



UKCMA CONSTITUTION

1. NAME

1.1 The organisation shall be called The United Kingdom Crowd Management Association and abbreviated to UKCMA.

2. AIMS AND OBJECTIVES

The aims of the UKCMA are:

- 2.1 To promote the use of competent, professional and safe Crowd Management suppliers at events requiring crowd management skills.
- 2.1 To represent the interests of the Crowd Management industry to Government bodies, consumers and other organisations
- 2.3 To establish, document and further develop common standards of crowd management competency across the industry.
- 2.4 To promote the development of crowd management industry training standards.
- 2.5 To liaise and co-ordinate with other related industry bodies, organisations and stakeholders, which may affect the industry, including those from other countries.
- 2.6 To act as a catalyst and champion for the collection, dissemination and promotion of best industry practice.
- 2.7 To act as a vehicle for mutual support between members.

3. MEMBERSHIP/AFFILIATION

- 3.1 Membership is open to individuals, private companies or other organisations, which provide Crowd Management services at the following levels:
- 3.2 **Full Membership**. Open to those companies whose main area of business is to provide stewarding and security staff in support of crowd management operations.
- 3.3 **Associate Membership**. Open to those companies or individuals providing crowd management consultancy services or whose main business supports the provision of crowd management services and who also supports the aims and objectives of the Association.

4. APPLICATION / MEMBERSHIP CRITERIA

- 4.1 Applications are to be made in writing to the Secretary.
- 4.2 Demonstrate compliance with the provisions of BS 8406, particularly with regards to the provisions for service providers.
- 4.3 Train staff in accordance the British Standard, FSQ, NCFE event stewarding course or other recognised training of comparable standard.
- 4.4 Provide evidence that a suitably qualified and experienced management team is in place commensurate with the activities undertaken.
- 4.5 Applicants for Full membership must provide certified accounts for a period of three years
- 4.6 Applicants must show that annual turnover exceeds £500,000.00 per annum
- 4.7 Members should demonstrate that they continue to comply with the requirements at each annual renewal by supplying details of valid insurance and notification of any major changes to senior management including CVs of new members of their senior management team.
- 4.8 Members are to abide by the Association's constitution and adhere to its aims. Members are expected to demonstrate active participation in the business of the Association and attend at least half the regular meetings per annum. A membership may be terminated at any given time after one week's general notice to the Association by a unanimous decision of the Officers of the Association (the Officers comprising Chairperson, Secretary and Treasurer).

- 4.9 Membership fees are to be paid within one month of joining the UKCMA and then within one month of each subsequent AGM, upon receipt of a valid invoice from the UKCMA. The fee shall be set at each AGM by the Association Members and will be payable in full or proportionally at the discretion of the Officers. Any failure to pay will result in Membership lapsing.
- 4.10 No prospective member shall be discriminated against on grounds of sex, race, age, religion, disability, sexual orientation or political opinion.

5. ELECTED OFFICERS

- 5.1 The membership shall annually elect a Chair Person, Secretary and Treasurer at the Annual General Meeting (AGM). The AGM will be held in March each Year. The elected persons will manage the affairs of the UKCMA in accordance with the constitution.
- 5.2 The Chairperson shall preside over meetings and shall hold the casting vote. The Chair is responsible for managing the business of the UKCMA and shall present a report each year to the AGM. In the absence of the Chairperson the remaining Officers should delegate the role to a suitable deputy who may be co-opted for the meeting.
- 5.3 The Secretary is to action the Associations correspondence in a timely manner and shall record and distribute the minutes of meetings and shall collate on behalf of the Chairperson and Treasurer the annual report for the AGM. The Secretary is responsible for processing applications and ensuring compliance of the constitution by members. The Secretary is responsible for notification of applications to members.
- 5.4 The Treasurer shall be responsible for the collection of subscriptions. A statement of account shall be presented each year to the AGM and a statement of the Association's financial situation shall be available at General Meetings, so that members can authorise expenditure with confidence.
- 5.5 Should a vacancy occur for Chairperson, Secretary or Treasurer the membership may appoint an ordinary member to stand as a co-opted member until the next AGM.
- 5.6 Should a vote of no confidence in an Officer be passed, the subject of the vote shall resign and a co-opted member be selected by the meeting and shall serve until the next AGM.
- 5.7 The term of office shall be for a period of 24 months, effective from one month after the date of the AGM at which the election took place.
- 5.8 The Officers are empowered by the Association to take day to day management decisions and authorise routine expenditure on behalf of the Association. Policy decisions should be

decided at general meetings. Items of expenditure exceeding £1000 must be authorised by the Membership unless the urgency of the matter requires an immediate decision. In such a case, Members should be notified in writing within seven days of such a decision.

