



# UNITED KINGDOM CROWD MANAGEMENT ASSOCIATION CONSTITUTION

## 1. NAME

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

## 2. DEFINITIONS

**2.1 Affiliate Member:** A Member who does not have full voting rights but is a member of the association due to their connection to the events industry. Open to individuals, private companies or other organisations who have an active interest in the field of crowd management and have a product or service they regularly sell to the crowd management industry, and who wish to take part in the association's activities.

**2.2 Annual General Meeting:** The AGM is a meeting which an organisation or company holds once a year in order to discuss the previous year's activities and accounts.

**2.3 Associate Member:** A Member who has the benefits as outlined in Section 6 below. Open to all individuals, private companies or other organisations providing support services or acting as stakeholders in the provision of crowd management services.

**2.4 Board:** The Elected Officers and any former Chairperson who has been appointed by the Officers.

**2.5 Board Member:** A Member (**Officer**) who is duly elected or appointed to attend at the Board or conduct business on behalf of the Board. The membership shall, on a two-yearly basis, elect a Chairperson, Vice Chair, Secretary and Treasurer (together known as the **Officers**) at the Annual General Meeting (**AGM**). These Officers form the Board.

**2.6 Chairperson:** the person who presides over a meeting, committee, board meeting

**2.7 Constitution:** The document containing the fundamental principles on which the Association is governed, embodying the rights of the Members as contained herein.

- 2.8 Co-opted:** Appointed to membership of a committee, or position within that committee, by invitation of the existing Members.
- 2.9 Crowd Management:** The definition of Crowd Management used in this document is so far as is reasonably practicable: “The systematic planning for, and supervision of, the orderly movement and assembly of people. Crowd management involves the assessment of the handling capabilities of a space prior to use. It includes evaluation of projected levels of occupancy, adequacy of means of ingress and egress, processing procedures such as ticket collection, and expected types of activities and group behaviour” Fruin, J.J. (2002)<sup>1</sup>
- 2.10 Expenditure Cap:** Any payment by the Association that exceeds £1,000 excluding VAT.
- 2.11 Full Member:** A Member who has the benefits as outlined in Section 6 below. Open to all organisations active in the provision of crowd management services as a core activity of their organisation or with a distinct division within their organisation.
- 2.12 General Meeting:** A regular meeting of members.
- 2.13 Member:** A term used interchangeably for any of the four categories of member who have satisfied the entry requirements and continue to satisfy the ongoing requirements of Association.
- 2.14 Membership Criteria:** The entry requirements for each category of membership as set out below in Section 6.
- 2.15 Membership Rights:** The rights of each category of member as described in Section 6 below.
- 2.16 Normal Business:** activities that have already been delegated to a Member to deliver by Ordinary or Special Resolution and do not require a vote. Such activities may be delivered without further reference to a Board Member apart from in the normal course of reporting or upon request by an Officer.
- 2.17 Officers:** The Chairperson, Vice-Chairperson, Treasurer and Secretary of the Association.
- 2.18 Ordinary Resolution:** A vote as an Ordinary Resolution requires a 51% majority of those voting to be passed.
- 2.19 Secretary:** The Secretary is an appointed Officer whose role is to keep the legal affairs, accounts, and administration in order.
- 2.20 Special Resolution:** A vote in which only Full Members can vote and which requires 75% agreement to pass.

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<sup>1</sup> Fruin, J.J. (2002) - updated from The prevention of crowd disasters by crowd management: Published seminar paper: In Engineering for crowd safety: R.A. Smith & J.F. Dickie (Eds). Amsterdam: Elsevier Science Publishers B.V (1993).

**2.21 Strategy Group:** A group of Members who have been assigned by Officers of the Association to fulfil specific tasks in any area of the association in which the Board designate at its sole discretion to be necessary for the furtherance of its vision statement and mission statement

**2.22 Student Member:** A limited membership by virtue of proof of study in a qualifying academic or vocational course, with no voting rights. Open to individuals studying a crowd management relevant course or qualification in full-time education at Level 3 / A Level or above. Progression to Affiliate or Associate Membership available upon completion of study.

