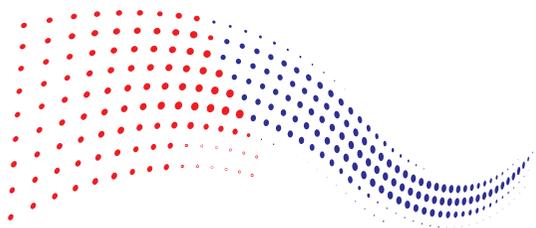


ABI



Association Of British Investigators Upholding Professional Values

*"I keep six honest serving-men (They taught me all I knew):
Their names are What and Why and When and How and
Where and Who.*

(RUDYARD KIPLING)"

— Colin Dexter OBE, *The Secret of Annexe 3*

Colin Dexter OBE, creator of Inspector Morse is the patron of
The Association of British Investigators.

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Introduction

The Association of British Investigators was formed in 1913 with a clear mandate to promote good practice for investigation in the private sector. Over the past century The Association has developed to become the leading organisation of its type in the UK and certainly one of the most prominent and influential professional bodies worldwide.

The Association is active on several fronts and will never stand still in its determination to set the highest standards of professionalism and integrity not only throughout its own membership but the wider investigation profession generally.

Throughout its history The Association has campaigned towards harmonising and regulating standards for all investigative practitioners. It has been active in consultations with representatives of Government, the Legal Profession, Training Providers and other sector organisations.

During the sector's evolution, The Association has also evolved. Not content to settle for the minimal standard, a modern day member of The Association must meet very strict criteria at entry level. From there, the standard must be maintained. This is ensured through a membership renewal process, continuing professional development and a strict discipline code.

Endorsed by



The Law Society

For these reasons The Association is the legal profession proven and preferred choice in mitigating risk when appointing an investigation agency or litigation support service provider. Similarly, The Association is the preferred supplier to The Law Society of Scotland.

The Association encourages members to continually improve. We do this by offering training, writing specialist literature, holding regular seminars, email forums and of course our popular periodic publication.

The Association develops relationships with specialist insurers, accountants, regulators and law enforcement agencies in order to stay abreast of current trends and developments, as well as forging best arrangements for members to assist them in maintaining their high standards.

When the need arises to appoint an investigator, surveillance team, forensic specialist or seeking litigation support, look no further than the Association of British Investigators.

What Sets The Association Apart?

The Association is the oldest collective body of type with accrued knowledge and skills that have passed from generation to generation, setting the standards which others merely emulate. Within the organisation is a **wealth of investigative expertise** that simply cannot be matched anywhere in the UK.

A member can be **located in every corner of the United Kingdom**. The Association also enjoys a contingent of highly skilled overseas members.

The Association has a **firm code of conduct** and a robust disciplinary system to enforce it supported by an independent adjudicator.

An Applicant for membership must first achieve the recognised and accredited sector qualification in professional investigation, as approved by The Association's academy.

We take great trouble to **verify the identity of our members** and periodically check for criminality by the production of a **UK Criminal Conviction Certificate**.

A dedicated **selection process** examines the credit history of applicants to be satisfied they are **free of any monetary judgments or insolvency issues**. This is verified annually.

Investigators wishing to become members of The Association are required to hold a **policy of professional indemnity insurance**.

Members are issued with **photographic identification cards**.

Members are offered **opportunities for continuing professional development** and have readily available sources of advice and specialists at their disposal.

The Association is the **choice for professional investigation** in the private sector by ensuring we operate to the highest standards we can be sure that our members provide the best services to their clients.

What Services Do Our Members Provide?

We cannot possibly describe each and every area of work undertaken by our members but the following investigative services are commonly provided –

- Tracing Missing Persons And Debtors
- Statement Taking
- Criminal Defence Work
- Litigation Support & Process Serving
- Anti Social Behaviour investigations
- Asset Enquiries
- Scene Reports
- Surveillance Operations
- Undercover Assignments
- Mystery Shopping
- Insurance Claims
- Fraud & Other White Collar Crime Investigations
- Personal Injury & Road Traffic Accident Investigations
- Investigative Interviews
- Chattel & Property Recovery
- Counterfeiting investigations
- Forensic Examinations
- Electronic Counter-Surveillance
- Matrimonial & Other Domestic Issues
- Workplace Investigations.