6. ANNUAL GENERAL MEETINGS

- 6.1 The AGM will take place in March each year. All members will be notified at least one month in advance by official communication.
- 6.2 Nominations for Officers positions must be received in writing 7 days before the AGM.
- 6.3 All nominations must be proposed by one other member of the association.
- 6.4 An outgoing Officer may not nominate someone for the position they are vacating.
- 6.5 Voting shall be by ballot and the successful candidate for each position selected by the greatest number of votes cast, unless the position is uncontested in which case a show of hands will be deemed satisfactory. A candidate may not stand for more than one position. Ballot papers shall be numbered but not identifiable to an individual. The announcement of positions will be made at the AGM and recorded in the minutes of the meeting.

7. GENERAL MEETINGS

- 7.1 A General Meeting (GM) may be called by the Officers at any time. A minimum of two weeks notice shall be given to Members. Ordinary members may call a General Meeting themselves by way of a written petition of five members, made to the Secretary. A vote of no confidence may only be taken at a GM.
- 7.2 Quorum for a GM shall be 50% of the Membership plus one. If insufficient members are present to achieve a Quorum a further meeting shall be called within 14 days by the Secretary at which business may then be conducted by those in attendance, even if a quorum is not achieved.
- 7.3 General meetings shall take place a minimum of three times in between the dates of the AGM. Agenda items must be submitted in writing 7 days before each meeting. Each agenda will be sent to the Membership by the Secretary at least 3 days before each meeting. Minutes shall be published within two weeks of the meeting.
- 7.4 Members may send more than one member to a meeting with the prior approval of the Secretary.

8. CONSTITUTION

8.1 The constitution may only be varied at the AGM. It shall be available to all Members and will be re issued annually within 2 weeks following the AGM.

8.2 The interpretation of the Constitution rest with the Officers. In the event of a dispute the matter may be raised for resolution at the next available meeting

9. VOTING

9.1 Voting is based on one vote per full member. Organisations can have only one Member per Company or associated Company or organisation. Only the votes of members attending the meeting will be valid and counted. Members may send any representative from their organisation to vote. Associate members do not have voting rights.

9.2 Votes on normal business will be transacted by a simple majority of votes cast. Each member has one vote; the Chairperson has the casting vote.

10. FINANCE

10.1 All cheques drawn on the Association account must bear two Officers' signatures.

10.2 The financial year shall run from AGM to AGM

10.3 The UKCMA should carry adequate public liability insurance to be decided by the Officers.

11. CODE OF DISCIPLINE

11.1 Scope of the Code of Discipline.

This Code is applicable to:

11.2 Matters arising from the UKCMA constitution

11.3 Cases of alleged misconduct or unfair practice by members, or any other body within the jurisdiction of the UKCMA;

11.4 Matters of concern raised with the UKCMA or decisions taken contrary to the constitution of the UKCMA or the policies and interests of the UKCMA and its members.

11.5 Matters referred to the UKCMA by outside agencies;

12. Procedure.

Disciplinary action taken by the UKCMA shall take place in three distinct phases:

- a. initial investigation to decide whether or not there is a case to answer;
- b. a hearing and, if submitted,
- c. an appeal

12.1 Responsibility of the Officers of the UKCMA. The Officers of the UKCMA shall have responsibility for the management of disciplinary investigations and hearings in accordance with the procedures set down in this Code. This responsibility shall extend to making every reasonable effort, both individually and collectively, to select investigators and Disciplinary Panel members who at all times may be expected to operate this Code in a fair and impartial manner solely on the basis of the evidence submitted.

12.2 Action on the Receipt of a Complaint – Investigation.

12.2.1 A complaint made to the UKCMA either by a complainant(s) about a matter falling within the scope of this Code should specify which policy, rule or regulation has been contravened or whose interest has been infringed by the alleged misconduct, unfair practice or matter of concern. Once a complaint has been received which satisfies this requirement, the Chairman of the UKCMA, or his nominee, shall appoint one member from

the elected Officers and one member of the General Committee, who is not an elected member of the UKCMA, to investigate whether in the first instance there is a case to answer. In the interests of impartiality, neither of these investigators shall have had any involvement whatsoever in the matter which has given rise to the complaint. If, for any reason, it is impracticable to appoint either or both such members, the Chairman of the UKCMA shall appoint one or two persons (as the case may be) not on such committees to be the investigators.

12.2.2 Concurrently with the appointment of the two investigators, the Chairman of the UKCMA, or his nominee, shall write by recorded delivery post to the person or body that is the subject of the complaint, indicating the allegations. The investigators shall take such steps as they think appropriate to ensure that the body or individual concerned is informed of the evidence against it or him and has the opportunity to respond to the allegations and evidence before any report of the investigation is completed. Any response must (unless the investigators decide otherwise) be in writing.

