



POLICIES & PROCEDURES

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trregistercarclub

www.tr-register.co.uk



FOREWORD

The TR Register Car Club prides itself on being a friendly, inclusive and supportive club which is run for the benefit of its members. The TR Register is also fully committed to safeguarding and promoting the well-being of all its members, staff and volunteers to ensure a positive and enjoyable experience for all.

The Club believes that it is important that members, employees, administrators and others associated with the Club must, always, show respect and understanding for the safety and welfare of others.

Most of all, the TR Register is a fun car club, made up of like-minded people who share a set of values and activities in order to share their passion for the Triumph TR marque and classic cars more widely.

Like all organisations, occasions arise, albeit very infrequently, where a set of policies and procedures needs to be consulted to ensure the organisation, its volunteers, staff or members are aligned with a set of understandings and procedures that are expected of the Club and its members.

The policies and procedures reflect current legislation, accepted best practice, and comply with the government guidance and have been created in consultation with the membership of the TR Register Car Club.

These policies and procedures will be frequently reviewed and updated. If a member feels there is an omission or error contained within, please raise it with the Management Team via an initial email to: office@tr-register.co.uk





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Rev - 0 29/2/2020



Revision **0**
Date **2 March 2020**

This policy outlines the organising of all policies and procedures.

The policies in general will outline what is expected of it.

A procedure in general will instruct how to go about it.

However, it is possible that a policy will be a standalone document with no procedure.

In this instance, a procedure number will be created but will have 'intentionally left blank' printed on it to ensure the number stays intact.

The policy and procedure are a process.

These processes will, where possible, enable the TR Register to control all their activities.

The numbering is shared by both the policy (POL) and the procedure (PROC).

So, the first one is 001.

The policy is TRR-POL-001.

The procedure is TRR-PROC-001.

A new policy will be given the next free number from the index.

An updated policy or procedure will be given a revision number.

This will be one greater than the policy/procedure being superseded.

All superseded policies and procedures will be archived in the back of the Policy & Procedure file.

There will be both a paper and an electronic version.





Revision **0**
Date **2 March 2020**

This procedure outlines the method to create and control all policies and procedures.

New policy and procedure

1. From the index on the front page of these policies and procedures find the next available number. At the onset of these policies and procedures there are 13 policies and procedures already logged.
2. The next available number will be 014 and so on.
3. Compile the policy and procedure.
4. Both the policy and its procedure will have the same number (e.g. 001, 002 etc).
5. Pages will be numbered 1 of xx.
6. For example, if there are 5 pages then they are numbered 1 of 5, 2 of 5, 3 of 5, 4 of 5 and 5 of 5.
7. Its revision status will be '0'.
8. Update the Index page with the new POL/PROC number and give it the next revision number.

Revised/Update policy or procedure

Both policies and procedures may need revising/updating as time passes.

1. If a policy is revised then its revision status will increase by one.
2. If the procedure has not changed then its revision status remains unchanged.
3. Only the changed document changes its revision status.
4. Attach the current date to the revised copy.

Archiving revised documents

1. The revised page(s) will be kept in a folder in the back of the policies and procedures file (ring binder etc).
2. For a computer file, the revised pages are filed in an 'archive' folder.





TR Register Management Team Practices Policy

Revision **0**
Date **2 March 2020**

This policy document details the practices to be followed by all TR Register (TRR) Management Team (MT) members. All TRR business shall be conducted in accordance with the Articles of Association.

The following additional operational procedures reflect the democratic practice expected in company boardrooms in relation to policy-setting and decision-making. They are also relevant to the professional running of a motor club. Whilst they are to be followed at all times, they have particular benefit in resolving conflict.



TR Register Organisation Procedure

Revision **0**
Date **2 March 2020**

Operational procedure

1. Every effort should be made to ensure that policies and decisions are fully discussed with the objective of achieving consensus.
2. Where consensus cannot be achieved, decisions are to be made democratically by majority voting (the Chairman having the casting vote as necessary).
3. Decisions democratically made by the Management Team (MT) must be accepted by all members of the MT: those disagreeing must not undermine the decision by suggesting to others outside of the MT their lack of support or by criticising the decision.
4. The Directors' Forum is intended as a safe and confidential platform to propose and discuss ideas which may be posted by any member of the MT. While other members of the Team can argue for or against any proposal, there should be no stated or implicit criticism of another member's point of view.
5. A poll may be taken on any proposal posted on the Directors' Forum and the results of any such poll will be considered as valid as a decision taken at a MT Meeting.
6. MT members have the right to present papers or proposals at a MT Meeting but the intention should be advised to all members of the Team in good time for the next meeting to permit inclusion of the matter on the agenda if appropriate.
7. The selective distribution of material pertinent to papers or proposals is to be avoided as it is counter to the democratic ethic, divisive and can cause undue concern amongst those excluded. Material relating to any item being raised should be published on the Directors' Forum at least three (3) days prior to the meeting.
8. MT members should observe the confidentiality of meeting papers, Forum postings and the details of discussions leading to decisions; the recognised publication route for information is through the minutes which should be published in the Club magazine (TR Action) and on the Club website (www.tr-register.co.uk).
9. MT members are free to discuss issues raised in the MT meeting with others outside the MT but should refrain from revealing details of any conflicting opinions within the Team.
10. MT members must declare any conflicts of interest as they arise and offer to exclude themselves from any related discussions: the MT may invite such member(s) to stay in order to receive information but not for the decision-making process.



Relationships with Traders/Suppliers Policy

Revision 0
Date 2 March 2020

This process document provides guidelines to be adopted by Club Officials in respect of relationships with traders and suppliers.



Relationships with Traders/Suppliers Procedure

Revision 0
Date 2 March 2020

Operational procedure

1. The TRR shall not favour or be perceived to favour any particular supplier of goods or services, nor shall the TRR endorse or be perceived to endorse any goods and/or services.
2. In general, the TRR shall adopt an even-handed attitude to all suppliers of goods and services. The only exception to this may be the case where there is evidence that a supplier has not dealt satisfactorily with complaints concerning defective goods and/or services. In that event, the TRR may withdraw or refuse advertising for that supplier.
3. Any TRR member who recommends any particular product or service shall ensure that this is perceived as a personal recommendation and not a TRR recommendation.
4. Any relationship or involvement of a national Club official with any other organisation that could be perceived as a conflict of interest shall be declared to the Management Team (MT) and recorded in the minutes.
5. The Club shall not be put in the position whereby it is unduly influenced by the policy or commercial interests of any advertiser or sponsor.
6. The appearance of advertising through the TRR either in print, at events or on vehicles will not imply an endorsement of any individual, company or organisation or his/her/their products or services.
7. The name of the Club should not be linked to any individual, company or organisation without the prior agreement of both parties.



Organisation of TR Register Tours Policy

Revision **0**
Date **2 March 2020**

This process document provides a procedure to be adopted by TR Register Club Officials in respect of tours to be organised on behalf of the TR Register.

The following process details the policy agreed by the Management Team (MT) for tours organised directly on behalf of the TR Register. However, this policy does not embrace tours arranged by local groups or individual members.

A tour is defined as an organised event that includes both transport and accommodation sold together by a vendor known as a tour operator. The objective of the Club organising a tour is to encourage members to use their TRs to a greater extent than they would have done by themselves.



Organisation of TR Register Tours Procedure

Revision **0**
Date **2 March 2020**

Operational procedure

1. All tours must have suitable bond arrangements to protect the Club and its members.
2. Tour dates should try to be arranged to avoid conflicts with other major TR events.
3. Tours should be arranged to visit a variety of locations which should not be repeated too often. Consideration should also be given to provide opportunities for most members to participate in a tour.
4. Tour organisers are to provide details to the Management Team (MT) of their proposed tours for the following year prior to the tour operator releasing the tour or advertising it. The tour organiser is to provide details of the proposed dates, a brief itinerary, the expected level of participation, the arrangements for organisers/guides and, if a similar tour has been arranged previously, the number of participants for the past three (3) years.
5. Financial risk to the Club must be minimised by the commercial arrangements with the tour operator. The tour operator may choose to provide a financial benefit to the Club.
6. Participating organisers or guides on tours and their spouses/partners may benefit from discounted tour prices, if they are deemed to provide services to the tour participants. This is at the discretion of the tour operator and may depend upon the level of participation achieved.
7. There must not be any financial benefit to the tour organiser beyond any tour discounts offered by the tour operator.
8. Tour organisers must take active steps to make participants aware of the need to have suitable motor insurance, MOT and road fund licences, together with appropriate vehicle breakdown and recovery cover plus personal travel insurance. Participants should also be made aware of any other documentation required for the location(s) to be visited.