**2.23 Support Services:** Any organisation or individual that supplies goods or services to crowd management companies, security suppliers or event planners.

**2.24 UKCMA:** The Association of crowd management professionals who operate under the name United Kingdom Crowd Management Association.

**2.25 Vice Chair:** a person who deputises for a Chairperson and serves in his or her place during his or her absence or indisposition.

### **3. VISION STATEMENT**

**3.1** Shaping the future of the UK crowd management industry as the leading association on crowd management and associated practices.

### **4. MISSION STATEMENT**

**4.1** The UKCMA achieves its vision by supporting its members to connect with key industry decision makers in the areas that affect policy and practice in crowd management; by connecting quality suppliers to event buyers; by improving standards across the industry in the areas of training, code of conduct, code of practice and industry representation on matters that make a difference to its members and their businesses.

### **5. AIMS AND OBJECTIVES**

**5.1 The aims and objectives of the UKCMA are:**

5.1.1 To promote the UKCMA Code of Practice.

5.1.2 To improve standards across the UK crowd management industry.

5.1.3 To be the recognised voice of authority in matters relating to crowd management in the UK.

5.1.4 To represent the interests of the industry to Government bodies, stakeholders and other relevant organisations - UK and International.

5.1.5 To provide a forum for the exchange of non-competitive information and support between members, subject to full compliance with all applicable UK laws.

**5.2** In particular, and for the avoidance of doubt, Membership will not involve any Member providing information to UKCMA or to another Member or Members which that Member, in its sole discretion, considers to be competitively sensitive information, or information the provision of which could be expected to be in breach of UK and/or EU competition rules.

## 6. MEMBERSHIP

### 6.1 General:

6.1.1 Membership is open to all private companies or other organisations, that provide Crowd Management and Support Services, or individuals who are practitioners or stakeholders providing goods or services within the crowd management industry.

6.1.2 There are four categories of Membership: Full, Associate, Affiliate and Student.

6.1.3 The number of Full members will always exceed the number of Associate Members by a minimum of one Member.

### 6.2 Voting Rights:

Item	Classification	Full Member	Associate	Affiliate	Student
Appointment of Chairman	Special Resolution	Yes	No	No	No
Appoint of Strategy Group Member	Ordinary Resolution	Yes	No	No	No
Appointment or removal of administrator	Ordinary Resolution	Yes	No	No	No
Grant entry to the Association of new members of any class	Ordinary Resolution	Yes	Yes	No	No
Changes to constitution	Special Resolution	Yes	No	No	No
Expenditure above £1,000	Special Resolution	Yes	No	No	No
Enter into an agreement, contract or transaction with a value exceeding £1,000	Special Resolution	Yes	No	No	No
Incur any credit or borrowings in excess of £1,000	Special Resolution	Yes	No	No	No

Give any guarantee or indemnity, make any payment or incur any obligation or act as surety otherwise than in connection with the Associations ordinary business	Special Resolution	Yes	No	No	No
Make Loans	Special Resolution	Yes	No	No	No
Instigate, settle or compromise any litigation or arbitration proceedings save for debt collection.	Special Resolution	Yes	No	No	No
Make, or permit to be made, any changes to the accounting policies	Special Resolution	Yes	No	No	No
Open or close a bank account	Special Resolution	Yes	No	No	No
Make any gifts or political or charitable donations	Special Resolution	Yes	No	No	No
Agree on the legal structure and incorporation of the Association	Special Resolution	Yes	No	No	No
Issue a press release or statement to media, or make any representation publicly, on behalf of or stating to represent the association	Normal Business	No	No	No	No
Negotiate Industry position and represent the Association views with wider industry Stakeholders	Normal Business	No	No	No	No
Publish or author articles and blogs representing the Association views that have been documented as being the consensus view at a properly called Association meeting	Normal Business	No	No	No	No

- 6.2.1 Special Resolution: these can only be voted on by Full Members and require 75% agreement to pass.
- 6.2.2 Ordinary Resolution: these can be voted on by any Full or Associate Member in attendance at a meeting.
- 6.2.3 An Ordinary Resolution requires a 51% majority of those voting to be passed.
- 6.2.4 The Chair, or in their absence the Vice Chair, will either have a casting vote or the right to refer an issue to a Special Resolution if they have reason to believe that the decision might affect the integrity of the Association.
- 6.2.5 Voting is based on one vote per Member.
- 6.2.6 Applicable voting rights shall be granted immediately once Membership has been approved.