12.2.3 The investigators shall have authority to make informal enquiries and, if necessary, to receive written evidence in order to make a recommendation to the elected Officers. In making these enquiries they shall advise all persons whom they involve that any evidence which is relevant may be submitted later to a disciplinary hearing.

13. Investigation Report

13.1 The investigators making these enquiries shall submit their report and recommendations to the Chairman within 30 days of the complaint having been received by the UKCMA.

This report should simply state

13.2 the nature of the original complaint or allegation

13.3 whether there is a case to answer and, if so,

13.4 which policy, rule or regulation has been contravened or whose interest has been infringed;

13.4.1 If there is no case to answer, the investigators who have made these enquiries shall ensure that this decision shall be notified in writing to those persons who have initiated the complaint, all those who have been contacted for evidence and any other body concerned.

14. Establishing a UKCMA Disciplinary Panel.

- 14.1 If a hearing by the UKCMA has been recommended by the investigators, the Chairman shall appoint a panel of three persons ("the Disciplinary Panel"). These persons shall be independent of the matter in question and shall be drawn from the Officers of the UKCMA, the Chairman, immediate Past Chairman and members of the General membership. The Disciplinary Panel must include at least one but not more than two members of General membership who are not also elected Officers. One of the three persons selected shall be nominated as Disciplinary Chairman by the Chairman of the UKCMA. In addition, if the UKCMA Chairman is of the opinion that the nature of the case would justify the availability of specialist expertise, then it may appoint up to two people as co-opted members of the Panel.
- 14.2 These individuals may or may not be involved in the industry but will be accepted as well versed in the issue being considered. The co-opted individuals shall not be entitled to a vote during any part of the proceedings.
- 14.3 In the interests of fairness and impartiality none of the members of the Disciplinary Panel, including a co-opted member, if any, shall have been involved in the matter being heard.

15. Action before a Disciplinary Hearing

- 15.1 In all cases the Chairman of the Disciplinary Panel shall ensure that the body or individuals who are the subject of the allegations are given full details of the matter in dispute in writing and by recorded delivery post. The Chairman shall also:
- 15.2 request that this notification of the allegations is acknowledged in writing by recorded delivery post by the body or individuals concerned within ten working days;
- 15.3 provide a list of the members of the Disciplinary Panel to the body or individuals concerned;
- 15.4 require that the letter of acknowledgement, which must be sent by recorded delivery post, states if the body or individuals has any objection, for good cause, to any of the Disciplinary Panel members;
- 15.5 seek clarification of any matter which has previously been raised;
- 15.6 seek the names of individuals and representatives of the member(s) concerned, who will attend;
- 15.7 advise that the body or individuals concerned may be accompanied by a colleague or some other person who must be named.
- 15.8 Similarly, the Chairman shall ensure that any witnesses or representatives of who will be

attending to support the case against the body or individuals are provided with full details of the matter in dispute, and asked if they have any matters which they require clarifying, and whether there are any other witnesses whom they intend to call whose names must be notified at this stage.

15.9 Members of the Disciplinary Panel will be sent copies of the above correspondence and, together with all the other parties to the dispute, advised that fifteen days notice of the date, time and place of the hearing will be given as soon as all the papers and other details are available for the Disciplinary Panel.

15.9.1 A Disciplinary Panel is authorised to require the attendance of any person or persons who may be able to provide expert evidence or assistance to the Panel in reaching its decision. These persons shall be deemed to be in attendance and shall not have membership of the Panel.

15.9.2 The Chairman of the UKCMA shall nominate either an employee, officer, member of the elected Officers, or member of the General membership to be in attendance in order to act as secretary to the Disciplinary Panel but he or she shall not be a member of the Disciplinary Panel.

16. The Hearing

At the hearing, persons appearing before the Disciplinary Panel must be informed at the outset that:

16.1 the proceedings are the result of an investigation undertaken by the UKCMA;

16.2 the reasons for the hearing, namely the allegations or matters in dispute;

16.3 the findings may lead to disciplinary measures if appropriate in the view of the Disciplinary Panel.

16.4 The arrangements for and conduct of the hearing shall be decided by the Chairman of the Disciplinary Panel. Unless the Chairman of the Disciplinary Panel otherwise directs at the hearing, proceedings shall normally involve the presentation of the matters in dispute by the complaining party or of allegations of misconduct by the person or body who has raised them, together with supporting evidence, both written and oral. Witnesses in support of this evidence may be called. The Disciplinary Panel members and the body or individuals concerned shall have the opportunity to put questions at this point.