Sponsorship of TR Register Activities and Events Policy

Revision **0**
Date **3 March 2020**

This process document provides a policy and procedure to be adopted by TR Register Club Officials in respect of sponsorship for activities and events of the TR Register.

All sponsorship enquiries will be addressed by the Management Team (MT).

Sponsorship can be both into the TR Register (supplier-led) and out of the TR Register Club (support of an event).



Sponsorship of TR Register Activities and Events Procedure

Revision **0**
Date **3 March 2020**

Operational procedure

1. Sponsorship is to be focused on particular events or features. Sponsorship will not take the nature of general support for all aspects of the Club.
2. Potential areas of sponsorship on behalf of the Club are to be agreed by the MT in advance of any commitment of, or agreement by the Club.
3. The terms of any sponsorship agreement entered into by the TRR shall be documented and agreed by the Management Team (MT).
4. Sponsorship will not be sought from suppliers of goods and services that have been refused advertising or that are under review for potential refusal of advertising.
5. The Office Manager is to establish with agreed sponsorship suppliers that they have in place a recognised process for dealing with customer queries or complaints, e.g. ISO 9001-2000. Where a recognised process is not already in place, then agreement is to be reached with the supplier on the process to apply to the handling of defective goods or services and the resolution of disputes (notwithstanding legal obligations under the Sale of Goods Act and similar legislation).
6. Sponsorship agreements must include a nominated manager, within the sponsoring organisation, to deal with the resolution of disputes.
7. Goods or services provided by a sponsor to MT member(s) specifically for evaluation or for reporting in TR Action will not constitute a benefit.
8. Goods or services provided free of charge or at specially discounted prices by a sponsor to any MT member in any other circumstance are to be advised to the MT and recorded by the Office Manager in a file for the purpose.
9. Two months prior to the AGM, the Office Manager will circulate the file to MT members for review at a MT meeting as part of the compliance process.
10. The Club's Press & PR Manager to provide a written report to each MT Meeting summarising the progress of sponsorship, including all approaches whether resulting in sponsorship or otherwise.





Travel Expenses Policy

Revision **0**
Date **3 March 2020**

These processes are applicable to employees, Management Team (MT) members, sub-contractors and members of the TR Register, and are designed to assist claimants to complete expense claims for reimbursement of expenses incurred on company business and to qualify for any Inland Revenue Tax Dispensation.



Travel Expenses Procedure

Revision **0**
Date **3 March 2020**

For the purposes of this procedure document:

'Claimant' - A person who submits a claim for reimbursement of expenses incurred in the course of the execution of official business on behalf of the TR Register.

'Company/Club' - The TR Owners' Club Ltd trading as the TR Register.

Operational procedure

The TRR expenses claim form (available from the office) shall be used to record expenses incurred on Club business and shall include receipts to substantiate the amounts claimed.

When completed, the expense claim with receipts shall be submitted to the office for approval and payment.

1. Mileage may be claimed at the going rate for that period for the first 10,000 miles per tax year and at the going rate above 10,000 miles per tax year. Mileage may only be claimed for attending shows if a minimum of four (4) hours has been worked unless otherwise authorised.
2. Hotel and meal expenses should be claimed at cost. Bar bills should be removed from the claim except where entertaining approved guests. Hotels should be chosen at the most economical rates, having due regard to distances to be travelled to and from the site of Club's business.

Claimants travelling on Club business are responsible for complying with the requirements of this procedure:

1. Claimants should ensure they maintain adequate records and VAT invoices where applicable, to facilitate completion and approval of an expense claim.
2. The expense report must be approved by either the Finance Director or the Chairman.
3. Claimants shall submit expense claims promptly. Under normal circumstances, expense claims should be submitted monthly (where expenses have been incurred).
4. Trips on Club business should be recorded as individual journeys and mileage for each journey recorded in Car Journey Details and Purpose showing locations visited and mileage, and the purpose of the trip.

The Office Manager is responsible for:

1. reviewing expense claims for payment and for ensuring they are completed in accordance with the requirements of the foregoing procedure and HMRC requirements;



2. forwarding to the Finance Director (or in his absence the Chairman) for authorisation exercising judgement with respect to the supporting documentation submitted for approval;
3. questionable items must be brought to the Claimant's attention and corrected as necessary.

The Chairman of the TR Register is responsible for authorising payment of expenses incurred by the Finance Director and vice versa.

Multi-currency trips

Where expenses are incurred in more than one country, the Claimant shall enter the foreign currency amount and the exchange rate at which the currency was obtained to convert to GBP (£) for the expense claim. Commission and loss on reconversion of surplus currency to GBP may also be claimed.

When travelling abroad, it is advisable to submit a separate claim per visit and not mix with other expenses.

Reclaimable VAT

Please note that generally the Company is entitled to claim VAT on certain UK expenses. VAT cannot be claimed on entertaining expenses, but receipts must still be submitted.

Claimants shall ensure, when claiming mileage for the use of the Claimant's own vehicle that a VAT fuel receipt is submitted for fuel purchased during the period that the mileage claim covers. This will then enable the company to reclaim the VAT on the mileage claimed.

Club entertaining expenses

Exceptionally, pre-approved entertaining business expenses may be claimed with receipts. A pre-approval decision should be sought from the Chairman (or in his absence the Finance Director) unless the sum is less than £50. Entertainment expenses of up to £50 may be claimed without prior approval but should wherever possible be pre-authorised by the Chairman.

Receipts should be endorsed on the reverse with the names of the clients entertained.



Smoking Policy

Revision **0**
Date **3 March 2020**

It is a legal requirement that all TR Register workplaces are smoke free and all employees have a right to work in a smoke-free environment.

This process has been compiled to protect all employees, service users, customers and visitors from exposure to second-user smoke and to assist compliance with the Health Act 2006.

Exposure to second-user smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

Smoking is prohibited throughout the entire workplace with no exceptions and the policy applies to all employees, consultants, contractors and visitors.



Smoking Procedure

Revision **0**
Date **3 March 2020**

Definitions

Smoking is prohibited throughout the entire workplace with no exceptions and the policy applies to all employees, consultants, contractors and visitors.

Implementation

Overall responsibility for policy implementation is with the Office Manager.

All staff are obliged to adhere to and facilitate the implementation of the No Smoking Policy.

The Office Manager shall inform all existing employees, consultants and contractors of the policy and their role in the implementation and monitoring of the policy.

Operational procedure

Smoking outside the building is only permitted during official breaks and must be in a designated external smoking area.

Non-compliance

Anyone found in non-compliance with this policy should be reported to the Office Manager and disciplinary procedures will be actioned.



Shows & Events Policy

Revision **0**
Date **3 March 2020**

This process applies to shows and events organised by and on behalf of the TR Register and its local groups and groups recognised by the TR Register.

Its purpose is to ensure that the TR Register and representatives of the Club comply with UK and Local Compliance Regulations when organising and staging shows and events.



Shows & Events Procedure

Revision **0**
Date **3 March 2020**

Operational procedure

The organisation of national shows and events is the responsibility of the Management Team (MT) who may appoint an Event Manager to oversee particular events.

In discharging their duties, the Events Manager and MT will ensure that all legal, Health & Safety and local regulation issues are complied with.

Group Leaders will be responsible for local and group events. The TR Register MT will assist Group Leaders in their compliance where appropriate.

Full management and budgetary information will be compiled for each national event and monitored by the MT.

The TR Register does have Public Liability Insurance.