- 6.2.7 Associate Members who are either a member of the Board or Strategy Group, or who have gone through a voting process after two years of membership, will have voting rights as per Full Members.
- 6.2.8 Affiliate Members have no voting rights.
- 6.2.9 Student Members have no voting rights.
- 6.2.10 Organisations can have only one Member vote per Company or associated Company or organisation.
- 6.2.11 Only the votes of members present at a meeting will be counted unless a proxy vote has been pre-approved in writing by the Secretary.
- 6.2.12 The rights and obligations as described in Provisions 11 and 12 as outlined below apply to all votes.

### **6.3 Full Membership criteria**

- 6.3.1 Open to organisations active in the provision of crowd management services as a core activity of their organisation or with a distinct division within their organisation
- 6.3.2 New members shall be admitted as Full Members if they satisfy the Membership Criteria, as follows:
  - 6.3.2.1 Agree to be bound by the UKCMA Code of Practice.
  - 6.3.2.2 Be nominated and seconded by a UKCMA member (Full or Associate) as part of the application process and then approved at an ordinary meeting by Ordinary Resolution voted on by the Members present.
  - 6.3.2.3 Be able to demonstrate to the Secretary, acting in a fair, reasonable and non-discriminatory manner in reviewing such evidence, that the applicant has the necessary skills, expertise and experience in the supply of services in the crowd management industry and that those services:
  - 6.3.2.4 represent a core activity or distinct division of the Applicant's business; and
  - 6.3.2.5 are carried out predominantly in the UK.
  - 6.3.2.6 Demonstrate compliance with the provisions of legislation and current standards.

6.3.2.7 Provide certified accounts for a period of three years, or for so long as the applicant has been in existence if less than three years.

6.3.2.8 Demonstrate (subject to adequate safeguards to ensure that no commercially sensitive information of any Member is disclosed to any other Member) that total annual turnover directly related to crowd management services exceeds £250,000.00 per annum

6.3.2.9 Maintain in place during their period of membership the following insurance policies:

6.3.2.9.1 public liability insurance in the sum of at least £5,000,000; and

6.3.2.9.2 employers' liability insurance in the sum of at least £2,000,000; and

6.3.2.9.3 product liability insurance in the sum of at least £2,000,000

#### **6.4 Associate Membership criteria**

6.4.1 Open to all individuals, private companies or other organisations providing Support Services or acting as stakeholders in the provision of crowd management services.

6.4.2 New members shall be admitted as Associate Members if they satisfy the Membership Criteria, as follows:

6.4.2.1 Agree to be bound by the UKCMA Code of Practice.

6.4.2.2 Be nominated and seconded by a UKCMA Member (Full or Associate).

6.4.2.3 Be able to demonstrate to the Secretary (acting in a fair, reasonable and non-discriminatory manner in reviewing such evidence) that the applicant has the necessary skills, expertise and experience in the support of or as a stakeholder in services involving crowd management (the **Services**).

6.4.2.4 Demonstrate compliance with the provisions of legislation and current standards.

6.4.2.5 Maintain in place during their period of membership appropriate insurance policies for their area of activity.

6.4.3 Any Associate Member who is appointed the Board or Strategy Group will automatically receive full voting rights. They will not be expected to meet the full membership criteria.

6.4.4 Two years after joining the UKCMA, any Associate Member not on the Board or Strategy Group, but who has made a significant contribution to the Association, can request a vote to receive Full voting rights:

6.4.4.1 This requires a nomination and seconding by Full or Associate Member.

6.4.4.2 If they are successful, they will be expected to pay the Full membership fee, although they will not be expected to meet the Full membership criteria.