16.5 The other side shall then present its case, supported in similar fashion, and be subjected to questioning in the same way. Both sides shall then be invited to summarise their case in turn.

Note: This procedure may be varied by the Chairman of the Disciplinary Panel in his absolute discretion if, after discussion with the other parties, he is of the opinion that such change would assist the hearing process in a fair and impartial way.

16.6 The Disciplinary Panel shall then retire to consider its verdict.

16.7 The decision of the Panel shall be issued in writing by recorded delivery post to the parties concerned and also to the Chairman of the UKCMA, and any other body involved as soon as possible after and, if practicable, within ten working days of the date of the hearing. The decision shall be accompanied by details of any disciplinary action, which has been agreed by the Disciplinary Panel. This may consist of:

16.7.1 a reprimand to the offender(s), with or without a written warning as to future conduct;

16.7.2 a severe reprimand with a final and written warning as to future conduct;

16.7.3 suspension or expulsion of a member from the UKCMA for a specified period.

16.7.4 Any suspension, disqualification or expulsion shall normally run with immediate effect from the date of notification.

16.7.5 Any other parties affected by the decision of the Disciplinary Panel shall be notified of the decision in addition to those listed above.

17. Appeal

17.1 The letter notifying the decision of the Disciplinary Panel shall also set out the right of Appeal.

17.2 Any member wishing to lodge an appeal against a decision of the UKCMA must do so within fourteen working days of receiving the written decision. The letter of appeal against the decision must be sent by recorded delivery post to the Chairman of the UKCMA and must state the grounds on which the decision is challenged which will normally be restricted to one or more of the following reasons:

17.2.1 excessive nature of a penalty;

17.2.2 unfair conduct of the proceedings which have broken the rules of natural justice;

17.2.3 new evidence, which might affect the decision that has been taken.

17.3 The UKCMA shall acknowledge a letter of appeal within ten working days of its receipt and shall establish an Appeal Panel within a further ten working days. The Appeal Panel shall not include among its members any persons who have been involved directly either in the

events giving rise to the hearing, or in the investigation, or in the hearing itself, but shall consist of three members selected by the elected Officers, one of whom will be nominated by the elected Officers as the Chairman of the Appeal Panel. In addition, the elected Officers may also appoint co-opted members as described in 2(e) above who will have no vote.

17.4 The elected Officers shall select the members of the Appeal Panel from the general membership having regard to fairness and impartiality.

17.5 The appellant shall be notified by the UKCMA of the membership of the Appeal Panel and required to acknowledge that he or she has no objection to any of the members, as described in Clause 2(f) above. The appellant shall be notified by the Chairman of the Appeal Panel of the date, time and place of the appeal hearing with not less than fifteen working days notice after all papers have been received and the names of any witnesses and copies of any written evidence exchanged by both sides. He or she may be accompanied by a colleague, whose name must be provided to the Chairman of the Appeal Panel at least 14 days in advance of the appeal hearing.

17.6 At the appeal hearing the appellant shall state his or her case supported by such witness (es) that he or she might call and the written evidence which he or she wishes to present. The appellant may then be questioned by the Appeal Panel who may also hear witness (es) and receive written evidence, which supports the original finding. The Appeal Panel shall retire to consider its verdict, which may either quash the original decision, or abate the penalty, or order that the case be reheard, or confirm the original findings.

17.7 The decision of the Appeal Panel shall be issued in writing by recorded delivery post to the parties concerned and also to the UKCMA, as soon as possible after and, if practicable, within ten working days of the Appeal being heard. The letter shall also state any change in the disciplinary action agreed at the original hearing but such change may only reduce, and not increase, the original penalty.

18. **Records of Hearings and Appeals.** The decisions of all UKCMA Disciplinary Panels and Appeals Panels shall be retained in confidential records of the UKCMA for a period of time specified by the appropriate panel, which shall not be less than ten years. Supporting documentation shall also be retained in the same fashion.

19. **Co-operation of Defendants.** The procedures described in this code assume that the parties will co-operate in the interest of resolving the issue in question. In the absence of such co-operation, or if it is withdrawn at any stage, the UKCMA reserves the right to

proceed with a hearing or an appeal based on such evidence and information as it is able to obtain.

20. Confidentiality

20.1 All those involved in whatever role in the disciplinary procedures of the UKCMA shall treat the matters under consideration as confidential at all times. All papers shall be marked 'Confidential' accordingly.

20.2 Nothing in this requirement shall however prevent the UKCMA from disclosing the outcome of a disciplinary hearing or appeal to the general membership.

21. **General.** It is important in all cases that the procedures outlined herein are adhered to so as to minimise the possibility of the result of a hearing or an appeal being challenged successfully on procedural grounds.