Health & Safety Policy

Revision **0**
Date **3 March 2020**

The Directors of the TR Owners' Club Ltd (TRR) recognise their statutory duties under the Health & Safety at Work Act 1974 - the Management of Health & Safety at Work Regulations 1999 and all other relevant Acts and Regulations

To enable the responsibilities to be carried out, it is the duty of the TRR so far as reasonably practicable to:

- prevent personal injury, damage to property and the environment; and
- ensure that responsibilities for health, safety, welfare and the environment are properly assigned and fulfilled at all levels.



Health & Safety Procedure

Revision **0**
Date **3 March 2020**

The intent of the TRR, so far as reasonably practicable, is to ensure that:

1. the provision and maintenance of plant, equipment and systems of work are safe and without risks to health and the environment;
2. arrangements for use, handling, storage and transport of articles is safe;
3. adequate information and training is available detailing conditions and precautions necessary to secure the health, safety and welfare of all attendees, traders and sub-contractors;
4. all necessary safety devices and protective equipment is available and used according to manufacturers'/suppliers' instructions;
5. the Directors and sub-contractors are responsible for ensuring that the policy is effectively implemented by carrying out risk assessments for the Club premises plus each show/event and deal with problems as they arise;
6. every person involved will take necessary steps to protect the health, safety, welfare and environment of themselves and all other persons who may be affected by their acts and omissions;
7. the environment of all sub-contractors and attendees is safe and without risk to health and that adequate provisions are made for First Aid and welfare;
8. the Board Director, having overall responsibility for health, safety and environmental issues, will ensure the policy is appraised and updated as necessary. Any such changes will be communicated to all sub-contractors and attendees.



General Data Protection Regulations Policy

Revision 0
Date 3 March 2020

The TR Register respects members' privacy and we will only use their information in the way we describe in this policy. When using members' information, we aim to be fair, transparent and to follow our obligations under UK and EU data protection laws. Your information is used for administering Club membership, activities and competitions.





Revision **0**
Date **3 March 2020**

A nominated member of the TR Register's Management Team is the Data Controller, currently Mick Forey. The Data Controller determines the purposes and means of processing personal data and is responsible for, and has to be able to demonstrate, compliance with the principles. The TR Register's office staff, Directors, Club officers and the Club's Marque Registrars are data processors for the Club and a full list of internal and external parties with which data is shared is found below under 'Sharing Information'. The processors are responsible for processing personal data on behalf of the Data Controller and are required to maintain records of personal data and processing activities and will have legal liability if they are responsible for a breach.

Our address is

TR Register
1b Hawksworth, Southmead Industrial Park
Didcot, Oxfordshire OX11 7HR

Email: office@tr-register.co.uk

Phone: +44 (0) 1235 818866

Jo Whitty, the Club's Office Manager, can be contacted at the above address.

Awareness

All Directors and decision-makers must be aware of the requirements and impact of the General Data Protection Regulations and be familiar with the Club's policies. Directors must review the Club's Data Protection Policy annually and pass this on to all of the Club's Management Teams.

Information the Club holds

The Club collects members' information when they fill in paper forms, online forms, membership applications or renewals, event entries etc. The Club then holds members' personal data on a cloud-based database management system called RevUp, the Club's Mailchimp email service, the Club's website, a historical card index system and individual Marque Registrars' databases. All IT systems are secure and can only be accessed by authorised people who hold the necessary passwords. The card system is located in the Didcot office and is kept securely locked at all times by the Office Manager. The Club's shop website also holds personal data of those people who have purchased items in the last year. The Club may hold the following personal data of its, current members, past members, past TR car owners, non-member volunteers and shop purchasers:

- name
- date of birth (members only)
- address
- telephone numbers
- email addresses
- IP address
- car details.

The Club also holds the following data on its employees securely stored in files and on the Office Manager's password-enabled PC Sage Payroll Programme:

- Name
- Date of birth
- Address
- Telephone numbers
- National Insurance Number.



Using members' information

We use members' information to administer and renew Club membership subscriptions and provide members with services and benefits. We also use members' information when members enter Club events. For events and competitions, we may publish some information in the Club magazine (TR Action), event programmes and results, which will be in the public domain.

When we receive information about another person, such as a child, parent, guardian, or emergency contact, the person supplying that information should let that person know that they have given the Club the information.

If members wish to restrict the internal use of their data, this can be accommodated by contacting the Office Manager who will ensure the restricted data can only be viewed and processed by the office.

To support a lifetime relationship with the TR Register, the Club may keep some of the personal data indefinitely.

This will enable the Office Manager to re-issue an ex-member with his/her old membership number when wanting to re-join the Club and enables the Club to maintain records of historical importance on Triumph TR cars which include their owners' data.

Our website

When members use our Club website, we will collect their IP (Internet Protocol) address by using cookies. Cookies help us to recognise them when they return to the website, and they may also help the member to login securely to our web-based services, including online entry and payment. For more detail about how we use cookies, please view our Cookies Policy. The Club website might contain links to other websites such as online entry and payment sites, partners, and advertisers. If you follow or publish links to other websites, please review the privacy policy for each site because we are not responsible for information shared on those sites.

For our full Public Website Privacy Policy, [please click here](#).

Sharing information

The data is shared internally with the following Club Management Teams, on an as-and-when required basis:

- the Club's Directors
- the Club's Marque Registrars
- the Club's V765 Registration Officer
- the Club's local groups' data processors
- members who organise events (Concours D'Elegance, sprint and hill climbs, auto solos etc.)
- the Club's employees.

The parties above who have access to the data on RevUp and Mailchimp must agree to abide by this policy.

The personal data is shared externally with:

- Prosolve Software Limited (RevUp database)
- the Club's editorial and press consultant
- the Club's magazine printers
- the Club's website maintenance company
- third-party suppliers when ordering from the Club shop.

The Club's database supplier, the editorial and press consultant, the magazine printers, the Club's website maintenance company and third-party shop suppliers must provide their own GDPR policy. These policies will be vetted and cleared by the Club's Management Teams before data is shared.

The TR Register will not share data internationally (i.e. outside the EEA).

Members' rights

Unless subject to an exemption [under the GDPR], members have the following rights with respect to their personal data:

- the right to request a copy of their personal data which the TR Register holds and a list of locations that data is held and who it is shared with;
- the right to request that the TR Register corrects any personal data that is found to be inaccurate or out of date;
- the member may ask us to stop using their information, and to delete it, although we may maintain a skeleton set of their information. If the member asks us to delete all their personal data from all locations we will not be able to continue our contract with that member;
- the right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- the right to lodge a complaint with the Information Commissioners Office (www.ico.org.uk).

Subject access requests

All data and processing requests will be dealt with by the Club's Office Manager, with a target to respond to any request within 14 days. It will require two pieces of identification to prove your identity. Please make a written application to Jo Whitty, Unit 1B Hawksworth, Southmead Industrial Estate, Didcot. Oxon. OX11 7HR.

Lawful basis for processing personal data

The TR Register considers 'legitimate interests' [Article 6(1)(f)] as a lawful basis to process personal data. The TR Register believes this basis is the most appropriate to enable the Club to function and maintain its long-standing business model, keeping membership lists, running the Club shop, sending magazines, building historical car records, informing members of Club benefits, services, technical items, events, competitions and activities, by post, telephone and email. We have checked that the processing is necessary and that there is no less-intrusive way to achieve the same result. We have done a balancing test and are confident that individuals' interests do not override those legitimate interests. We only use individuals' data in ways they would reasonably expect, unless we have a very good reason.

Children

The only children members (under age 18) will be family members. They will not have access to the members' website nor be given any form of online services and cannot vote.

Data breaches

Any data breaches will be investigated thoroughly and, once the breach details have been found, the ICO will be informed. If the investigation determines that the breach was intentional and identified to the Processor then disciplinary action may be taken which could include suspension or dismissal. If the investigation determines that the breach was unintentional then action will be taken to modify the process to avoid a similar breach.

Data protection

A 'Privacy Impact Assessment' and 'legitimate interests balancing test' has been carried out with outcomes being integrated back into this policy.

Users compliance and security

All employees, Directors, Registrars, Club officers and event organisers that collect or share the above personal data, must read, understand and abide by this policy.