## **6.5 Affiliate Membership Criteria**

6.5.1 Open to individuals, private companies or other organisations who have an active interest in the field of crowd management and have a product/service they regularly sell to the crowd management industry, that qualifies as a Support Service (or product) as defined herein and who wish to take part in the association's activities.

## **6.6 Student Membership Criteria**

6.6.1 Open to individuals studying a crowd management or relevant event industry course/qualification in full time education at Level 3 / A Level or above.

6.6.2 Such membership only to be approved on verification of attendance on a qualifying course.

6.6.3 The UKCMA reserves the right, at its sole discretion, to add, amend or alter the list of qualifying event industry courses that students may attend in order to qualify as a Student Member.

6.6.4 Progression to Affiliate/Associate Membership shall be available upon presentation of a qualifying certificate for completion of study.

## **7. APPLICATION PROCESS**

**7.1** Applications are to be made in writing via the designated portal, namely [www.ukcma.com/application](http://www.ukcma.com/application) using the designated application form that the UKCMA may, at its absolute and sole discretion, amend from time to time. Applications returned seven (7) working days prior to a General Meeting (GM) or Annual General Meeting (AGM) will be considered at the following GM or AGM. The nominator and seconder for new membership



applications will appear on the applicants' paperwork. This paperwork will be circulated to Board Members ahead of meetings to allow for comments to be fed back to the Secretary.

**7.2** No applicant shall be discriminated against on grounds of sex, race, age, religion, disability, sexual orientation, or political opinion.

**7.3** Any applicant dissatisfied with a decision of the Membership Committee/Officers to refuse their application for membership has the right to:

7.3.1 ask the Officers to reconsider their decision, in particular, by making such representations and/or providing such further information as it considers reasonably necessary; and

7.3.2 follow the procedure set out in Appendix [2] below (Appeals).

## **8. MEMBERSHIP FEES**

**8.1** Membership fees are to be paid prior to attending any UKCMA meeting, upon receipt of a valid invoice from the UKCMA.

**8.2** The fee shall be set at each AGM by the UKCMA Members and will be payable in full or proportionally at the discretion of the Officers.

**8.3** Any failure to pay will result in Membership lapsing without notification.

**8.4** If a new member joins partway through a financial year they will be charged pro-rata to cover the remaining months between the joining date and the next AGM.

**8.5** Full and Associate Members may be requested to demonstrate (subject to adequate safeguards to ensure that no commercially sensitive information of any Member is disclosed to any other Member) that they continue to comply with the Membership Criteria 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.

## **9. ON-GOING MEMBERSHIP REQUIREMENTS**

**9.1** Full Members shall attend at least 2 regular meetings per annum (including AGM), unless meetings are postponed or adjourned by the Board.

**9.2** Full and Associate Members may be requested to demonstrate (subject to adequate safeguards to ensure that no commercially sensitive information of any Member is disclosed to any other Member) that they continue to comply with the Membership Criteria 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.

**9.3** Full and Associate Members are expected to demonstrate active participation in the business of the UKCMA.

**9.4** Full, Associate and Affiliate Members shall abide by the UKCMA's Constitution and adhere to its aims.

## **10. TERMINATION OF MEMBERSHIP**

**10.1** Membership may be terminated for any of the following reasons:

10.1.1 Non-payment of fees.

10.1.2 Breach of the Constitution or the code of practice.

10.1.3 Being guilty of conduct which the Officers decide, acting in a fair, reasonable and non-discriminatory manner, may reasonably be expected to bring the reputation of the UKCMA into disrepute.

10.1.4 Insolvency:

10.1.4.1 the Member is unable to pay its debts as they fall due within the meaning of section 268 of the Insolvency Act 1986 or;

10.1.4.2 a floating charge holder over any of the Member's assets has become entitled to appoint or has appointed an administrative receiver or;

10.1.4.3 a person becomes entitled to appoint a receiver over the Member's assets or a receiver is appointed or;

10.1.4.4 criminal prosecution of a shareholder, owner or director of a Full Member or Associate Member, the Member ceases to trade.