Who Instructs Our Members?

Again, the list is endless. Typically, our members are instructed by the following –

- Legal Profession
- Trade Unions
- Blue Chip Companies
- Local Authorities
- Insurance Companies
- Logistic Companies
- Employers
- Banks
- Finance Companies
- Wholesalers & Retailers
- Licensing Trade
- Manufacturers
- Charities.
- Public Transport Providers
- Associations, Clubs & Societies
- Hotel & Leisure Industry
- Individual Public

Code of Ethics and Professional Standards

Policy Statement:

This code, comprising of 11 principles, is sponsored by the Governing Council of the Association of British Investigators (ABI). It is a reflection of the way in which all members of the Association should conduct their business according to rigorous ethical, fair, professional and legal standards.

It flows from our determination to:

Be fair
Be accountable
Be cautious
Be law abiding
Be mindful of the confidentiality of that with which we are entrusted
Protect and enhance the reputation of this Association and its members.

Principle 1

Responsibility and Accountability

All members of the Association of British Investigators are personally responsible and accountable for their actions or omissions, as are their employees and other persons paid to assist an investigation. It must be ensured that the latter adhere to this Code of Ethics and Professional Standards

Principle 2 - Honesty and Integrity

All members of the Association of British Investigators are to act with honesty, integrity and must not compromise their position, that of this Association or any of their clients.

Principle 3 - Caution and Thoroughness

All members of the Association of British Investigators are to verify the credentials of clients to ensure that they have lawful and moral reasons to request an investigation.

Principle 4 - Conflict of Interest

All members of the Association of British Investigators having a personal or conflicting interest in any matter in which they are involved shall disclose that interest, if it is in conflict with the interests of any of their clients.

Principle 5 - Acting within the Law

All members of the Association of British Investigators are to obey the law and refrain from carrying out any act that they know, or ought to know, is unlawful, or contrary to ABI policy.

Principle 6 - Authority, Respect and Courtesy

No member of the Association of British Investigators is to abuse their position and must respect the rights of all individuals. All members of the Association of British Investigators are to act with self-control and tolerance, treating everyone with whom they come into contact, during the course of their activities, with respect, fairness and courtesy.

Principle 7 - Equality

All members of the Association of British Investigators are to act with fairness and impartiality. They will not discriminate unlawfully on the grounds of sex, race, colour, language, religion or belief, political or other opinion, national or social origin, association with a national minority, disability, age, sexual orientation, property, birth or other status.

Principle 8 - Confidentiality

All members of the Association of British Investigators are to treat information with which they are entrusted during the course of their business with respect and access or disclose it only for the purposes for which it is intended; attending to all instructions within the principles of the prevailing privacy legislation and in particular if controlling personal data to be so notified with the Information Commissioner.

Principle 9 - General Conduct

All members of the Association of British Investigators are to act in a professional manner. They must not behave in a manner, which brings, or is likely to bring, discredit on the Association or any of their clients, or act in a way that undermines or is likely to undermine confidence in the Association or that of any of their clients.

Principle 10 - Complaints

All members of the Association of British Investigators are to report forthwith, any complaint made against them or the Association.

Principle 11 - Challenging and Reporting Improper Conduct

All members of the Association of British Investigators are expected to challenge and when appropriate take action or report breaches of this code and the improper conduct of colleagues.

Benefits of Instructing ABI Members

Legal Practitioners, Company Directors, Heads of Departments and, in fact any decision maker is faced with a difficult choice when appointing an investigator. The ingredients in making the selection will include cost, ability, resources, reputation, and time scales. These factors will all differ between rival investigators in the same way as any marketplace.

However, what The Association brings is a standard, a starting point that is not available elsewhere.