Information Technology (IT) Policy

Revision **0**
Date **3 March 2020**

A process for staff and volunteers on using the TR Register’s IT and email systems.

This policy will be reviewed on an ongoing basis, at least once a year. TR Register will amend this policy, following consultation, where appropriate. Date of last review: 1st September 2019.



Information Technology (IT) Procedure

Revision **0**
Date **3 March 2020**

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Introduction

The TR Register makes Internet access available to its employees and volunteers working at the Club's offices where relevant and useful for their duties.

This Internet use procedure describes the rules governing Internet use at the company. It also sets out how staff members are expected to behave when using the Internet.

This procedure should be read alongside other key policies. The company's data protection and email processes are particularly relevant to staff who use the Internet.

The TR Register outsources its IT department/providers to an external company:

Oxford IT Solutions Limited, 29a Station Field Industrial Estate, Kidlington, Oxfordshire, OX5 1JD. Tel: 01865 364995 Email: rob@oxforditsolutions.com.

Why this procedure exists

The Internet is a powerful tool that can bring significant benefits to TR Register. However, it's important every person at the company who uses the Internet understands how to use it responsibly, safely and legally.

This Internet use policy:

- reduces the online security risks faced by TR Register;
- lets staff know what they can and can't do online;
- ensures employees do not view inappropriate content at work;
- helps the company satisfy its legal obligations regarding Internet use.

Policy scope

This policy applies to all staff, contractors and volunteers using office and Internet facilities at the TR Register's offices at any time. It applies no matter whether that Internet access takes place on Club premises, while travelling, or while working from home.

It applies to use of the Internet on any device that is owned by the TR Register, or that is connected to any Club networks or systems. For example, it applies both to an employee/volunteer using the Internet at their desk, and to employees/volunteers who connect their own tablets or smartphones to the Club's wireless network.

Internet use

The TR Register recognises that the Internet is an integral part of running the Car Club. It therefore encourages its employees of the TR Register to use the Internet whenever such use supports the Club's goals and objectives. For instance, staff members and volunteers may use the Internet to:

- purchase office supplies;
- book travel/accommodation;
- perform research or fact checking;
- identify potential suppliers or partners;
- access the Club's official social media (see Social Media Policy TRR-POL-013).

There are many valid reasons for using the Internet at work and the Club certainly allows its employees to explore and take advantage of the Internet's many advantages.

Personal Internet use for staff

The TR Register also recognises that the Internet is embedded in many people's daily lives. As such, it allows employees to use the Internet for personal reasons, with the following stipulations:

- Personal Internet use should be of a reasonable level and restricted to non-work times, such as breaks and during lunch.
- All rules described in this policy apply equally to personal Internet use. For instance, inappropriate content is always inappropriate, no matter whether it is being accessed for business or personal reasons.
- Personal Internet use must not affect the Internet service available to other people in the company. For instance, downloading large files could slow access for other employees or volunteers using Club facilities.

Authorised users

Only people who have been authorised to use the Internet at TR Register offices may do so.

Authorisation is usually provided by a Club Director, the Office Manager or the Club's IT provider. It is typically granted when a new employee joins the company or when a volunteer is granted access to internal storage or a Club email address or is carrying out meetings and/or duties at the Club's offices. Also, when a volunteer or staff member is assigned their login details for the Club's IT systems.

Internet security

Used unwisely, the Internet can be a source of security problems that can cause significant damage to the TR Register's data and reputation.

- Users must not knowingly introduce any form of computer virus, Trojan, spyware or other malware into the Club systems.
- Employees and volunteers must not gain access to websites or systems for which they do not have authorisation, either within the Club or outside it.
- Club data should only be uploaded to and shared via approved services. The IT department can advise on appropriate tools for sending and sharing large amounts of data and all transfers must adhere to the Club's GDPR policy.
- Employees must not steal, use, or disclose someone else's login or password without authorisation.
- Personal email use should be of a reasonable level and restricted to non-work times, such as breaks and during lunch.
- All rules described in this policy apply equally to personal email use. For instance, inappropriate content is always inappropriate, no matter whether it is being sent or received for business or personal reasons.
- Personal email use must not affect the email service available to other users. For instance, sending exceptionally large files by email could slow access for other employees.
- Users may access their own personal email accounts at work, if they can do so via our Internet connection. For instance, a staff member may check their Yahoo or Google Mail during their lunch break.
- Only officers, staff, Registrars and Directors of the TR Register are able to use @tr-register email accounts.

Staff members and volunteers using Club systems must always consider the security of the Club's systems and data when using the Internet. If required, help and guidance is available from line managers and the company IT department.



Inappropriate content and uses

There are many sources of inappropriate content and materials available online. It is important for employees and volunteers using the Club's IT systems to understand that viewing or distributing inappropriate content is not acceptable under any circumstances.

Users must not:

- take part in any activities on the Internet that could bring the TR Register into disrepute;
- create or transmit material that might be defamatory or incur liability for the company;
- view, download, create or distribute any inappropriate content or material;

Inappropriate content includes: pornography, racial or religious slurs, gender-specific comments, information encouraging criminal skills or terrorism, or materials relating to cults, gambling and illegal drugs.

This definition of inappropriate content or material also covers any text, images or other media that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

- use the Internet for any illegal or criminal activities;
- send offensive or harassing material to others;
- broadcast unsolicited personal views on social, political, religious or other non-business-related matters;
- send or post messages or material that could damage TR Register's image or reputation.

Copyright

The TR Register respects and operates within copyright laws. Users may not use the Internet to:

- publish or share any copyrighted software, media or materials owned by third parties, unless permitted by that third party;
- download illegal copies of music, films, games or other software, whether via filesharing services or other technologies.

Employees and volunteers must not use the company's equipment, software or Internet connection to perform any tasks which may involve breach of copyright law.

Monitoring Internet use

Company IT and Internet resources – including computers, smart phones and Internet connections – are provided for legitimate Club business use.

The TR Register, therefore, reserves the right to monitor use of the Internet, to examine systems and review the data stored in those systems.

Any such examinations or monitoring will only be carried out by authorised staff.

Additionally, all Internet data written, sent or received through the company's computer systems is part of official TR Register records. The company can be legally compelled to show that information to law enforcement agencies or other parties.

Users should always ensure that the business information sent over or uploaded to the Internet is accurate, appropriate, ethical, and legal.



Email security

Used inappropriately, email can be a source of security problems for the TR Register. Users of the Club's email system must not:

- open email attachments from unknown sources, in case they contain a virus, Trojan, spyware or other malware;
- disable security or email-scanning software. These tools are essential to protect the business from security problems;
- send confidential company data via email. The IT department can advise on appropriate tools to use instead;
- access another user's company email account. If they require access to a specific message (for instance, while an employee is off sick), they should approach their line manager or the IT department.

Staff members and volunteers must always consider the security of the company's systems and data when using email. If required, help and guidance is available from the Office Manager and the Club's outsourced IT department.

Users should note that email is not inherently secure. Most emails transmitted over the Internet are sent in plain text. This means they are vulnerable to interception. Although such interceptions are rare, it's best to regard email as an open communication system, not suitable for confidential messages and information.

Inappropriate email content and use

The TR Register email system must not be used to send or store inappropriate content or materials. It is important employees and volunteers understand that viewing or distributing inappropriate content via email is not acceptable under any circumstances.

Users must not:

- write or send emails that might be defamatory or incur liability for the Club;
- create or distribute any inappropriate content or material via email. Inappropriate content includes: pornography, racial or religious slurs, gender-specific comments, information encouraging criminal skills or terrorism, or materials relating to cults, gambling and illegal drugs. This definition of inappropriate content or material also covers any text, images or other media that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law;
- use email for any illegal or criminal activities;
- send offensive or harassing emails to others;
- send messages or material that could damage TR Register's image or reputation.

Any user who receives an email they consider to be inappropriate should report this to the Office Manager or Club Chairman.

Contracts and liability

Users must be careful about making commitments or agreeing to purchases via email. An email message may form a legally binding contract between the TR Register and the recipient – even if the user has not obtained proper authorisation within the company.