**10.2** On the termination or expiry of a Member's membership the Member shall immediately cease to hold themselves out as a member of UKCMA and shall cease to contain any reference to the UKCMA in any documentation or public statements.

**10.3** A Member may resign immediately on giving written notice to the Secretary. There will be no refund of fees.

## **11. ELECTED OFFICERS**

**11.1** The membership shall, on a two-yearly basis, elect a Chairperson, Vice Chair, Secretary and Treasurer (together known as the **Officers**) at the Annual General Meeting (**AGM**).

**11.2** The AGM will be held by the end of March each Year, unless otherwise agreed by the Board.

**11.3** Elected persons can be Full or Associate Members nominated by Full or Associate Members.

**11.4** The elected persons will manage the affairs of the UKCMA in accordance with the Constitution under the direction of the Chairperson

### **11.5 The Chairperson shall:**

11.5.1 preside over meetings and hold the casting vote.

11.5.2 present a summary report each year to the AGM.

11.5.3 On expiration of the role of Chairperson, the departing Chairperson may elect to join the Board, subject to consent of the Officers.

11.5.4 Other roles and responsibilities as agreed by the Board.

### **11.6 The Vice Chair shall:**

11.6.1 support the Chairperson in their role, and accept deputised duties in the absence of the Chairperson.

11.6.2 In absence of this role, the remaining Officers should delegate the role to a suitable deputy who may be co-opted for the meeting.

11.6.3 For the avoidance of doubt this role may be held by more than one Member.

11.6.4 Other roles and responsibilities as agreed by the Board.

### **11.7 The Secretary shall:**

11.7.1 action the UKCMAs correspondence in a timely manner and shall record and distribute the minutes of meetings and;

11.7.2 collate, on behalf of the Chairperson and Treasurer, the annual report for the AGM and;

11.7.3 be responsible for processing applications and ensuring compliance of the Constitution by Members. The Secretary is responsible for notification of applications to Members.

11.7.4 In the absence of the Secretary, the remaining Officers should delegate the role to a suitable deputy who may be co-opted for the meeting.

11.7.5 Other roles and responsibilities as agreed by the Board.

**11.8 The Treasurer shall:**

11.8.1 be responsible for the collection of subscriptions.

11.8.2 A statement of account shall be presented each year to the AGM and a statement of the UKCMA's financial situation shall be available at General Meetings, so that members can authorise expenditure with confidence.

11.8.3 In the absence of the Treasurer the remaining Officers should delegate the role to a suitable deputy who may be co-opted for the meeting.

11.8.4 Other roles and responsibilities as agreed by the Board.

**11.9** Should a vacancy occur for Chairperson, Secretary or Treasurer, the membership may appoint a Member (Full or Associate) to stand as a co-opted Officer until the next AGM.

**11.10** 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.

**11.11** The term of office shall be for a period of 24months, effective from one month after the date of the AGM at which the election took place.

**11.12** For the avoidance of doubt, all Officer positions may be continuously reapplied for by any Officer and is not subject to any maximum term or duration.

**11.13** The Officers are empowered by the UKCMA to:

11.13.1 take day-to-day management decisions and;

11.13.2 authorise routine expenditure, being any expenditure that meets the following criteria:

11.13.2.1 reasonably necessary to further the aims of the UKCMA and;

11.13.2.2 does not exceed £1,000 excluding VAT and;

11.13.2.3 can be paid from the current account without incurring debt or using reserves in an overdraft and;

11.13.2.4 is approved by one other Board Member and;

11.13.2.5 does not amount to a series of payments designed to avoid the requirements of seeking Membership approval for exceeding the Expenditure Cap

11.13.3 Policy decisions should be decided at General Meetings.

11.13.4 An Expenditure Cap shall be any item of expenditure exceeding £1,000 and 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.

## **12. ANNUAL GENERAL MEETINGS**

**12.1** The AGM will take place in the first quarter of each year (January-March), unless postponed or adjourned by reasonable agreement of the Board. All members will be notified at least one month in advance in writing.