Selecting an investigator from our membership will guarantee –

- Notification as a Data Controller with the Information Commissioner's Office.
- Member is sector qualified.
- Member has provided acceptable professional references.
- No adverse credit history.
- Criminality checked.
- Holds Professional Indemnity Insurance.
- Subject to complaint system and accompanying sanctions.
- Member follows a professional code of conduct.
- Member kept informed of developments in the law and procedures.
- Member has access to worldwide network of proven investigators.
- Member is included in DVLA access protocol unavailable to investigators outside The Association.

This is the absolute minimum that can be expected.

These factors are vitally important to ensure that the investigator who is instructed is compliant with the law, is competent and accountable. Selecting an ABI member is a wise choice and offers a level of protection for clients unavailable elsewhere. To find out more about how ABI members can help your business then call **0208 191 7500** or alternatively a searchable membership directory is available online at **www.TheABI.org.uk**

Benefits of Partnerships with The ABI

The Association is a fast growing, forward thinking body of people. Within the membership are highly trained and experienced investigators, researchers and specialists in a wide range of fields.

The members have contacts and clients from every walk of life and every type of business and industry.

The membership extends to all corners of the UK and overseas.

The Association has developed good relationships with the Police Service, The Information Commissioner's Office, The Security Industry Authority, The DVLA, along with other government and professional bodies. This involvement ensures that The Association keeps abreast of ever changing factors and is heard as the clearest voice of the investigation profession.

The profession continues to change and evolve. The Association is there, at the front, leading the way in the quest for the highest standards possible.

The Association now encourages partnerships. This may be on a commercial basis in which suppliers offer deals to our members in return for their custom, or their endorsement. Similarly, The Association may accommodate features in its publications or website.

Sponsors are invited to support The Association and demonstrate their recognition and commitment to the professionalism. Those sponsors reap the rewards of good publicity and the reciprocal assistance of The Association.

Governmental Departments and Law Enforcement Agencies are welcome to work alongside The Association on projects that have mutual benefits.

Where tenders are sought, The Association can now arrange their distribution throughout its worldwide membership. This is an attractive facility as Procurers can be satisfied that the starting standard is assured and therefore selection criteria is reduced and the process streamlined.

Organisations seeking established networks of agents can, for the first time, task The Association, thus providing a "one stop shop" for suitable personnel around the UK.

To discuss mutually beneficial partnership options call **ABI Secretariat** on **0208 191 7500**.

Lawyers' Registration Scheme – an added bonus for prudent lawyers.

Remember that the investigation sector is unregulated and this exposes solicitors and their clients to the risk of inadvertently instructing persons that may be acting unlawfully, unethically and unprofessionally. The weak link in an otherwise strong chain.

There are of course obligations under the Solicitors Regulation Authority, Code of Conduct 2011, Para's O (1.2) and IB (4.3) for lawyers to undertake due diligence in their selection of contractors to ensure their clients' confidential information is protected. This applies in particular to the investigator or process server of choice. In addition to providing the one-stop-shop robust due diligence required, The Association of British Investigators has created the means for lawyers to reassure clients of such prudence through its Lawyers' Registration Scheme.



The scheme is FREE to join. The Association simply asks that prudent lawyers provide their details for inclusion in its register and, in return, permission will be granted to display the scheme logo featured above.

By displaying the logo, prudent lawyers are sending a clear message to the Solicitors Regulation Authority that they are meeting their expectations in respect of using accredited suppliers.

Additionally, Lawyers are sending a similar message to their clients. Assurance is provided that in cases where process servers and investigators are instructed by a firm of solicitors, care has been taken to ensure that those service providers meet the high membership standards of the ABI. Appropriate client care is essential.

Finally, The Association encourages lawyers to play a part in bringing about change in the unregulated investigation / process server sector. This can be achieved through raising awareness of the risks presented by incompetent or unscrupulous persons that masquerade as investigators and process servers. By joining the scheme, you can help your entire profession . . . and ours!

For more information about this scheme or to sign up call **0208 191 7500** or visit **www.TheABI.org.uk**