Email disclaimer

The standard TR Register email template includes an email disclaimer and address bar. Users must not remove or change this when they send messages.

Email marketing and bulk email

The TR Register may use email to market to existing and potential members. There is significant legislation covering bulk email and use of email for marketing.

All email campaigns must be authorised by the Press Officer and implemented using the TR Register's email marketing tool.

Users must not send bulk emails using the standard Club email system.

Email etiquette

Email is often used to communicate with customers, partners and other important contacts. Although a relatively informal medium, staff should be aware that each email they send does affect the Club's image and reputation.

It's a good idea to follow rules of good email etiquette. Users must:

- not forward on chain emails or 'humorous' messages. These clog up people's inboxes and some topics are not appropriate for the workplace;
- always use a meaningful subject line rather than leaving it blank or using a single word like 'hello';
- only use the 'important message' setting sparingly, for messages that really are important;
- never ask recipients to send a 'message read' receipt. Many people find these annoying and not all email services support them;
- not use ALL CAPITAL LETTERS in messages or subject lines. This can be perceived as impolite;
- be sparing with group messages, only adding recipients who will find the message genuinely relevant and useful;
- use the 'CC' (carbon copy) field sparingly. If someone really needs to receive a message, they should be included in the 'to' field;
- use the 'BCC' (blind carbon copy) field to send group messages where appropriate. It stops an email recipient seeing who else was on the email, for further information - read the TR Register GDPR policy: TRR-POL-010.

Internal email

Email is a valid way to communicate with fellow staff members, Club members and volunteers. Users should keep these points in mind when emailing these groups of people:

- Would the issue be better addressed via a face-to-face discussion or telephone call?
- Is email the best way to send a document out for discussion? Often, it becomes very hard to keep track of feedback and versions.

Monitoring email use

The TR Register's email system and software are provided for legitimate Club business use. The Club therefore reserves the right to monitor employee or volunteer use of email. Any such examinations or monitoring will only be carried out by authorised staff or Directors.

Additionally, all emails sent or received through the TR Register's email system are part of official TR Register records. The Club can be legally compelled to show that information to law enforcement agencies or other parties.

Users should always ensure that the Club business information sent via email is accurate, appropriate, ethical and legal.

Potential sanctions

Knowingly breaching this IT policy is a serious matter. Users who do so will be subject to disciplinary action, up to and including termination of employment. Employees, contractors, volunteers and other users may also be held personally liable for violating this policy.

Where appropriate, the company will involve the police or other law enforcement agencies in relation to breaches of this policy.

Reporting issues

Any issues, technical malfunctions or any other concerns should be reported to the Office Manager in the first instance who will in turn engage the IT department to provide a solution to the reported problem where necessary.



Revision 0
Date 3 March 2020

1. Scope

These processes are applicable to employees, Management Team (MT) members, sub-contractors and members of the TR Register.

2. Purpose

To provide instructions to Management Team members and employees to ensure that sound and agreed financial control and procedures are followed in the daily operations of the TR Register.

3. Definitions

For the purpose of this document:

3.1 Manager

Office Manager of the TR Register.

3.2 Management Team (MT) members

The Directors of the TR Owners' Club Ltd trading as the TR Register as recorded at Companies House.

3.3 Company

The TR Owners' Club Ltd trading as the TR Register.





Revision **0**
Date **3 March 2020**

1. Legal responsibilities

The Management Team (MT) members fully accept their legal responsibilities under company law and agree to fulfil the relevant requirements as laid down in statute. They also agree to fully comply with HMRC and other regulations pertaining to finance and taxation.

2. Financial records

The Manager will maintain the financial records of the company and keep them at the Head Office of the company for the time required under statute or regulation. The Manager is responsible for the accuracy of these records. They are monitored at summary level each month by the Finance Director.

Cheque books, credit cards and private and confidential material is to be stored in the office safe.

A daily back-up of the server will be taken and stored remotely with full version control. These back-ups are controlled and managed by our external IT consultants.

3. Budgets

The Directors will operate a system of annual budgeting and monitoring.

The Finance Director and Office Manager will prepare a draft budget for approval by the MT each year and will ensure that the company does not normally operate at a deficit by recommending appropriate levels of membership fees for approval by members at an AGM.

The budget will be amended during the course of the year where it is agreed that circumstances warrant it.

In order to assist in monitoring and reporting financial progress, the TR Register will use the services of an external independent Accountant to prepare quarterly Management Accounts which will be reviewed by the Finance Director and presented at each appropriate MT meeting.

4. Authority

The Manager will only commit to purchase items which are essential for the continued sound operation of the company and for which there are funds earmarked in the annual budget or for which they have specific approval from the Finance Director or Chairman. Likewise, the Manager shall not exceed the amount included in the relevant budget for any particular item.

Where a purchase is less than £250 (Office Manager only, a £1,000 limit) then no prior specific approval need be sought.

5. Purchasing

The basis of purchase is that of best value, which takes into account not only quality but impact on other budgets. Competitive quotes should be obtained for purchases in excess of £1,000 unless there is an ongoing contract or relationship approved by the Finance Director or MT member.

The decision to purchase should be undertaken by the Manager at Head Office. Where a MT member has responsibility for a particular budget then purchases will be the subject of liaison with the Manager.

Purchases should not be made from suppliers where the Manager has a relationship without independent approval from the Finance Director.

Reviews should be undertaken at least every three (3) years of the prices paid for energy and telephony/ Internet supplies.



6. Payment

Payment for goods and services will only be made where safe receipt of the goods or services is established and evidenced.

Payment will be timely taking advantage of any early payment discount or free credit period on offer. Payment should not be delayed unless there is a dispute.

Payment is normally made electronically and all online payments require dual authorisation. Payments are entered by the Manager and then checked and authorised by either the Chairman, Finance Director, Deputy Chairman or International Director.

Cheques require two signatures from the list above and both should be completed with sight of the appropriate invoice. Individuals should not sign cheques which are payable to themselves.



Revision **0**
Date **3 March 2020**

A process for staff, volunteers and members on using social media to promote the TR Register Car Club. This process will be reviewed on an ongoing basis, at least once a year.

The TR Register will amend this policy, following consultation, where appropriate.

Date of last review: 1st September 2019

Social media is a valuable tool both to the Club and to the members. It allows instant communication as and when needed.

Social media covers many forms and all forms must be used responsibly in order to protect the name and reputation of the TR Register.

At the end of the Procedure, there is an appendix stating the rules and terms when using the TR Register Website Forum. These rules apply equally to all forms of social media.





Revision **0**
Date **3 March 2020**

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Introduction

What is social media?

Social media is the term given to web-based tools and applications which enable users to create and share content (words, images and video content), and network with each other through the sharing of information, opinions, knowledge and common interests. Examples of social media include but are not restricted to Facebook, Twitter, LinkedIn and Instagram but also the TR Register Web Forum and messaging platforms such as Google Groups and WhatsApp.

Why do we use social media?

Social media is essential to the success of communicating and promoting the TR Register's activities. It is important for some volunteers to participate in social media to engage with our audience, participate in relevant conversations and raise the profile of the TR Register Car Club and Triumph TRs generally.

Why do we need a social media policy and procedures?

The difference between a personal and professional opinion can be blurred on social media, particularly if you're discussing issues relating to the TR Register Car Club. While we encourage the use of social media, we have certain standards, outlined in this policy, which we require everyone to observe. Publication and commentary on social media carry similar obligations to any other kind of publication or commentary in the public domain including printed media.

This policy is intended for members and volunteers of all levels, from local Group Leaders and local group committees to Club Directors. It also covers contractors, staff and trustees and applies to content posted on a TR Register-owned device and a personal device. Before engaging in club-related social media activity, volunteers, staff and contractors must read this policy.

Setting out the social media policy

This policy sets out guidelines on how social media should be used to support the delivery and promotion of the TR Register and the use of social media by volunteers in both a car club facing and personal capacity. It sets out what you need to be aware of when interacting in these spaces and is designed to help volunteers support and expand our official social media channels, while protecting the Club and its reputation and preventing any legal issues.