**12.2** Nominations for new Officers positions must be received in writing 7 days before the AGM.

**12.3** All nominations must be proposed by one other member of the UKCMA.

**12.4** An outgoing Officer may not nominate someone for the position they are vacating.

**12.5** Voting shall be by ballot and the successful candidate for each position will be 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.

## **13. GENERAL MEETINGS**

**13.1** A General Meeting (GM) may be called by the Officers at any time.

**13.2** A minimum of two weeks' notice shall be given to Members.

**13.3** Full or Associate members may call a General Meeting themselves by way of a written petition of five members, made to the Secretary.

**13.4** A vote of no confidence may only be taken at a GM.

**13.5** Quorum for a GM shall be 3 full members, one of which must be an elected officer. If insufficient members are present to achieve a Quorum a further meeting shall be called within

14 days, or as soon as is practicable, by the Secretary at which business may then be conducted by those in attendance, even if a quorum is not achieved.

**13.6** General meetings shall take place a minimum of two times in between the dates of the AGM, unless postponed or adjourned by reasonable agreement of the Board..

**13.7** 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.

**13.8** Minutes shall be published within two weeks of the meeting.

**13.9** Full Members shall send a senior representative from their organisation who will have voting authority, to the Association's Annual General Meeting (AGM). For the avoidance of doubt, other Membership categories have no such proxy right.

**13.10** Members may send more than one representative to a meeting with the prior approval of the Secretary but only one vote shall be counted if any vote takes place in their Membership category.

## **14. CONSTITUTION**

**14.1** The Constitution may only be varied at the AGM.

**14.2** The Constitution shall be available to all Members and will be reissued annually within 2 weeks following the AGM.

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

## **15. FINANCE AND ADMINISTRATION**

**15.1** Where possible, all payments to and from the UKCMA will be made by Electronic Funds Transfer (EFT) in a manner specified by an Officer of the Association.

**15.2** All cheques drawn on the UKCMA account must bear one Officer's signature, with formal, recorded and auditable consent from an additional Officer.

**15.3** The financial year shall run from 1<sup>st</sup> April to 31<sup>st</sup> March, unless otherwise changed following a change in legal structure of the Association.

**15.4** The UKCMA should carry adequate liability insurance to be decided by the Officers.

**15.5** The UKCMA shall appoint a professional administrator to support the Association for day-to-day administration and business development. The role, remuneration and time commitment for this role shall be approved annually at the AGM. Said person shall report monthly to the Secretary who shall be responsible for allocating tasks and ensuring all projects are properly managed in the best interest of the Association.

## **16. CHANGES TO THE CONSTITUTION**

**16.1** The UKCMA may make such changes to the Constitution as it considers appropriate from time to time in accordance with its own policies and procedures. The UKCMA agrees to give Members at least 30 days' notice in writing of any changes to the Constitution.

## **17. TRADE MARK LICENCE**

**17.1** If applicable, Members are required to enter into the UKCMA's standard form licence in respect of the use by Members of the UKCMA's marks and / or name.

**17.2** In absence of a trademark license, Members will seek permission from the Association to use UKCMA's name.

## **Appendix 1- Code of Practice**

### **Introduction**

- Members of the UKCMA must operate their businesses with integrity and in accordance with the UKCMA's standards of good practice, probity and professionalism set out herein.
- Compliance with this Code and all applicable laws and regulations is a condition of Membership of the UKCMA.
- This Code does not seek to define in precise terms events or actions which shall or shall not be taken. It sets out key commitments and principles which Members are expected to apply, with good sense and in accordance with the UKCMA's objectives, as set out in its Constitution.

### **Key commitments**

Members of UKCMA are required to set and maintain Best Industry Practice within their businesses and in their relationships with clients, other Members and third parties with whom they deal. To achieve such standards,

Best Industry Practice is a method that has consistently shown results superior to those achieved with other means, and which is used as a benchmark or standard way of operating in the Industry, and as a means of maintaining quality in addition to those applicable mandatory legislated Industry Regulations and Industry Standards.

