local authority and that they only hire horses that are included on the license.

**Act as a good employer:**

- Where staff are employed, ensure that employment, health and safety and other relevant laws and regulations are complied with.
- Follow legal and ethical considerations in employment practises to ensure that recruitment, employment contracts, terms and conditions, working conditions and the working environment are fair, open and equal.
- Ensure that employees comply with the standards laid down from time to time by the Association of British Riding Schools and the Employers Equestrian Association.
- Comply with the ABRS Code of Good Employment.

**Behave with integrity and maintain high standards:**

- Not bring the ABRS into disrepute through their actions or inaction (directly or indirectly).
- Ensure that the ABRS, and more broadly equestrianism, is displayed with a favourable image to the wider public and to our colleague member bodies within British Equestrian.
- Not maliciously or recklessly injure or attempt to injure, whether directly or indirectly, the professional reputation, prospects or business of the Association of British Riding School, our members or any coach, instructor, trainer or groom.
- At all times observe the rules and regulations made from time to time by the member of Association of British Riding Schools as they apply.

**Respect the confidentiality of personal data:**

- Recognise that they in a position where they gather personal information about clients. The disclosure and use of information gathered is the subject of the Data Protection Act. Members must ensure that an agreement is reached with riders/participants or their parents/guardians about the collection, storage and potential boundaries of sharing information.

The ABRS reserves the right to withdraw membership and/or listing from a member where there is a material breach of this Code of Conduct. Breaches of the Code of Conduct will arise from a complaint received by the ABRS. Complaints will be investigated through the ABRS Complaints Procedure. Membership and/or may also be withdrawn where there is a withdrawal of underpinning licenses and/or certificates. Where membership and/or listing is withdrawn, the ABRS plaque must be returned and all reference to the ABRS removed from promotional material, signs and websites.

**Review arrangements**

The Code of Conduct will be reviewed every three years, or in the following circumstances:

- Changes in legislation and/or government guidance
- As a result of any other significant change or event