Who is this for?

Members are those who subscribe to annual membership of the TR Register. Volunteers are members who undertake unpaid roles, positions of responsibility, work or other duties for the Club. Staff and contractors are those either employed full time or paid on another basis to undertake specific roles or tasks.

Point of contact for social media

Our Press Officer, Wayne Scott, is responsible for the day-to-day publishing, monitoring and management of our external social media channels with our Forum Coordinator, John Morrison, responsible for our Web Forum. If you have specific questions about any aspect of these channels, speak to the Press Officer. No other volunteer can post content on the TR Register's official channels without the permission of the Press Officer.

Which social media channels do we use?

The TR Register uses the following social media channels:

- Facebook: www.facebook.com/trreg
- Twitter: www.twitter.com/trevents
- Instagram: @trregister
- YouTube: <https://www.youtube.com/channel/UCeMJOGTziLe6wdHrDKQ62rw>
- Club Forum: <https://www.tr-register.co.uk/forums/>

Instruction

Using TR Register social media channels – appropriate conduct for staff, volunteers and members

1. The Press Officer is responsible for setting up and managing the TR Register's social media channels. Only those authorised to do so by the Press Officer will have access to these accounts. The exception to this is local group Facebook accounts which are administered by local group officials.
2. Our Press Officer responds to comments Monday-Friday, 9am-5pm, with exceptions during special announcements and events where longer hours may be operated.
3. Be an ambassador for our brand. You should ensure you reflect the TR Register's values in what you post and use the TR Register's tone of voice. Our brand guidelines set out our tone of voice that all volunteers and local groups should refer to when posting content on the TR Register's social media channels.
4. Make sure that all social media content has a purpose and a benefit for the TR Register, your local group or the event you are promoting. Ensure it accurately reflects the TR Register's agreed position where appropriate.
5. Bring value to your local area audience. Answer their questions, help and engage with them.
6. Take care with the presentation of content. Make sure that there are no typos, misspellings or grammatical errors. Also check the quality of images.
7. Always pause and think before posting. That said, reply to comments in a timely manner, when a response is appropriate.
8. If volunteers or members outside of the TR Register office wish to contribute content for the TR Register's central social media accounts, whether non-paid for or paid for advertising, they should speak to the Press Officer about this.
9. You should not post content about supporters or service users without their express permission. If you are sharing information about supporters, service users or third-party organisations, this content should be clearly labelled so our audiences know it has not come directly from TR Register. If using interviews, videos or photos that clearly identify a child or young person, you must ensure they have the consent of a parent or guardian before using them on social media.
10. The TR Register social media channels are not the place to publish content relating to complaints or grievances regarding suppliers. There is an existing complaints procedure for that, details of which can be obtained from the office via : office@tr-register.co.uk.
11. Always check facts. You should not automatically assume that material is accurate and should take reasonable steps where necessary to seek verification, for example, by checking data/statistics and being wary of photo manipulation.
12. Be honest. Say what you know to be true or have a good source for.
13. You should refrain from offering personal opinions via the TR Register's social media accounts, either directly by commenting or indirectly by 'liking', 'sharing' or 're-tweeting'. If you are in doubt about the TR Register's position on a particular issue, please speak to Press Officer.



14. It is vital that TR Register does not encourage others to risk their personal safety or that of others, to gather materials. For example, a video of a stunt.
15. You should not encourage people to break the law to supply material for social media, such as using unauthorised video footage. All relevant rights for usage must be obtained before publishing material.
16. Members should not set up 'unofficial' or other Facebook groups or pages, Twitter accounts or any other social media channels on behalf of the TR Register with the exception of local group accounts. In the instance of local group accounts, please contact the TR Register Press Officer for assistance in setting up pages correctly. The Press Officer will supply the correct logos and branding to get you started and will be on hand to offer advice. Unofficial accounts can confuse messaging and brand awareness. By having official social media accounts in place, the Press Officer can ensure consistency of the brand and focus on building a strong following for the Club.
17. The TR Register is not a political organisation and does not hold a view on party politics or have any affiliation with or links to political parties. We have every right to express views on policy, including the policies of parties, but we cannot tell people how to vote.
18. If a complaint is made on TR Register's social media channels, you should seek advice from the Press Officer or Office Manager before responding. If they are not available, then you should speak to the Club Chairman.
19. Sometimes issues can arise on social media which can escalate into a crisis situation because they are sensitive or risk serious damage to the Club's reputation. The nature of social media means that complaints are visible and can escalate quickly, so please be vigilant.

The Press Officer regularly monitors our social media spaces for mentions of the TR Register, so we can catch any issues or problems early. If there is an issue that could develop or has already developed into a crisis situation, the Press Officer will advise on the next steps.

If anyone outside of the Press Office becomes aware of any comments online that they think have the potential to escalate into a crisis, whether on the TR Register's social media channels or elsewhere, they should speak to the Press Officer immediately.

Use of personal social media accounts – appropriate conduct for members, staff and volunteers

This policy does not intend to inhibit personal use of social media but instead flags up those areas in which conflicts might arise. TR Register volunteers are expected to behave appropriately, and in ways that are consistent with the TR Register's values and policies, both online and in real life.

1. Be aware that any information you make public could affect how people perceive the TR Register. You must make it clear when you are speaking for yourself and not on behalf of the TR Register. If you are using your personal social media accounts to promote and talk about the TR Register's work, you must use a disclaimer such as: 'The views expressed on this site are my own and don't necessarily represent the TR Register's positions, policies or opinions.'
2. Any member or volunteer who has a personal blog or website which indicates in any way that they work with the TR Register should discuss any potential conflicts of interest with the MT and the Club Chairman.
3. Use common sense and good judgement. Be aware of your association with the TR Register and ensure your profile and related content is consistent with how you wish to present yourself to the members.
4. The TR Register works with several high-profile people including journalists, celebrities, politicians and other club leaders. Please don't approach high-profile people from your personal social media accounts to ask them to support the Club, as this could hinder any potential relationships that are being managed by the Press Officer. This includes asking for re-tweets about the Club. If you have any information about high-profile people that have a connection to our Club or cars, or if there is someone who you would like to support the Club, please speak to the Press Officer to share the details.
5. If a member or volunteer is contacted by the press about their social media posts that relate to TR Register, they should talk to the Press Officer immediately and under no circumstances respond directly.
6. The TR Register is not a political organisation and does not hold a view on party politics or have any affiliation with or links to political parties. When representing the TR Register, members and volunteers are expected to hold the TR Register's position of neutrality. Members who are politically active in their spare time need to be clear in separating their personal political identity from the TR Register and understand and avoid potential conflicts of interest.
7. Never use the TR Register's logos or trademarks unless approved to do so. Permission to use logos should be requested from the Press Officer.



8. Always protect yourself and the Club. Be careful with your privacy online and be cautious when sharing personal information. What you publish is widely accessible and will be around for a long time, so do consider the content carefully. When you are using social media sites, it is important that you do so safely. You can find more information on your responsibilities when using our computer systems in our IT Policy (ITRR-POL-011).
9. Think about your reputation as well as the Club's. Express your opinions and deal with differences of opinion respectfully. Don't insult people or treat them badly. Passionate discussions and debates are fine, but you should always be respectful of others and their opinions. Be polite and the first to correct your own mistakes.
10. We encourage all members to share tweets and posts that we have issued. When online in a personal capacity, you might also see opportunities to comment on or support the TR Register and its activities. Where appropriate and using the guidelines within this policy, we encourage volunteers to do this as it provides a human voice and raises our profile.

Further areas of concern

Libel

Libel is when a false written statement that is damaging to a person's reputation is published online or in print. Whether volunteers are posting content on social media as part of their job or in a personal capacity, they should not bring TR Register into disrepute by making defamatory comments about individuals or other organisations or groups.

Copyright law

It is critical that all volunteers abide by the laws governing copyright, under the Copyright, Designs and Patents Act 1988. Never use or adapt someone else's images or written content without permission. Failing to acknowledge the source/author/resource citation, where permission has been given to reproduce content, is also considered a breach of copyright.