- Members shall promote the use of competent, professional Crowd Management specialists and services at events.
- Members shall act with integrity and deal fairly and responsibly with clients and prospective clients.
- Members shall provide clients, prospective clients and guarantors with all appropriate information in a timely and transparent manner.
- Members shall train staff in accordance with training to current standards.
- Members shall ensure a suitably qualified and experienced management team is in place commensurate with the activities undertaken.
- Members shall ensure that legal documentation issued by them is clearly and unambiguously written.
- Members shall operate appropriate complaints procedures, the structures and outcomes of which UKCMA may request from time to time.



## **Charter for Change (Code of Practice Amendment- 16/03/22)**

As the recognised voice of authority regarding crowd management, the UKCMA is committed to improving standards in all areas of public safety.

This Charter's aims are twofold:

- To declare our shared values as an Association.
- To drive positive change through the actions of our members.

The UKCMA and our members will commit to:

- Placing public safety at the heart of everything we do, while encouraging our clients and partners to adopt the same approach.
- Adopting a proportionate, risk-based approach to planning.
- Ensuring the physical safety of our teams, while also supporting their mental health and welfare.
- Being cognisant of diversity and inclusivity during recruitment, planning and delivery.
- Respecting and having due regard for legislation and guidance, staying up-to-date with current versions and industry good practices.
- Operating as a responsible employer at all times and complying with all legal duties, including but not restricted to those duties required under Health & Safety legislation.
- Operating under Her Majesty's Revenue & Customs' (HMRC) Pay As You Earn (PAYE) schemes and supporting fair wages for all employees across our supply chains.
- Working with agencies and stakeholders in an open and transparent manner to effect positive change.
- Advancing standardisation within the industry by supporting recognised accreditation, including but not limited to SIA (Security Industry Authority) Approved Contractor Scheme and ISO (International Organisation for Standardization) 9001 Certification.
- Proactively engaging with and contributing to the Association to ensure our aims and objectives are met.

## **Appendix 2- UKCMA Disciplinary and Appeals Procedure.**

### **Disciplining of members**

A complaint may be made to the Officers by any person that a Member:

- has refused or neglected to comply with a provision or provisions of this Constitution; or
- has wilfully acted in a manner prejudicial to the interests of the UKCMA.

The Officers may refuse to deal with a complaint if they consider the complaint to be trivial or vexatious in nature.

If the Officers decide to deal with the complaint, the Officers:

- must cause notice of the complaint to be served on the Member Concerned, and
- must give the Member Concerned at least 14 working days from the time the notice is served within which to make submissions to the Officers in connection with the complaint, and
- must take into consideration any submissions made by the Member Concerned in connection with the complaint; and
- must explain the Member Concerned right of appeal.

The Officers may, by resolution, decide to expel or suspend the Member concerned from UKCMA (the **Decision**) if, after considering the complaint and any submissions made in connection with the complaint, they are satisfied, acting in a fair, reasonable and non-discriminatory manner, that the facts alleged in the complaint have been proved and the expulsion or suspension is warranted in the circumstances.

If the Officers decide to expel or suspend a member, the Secretary must, within fourteen working days after the action is taken, cause written notice to be given to the Member Concerned of:

- the action taken;
- the reasons given by the Officers for having taken that action; and
- the Member Concerned right of appeal.

The expulsion or suspension does not take effect:

- until the expiration of the period within which the Member Concerned is entitled to appeal against the Decision; or
- if within that period the Member Concerned exercises the right of appeal, unless and until the Officers of the Association confirm the Decision under clause 13, whichever is the later.

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.

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

Any Decision of either the Membership Committee or the Officers in respect of a Disciplinary Issue shall set out the right of Appeal.

## **APPEALS**

Any member, or Applicant whose application for Membership has been rejected, who wishes to lodge an appeal against a Decision of the Officers 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 to the Chairman of the UKCMA and must state the grounds on which the Decision is challenged:

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 who will have no vote.

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

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. 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 7 working days in advance of the appeal hearing.

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.

The decision of the Appeal Panel shall be issued in writing by recorded delivery 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.

## **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.

--DOCUMENT END--