Confidentiality

Any communications that volunteers make in a personal capacity must not breach confidentiality. For example, information meant for internal use only or information that the TR Register is not ready to disclose yet. For example, a news story that is embargoed for a particular date. Please refer to our Privacy Policy and GDPR policy for further information. These are available here:

GDPR: www.tr-register.co.uk/gdpr

Privacy : www.tr-register.co.uk/privacy-policy

Discrimination and harassment

Volunteers should not post content that could be considered discriminatory against, or bullying or harassment of, any individual, on either an official TR Register social media channel or a personal account. For example:

- making offensive or derogatory comments relating to sex, gender, race, disability, sexual orientation, age, religion or belief;
- using social media to bully another individual;
- posting images that are discriminatory or offensive or links to such content.



Use of social media in the recruitment process for volunteers and staff

Recruitment should be carried out in accordance with the Club policy, local group guidelines and associated procedures and guidelines. Any advertising of vacancies should be done through the Manager and the Press Officer. Vacancies for staff and volunteers are shared routinely on the Club Forum, website and magazine.

There should be no systematic or routine checking of candidates' online social media activities during the recruitment process, as conducting these searches might lead to a presumption that an applicant's protected characteristics, such as religious beliefs or sexual orientation, played a part in a recruitment decision.

Protection and intervention

The responsibility for measures of protection and intervention lies first with the social networking site itself. Different social networking sites offer different models of interventions in different areas. For more information, refer to the guidance available on the social networking site itself. For example, Facebook. However, if a member considers that a person/people is/are at risk of harm, they should report this to the Press Officer immediately.

Under 18s and vulnerable people

Young and vulnerable people face risks when using social networking sites. They may be at risk of being bullied, publishing sensitive and personal information on their profiles, or from becoming targets for online grooming.

Where known, when communicating with young people under 18-years-old via social media, volunteers should ensure the online relationship with TR Register follows the same rules as the offline 'real-life' relationship.

Volunteers should ensure that young people have been made aware of the risks of communicating and sharing information online, and given guidance on security/privacy settings as necessary.

Volunteers should also ensure that the site itself is suitable for the young person and TR Register content and other content is appropriate for them. Please refer to our Child Safeguarding Policy (015).

Responsibilities and breach of policy

Everyone is responsible for their own compliance with this policy. Participation in social media on behalf of the TR Register is not a right but an opportunity, so it must be treated seriously and with respect. For volunteers, breaches of policy may incur disciplinary action, depending on the severity of the issue. Please refer to our code of conduct for further information on disciplinary procedures. Volunteers who are unsure about whether something they propose to do on social media might breach this policy, should seek advice from the Press Officer.

Public Interest Disclosure

Under the Public Interest Disclosure Act 1998, if a volunteer member releases information through the TR Register's social media channels that is considered to be in the interest of the public, the TR Register's own internal complaints procedure must be initiated before any further action is taken.

TR Register

Social Media Appendix

Terms of use for Forums and other Social Media chat areas

1.0 Introduction

- 1.1 This Forum is provided by the TR Register (TR Owners Club Limited) for the enjoyment of Club members and for the sharing of technical knowledge and assistance regarding subjects related to TR sports cars. There are many benefits of membership to the TR Register Car Club beyond the use of the Forum - you're encouraged to make use of them all to enhance your TR ownership in the best way possible.
- 1.2 Non-members are welcome to enjoy open areas of the Forum, but should appreciate they are guests of the TR Register. Our Forum users come from all walks of life and all ages - please respect each other. To assist in keeping the discussions on this Forum courteous, supportive, respectful and lawful, we have the following rules.
- 1.3 **IMPORTANT:** If you don't agree with the rules, please don't use the Forum!
- 1.4 Failure to follow these rules may result in permanent moderation of all your posts and removal of your user account. If Club members pursue actions on the Forum which brings the Club or its volunteers into disrepute, they may be held responsible for their actions in relation to the Club's Code of Conduct.
- 1.5 The TR Register has been advised that, if damages were sought in law for injurious posts, not only the original poster but the system provider, Club, Forum moderators and admin could be at risk. The Club will not accept such exposure, nor considers it acceptable for the Forum admin and moderators to be put at personal risk. As we do not have the resource to establish if potentially libellous posts are true, or otherwise, any post which may be considered injurious will be deleted without warning or explanation.

2.0 Moderators

- 2.1 The TR Register Forum is run by unpaid volunteers, in their leisure time. They do not have the free time to enter into lengthy debate over their actions and may not be available for immediate decisions. Please respect their position.
- 2.2 The TR Register reserves the right to modify the Forum rules at any time. It is the responsibility of the user to ensure they are conversant with the current rules which are published clearly on the Forum. Users will be notified of any changes.

3.0 Forum profiles & user names

- 3.1 Club members should include their Club Membership Number within their profile signature. This allows a route of direct contact for Club Officials in event of query or dispute and allows the Club to verify membership to ensure user accounts have the appropriate access levels. Non-members and Club members, who cannot be contacted directly by the Club, may be removed from the Forum.
- 3.2 Proper names and avatars are preferred as, in our opinion, they promote courteous behaviour and aid the moderators in spotting spam accounts.
- 3.3 Users who have connection to a TR-related business are welcome to identify themselves as trade, but **MUST NOT** use the Forum as a means of advertising and canvassing for business either commercially or on behalf of other clubs.
- 3.4 User names or signatures deemed by the moderators or Club Officials as offensive will be requested to be changed. If the request is ignored then the moderators or admin reserve the right to delete the user account.
- 3.5 Multiple Forum registrations for one individual are not allowed.

4.0 Content

- 4.1 By using any part of this Forum you agree to abide by the Forum rules. You agree not to:
 - 4.1.1 post insulting, threatening or defamatory material or material likely to cause undue annoyance, provocation, upset or embarrassment to any reasonable person;
 - 4.1.2 post any unfounded or unproven accusations of malpractice, fraud, criminal or civil offences against named companies or individuals ;
 - 4.1.3 use the forums to harass anyone, including but not limited to, posting personal or private information and images;
 - 4.1.4 post pictures of children without the consent of their parents/guardians;

- 4.1.5 post material which infringes copyright or other intellectual property rights;
- 4.1.6 post material or links to material that may be considered pornographic, sexist, racist, homophobic, voyeuristic, violent, obscene or otherwise offensive to any reasonable person, or use words or language that would normally be considered vulgar;
- 4.1.7 post content, links to websites, or adverts for your own commercial gain or otherwise use the TR Register Forum to bring attention to your product or service. Personal for sale postings are acceptable as long as they are an individual member/owner selling his/her personal car or accessories are offering a swap. The TR Register requests you use the classifieds section of the website for the sale of vehicles and high-value items (over £250), not the Forum;
- 4.1.8 reproduce private emails or other correspondence;
- 4.1.9 reproduce deleted posts or start threads discussing them. If you think a post or thread should not have been deleted, contact the relevant moderator;
- 4.1.10 post chain letters, pyramid schemes, SPAM or such like, or transmit any file that contains viruses, corrupted files, 'Trojan Horses', or any other contaminating or destructive features that may damage someone else's computer;
- 4.1.11 include signatures that promote a product or service (including websites and clubs), company or of any perceived commercial gain;
- 4.1.12 post material that is critical of or offensive to any INDIVIDUAL member of the Club, its staff, MT, official suppliers or Club partners. Any complaints/critical comment regarding an individual should be addressed directly to the office/MT or to the Forum Community Coordinator. General discussion of Club matters should be kept within the members-only area;
- 4.1.13 give advice regarding insurance matters. The TR Register, its agents or employees are not authorised to give insurance advice. Any view or opinion expressed about insurance matters on this Forum does not constitute advice from the TR Register, its agents or employees and should not be relied upon as such by any user of this Forum;
- 4.1.14 post content in relation to AGMs or EGMs that falls outside the rules of the Club. For example, AGM manifestos for contested posts, as published in TR Action, are permissible as a statement of intent but electioneering debate regarding contested posts is not. The call for meetings or an EGM may be posted on the Forum;
- 4.1.15 post complaints or queries that only the office or Directors can answer, please contact the Forum Community Coordinator as this will provide a faster response;
- 4.1.16 publish posts that promote or assist unlawful or anti-social behaviour or acts.

5.0 Forum etiquette

- 5.1 Please bear in mind that outside of members chat, the Forum is PUBLICLY VIEWABLE and therefore the audience comprises of non-members, lapsed members and potential new members and those seeking to enter the TR community for the first time. All users have a duty to make other users from all backgrounds and walks of life feel welcome and to show off the TR Register Forum in a positive light.
- 5.2 Do not be critical of other members' posts or start threads designed to be critical of others. If you are unhappy with another post or with the conduct of a member, please use the 'Report' button at the foot of every post.
- 5.3 Make sure that your message topics fit the description of the Forum or expect their movement by the Forum moderators.
- 5.4 Don't quote the entire message that you're responding to, only the pertinent bit (use the 'quote' option).
- 5.5 Don't change the subject of a post when replying - many users scan headings only - stay on topic!
- 5.6 Only post pictures that are suitably sized for their intended purpose, e.g. signature pictures do not need to be as large as those identifying technical detail. In many cases pictures are necessary to identify items referred to in posts and need to be easily viewable. Multiple large and/or lightly compressed pictures slow the performance of the Forum too much for modem users; please remember that web pictures only need to be 72 dpi (640 x 480) and can be compressed easily.
- 5.7 Keep signatures in the body of your posting to a reasonable length to ensure that the thread's content remains readable.
- 5.8 Don't post entire messages in CAPITALS, many confuse this for shouting.
- 5.9 Don't double post (post the same message twice in one thread) or cross-post (place the same message across several forums). Cross-posting will be removed by the moderators.
- 5.10 Do not post new problems on someone else's thread and interrupt a topic of discussion.

- 5.11 This Forum is not a soapbox for airing political or religious beliefs, opinions or ideologies.
- 5.12 Any member new or existing can post as many times as they wish providing the posts are in accordance with the Forum rules.
- 5.13 A new member has an entirely equal right to express themselves freely on this Forum as an established member does.

6.0 Reporting abuse or breaches of the Forum rules

6.1 Action when using the 'Report' post button:

6.1.1 Selecting the 'Report' button causes the offending post to be flagged, along with your user details and those of the original poster, to the moderators of the relevant Forum and to the administrators. In most cases, moderators will make a simple judgement as to whether the report is valid and will advise the user who reported the 'abuse' and the moderator(s) of their decision. The moderator's decision is final. If this is not considered fair the reporter may contact the Forum Community Coordinator or a MT member for a second opinion. The moderators in many instances may feel the need to discuss the action required amongst themselves for a consensus of opinion.

7.0 Disclaimer

The views and opinions expressed on this Forum are those of the individuals concerned and do not in any way reflect the views and opinions of the TR Register, and do not constitute advice being given by either TR Register, its staff, partner companies or volunteers. The TR Register cannot be held responsible for any action taken by others in response to, or as a result of, the views, advice or opinions expressed by individuals on this Forum. Users should check the accuracy and validity of any technical information with a professional expert or workshop manual. The TR Register cannot be held responsible for any costs, loss, damage, injury or death occurring as a result of advice given via the Forum.

By using this Forum, you understand that your posts can be traced to your specific user account containing your email address, user name, date and time of sign-up, TR Register membership number and IP address at date and time of posting.





1. Policy

- 1.1 This policy is designed to help and encourage all members to maintain appropriate standards of behaviour and conduct throughout their activities as members of the Club. This includes their dealings and interaction with members, officers and staff of the Register and the public where they come into contact with them during their activities as a Club member. Its main purpose is to encourage a member whose conduct is unsatisfactory to improve.

This policy will be applied consistently and fairly to all members, based on the circumstances of their case. The TR Register recognises its responsibility to ensure the implementation of the rules of natural justice as part of this policy:

- The member should know the nature of the case against them;
- The member should have an opportunity to state their case;
- The member should have the opportunity to appeal against the decision;
- The member should have the opportunity to be accompanied at any formal meeting should they wish.

All proceedings under this policy shall be held in private and shall be confidential. Officers of the Register are expected to act in good faith.

1.2 Scope of the Policy

This policy does not apply where there are matters of:

- minor misconduct that should be settled informally by means of counselling or an informal warning in order to improve conduct
- competence or capability.

1.3 Informal stage

Where possible, potential disciplinary issues should be resolved informally by drawing the members attention to the perceived unsatisfactory conduct, discussing the situation and the standards of conduct that are required and agreeing an appropriate way forward, including any improvement required.

Informal action may often be a more satisfactory way of dealing with a breach of rules than a formal disciplinary meeting if it takes the form of a discussion with the objective of encouraging and helping the member. Informal discussion must not turn into a disciplinary meeting and warnings will not be given although the discussion may be recorded as an aide memoir as to what was discussed and agreed.

Consideration should be given to any difficulties that a member may be facing at the time that may have contributed to the problem and where appropriate a genuine attempt made to help the member overcome them.

2. Roles and Responsibilities

The TR Register recognises it has an obligation to adopt formal policies and establish procedures for dealing with instances of misconduct or poor behaviour by its members.

- 2.1 The Chairman, supported by the TR Register Management team and its network of local Group Leaders has overall responsibility for promoting and maintaining standards of conduct within the membership of the TR Register.
- 2.2 An important principle is that first and foremost the member is a member of the TR Register rather than the local group to which they choose to become associated. With this in mind it is the responsibility of the Register to ensure the individual is treated fairly, equitably and consistently across the organisation.



2.3 Disciplinary matters relating to the conduct and behaviour of a member is initiated at the next hierarchical level of the organisation to the member concerned. Namely, a Local Group Leader may initiate disciplinary action against a member from within their Group. An Area Director may initiate disciplinary action against a Group Leader from within their Area and the Chairman may initiate action against a Director. Disciplinary action against the Chairman may be initiated by a quorum of the Management Team.

2.4 Membership Secretary

The position of Membership Secretary is a role conferred on a sitting member of the Management Team by a vote of the MT. A key criteria for selection will be that the person appointed will have prior experience and familiarity with the practical application of disciplinary policies and procedures. The purpose of the role is to fulfil the following requirements:

- To be an objective and independent advisor to members, GLs, Area Directors and the Management Team to ensure the smooth and effective running of the disciplinary policy and procedure.
- To have oversight of all proposed formal disciplinary action before it is taken to ensure consistency of action, fairness and objectivity across the TR Register.
- To advise those individuals proposing to initiate disciplinary action on the steps to be followed to ensure fair and equitable treatment of the individual concerned.
- To investigate or arrange for an appropriate person to investigate the facts of a case before action is taken.
- To advise on and review any formal warning letters before they are issued to ensure they are constructed and worded correctly to achieve the desired objective and explain the rights and process for the individual to appeal.
- To keep a record of all formal disciplinary action that may result.

2.5 Disciplinary Panel

In cases of serious misconduct that could merit a Final Warning or Expulsion from the Club, the Membership Secretary will convene a Disciplinary Panel to hear the case. This will comprise of a minimum of three members drawn from the membership and Officers of the Club. These members will not be involved with or close to the case to be heard. The panel will also deal with matters where the Membership Secretary would be compromised in hearing a disciplinary case due to a 'conflict of interest'.

Should a member appeal following a hearing by the Disciplinary Panel, a panel will be formed consisting of another three members to hear the appeal.

3. **Procedure for Handling an Incidence of Misconduct**

Should a member witness or have directed against them an act of misconduct by another member it is their responsibility to bring this matter to the timely attention of the most appropriate person in the Club's hierarchy, for example the Group Leader in the case of an ordinary member, Area Director or other relevant Officer of the Club. This person will then be responsible for initiating the disciplinary process if deemed appropriate.

In the first instance, the person initiating the disciplinary process is advised to notify their intention and seek the guidance of the appropriate Officer from the next organisational level within their hierarchy. For example, the Group Leader should present the known facts of the case together with any recommendations for disciplinary action to the Area Director, who, if in agreement that there may be a potential case to answer, will notify and involve the TR Register Membership Secretary to become involved to start the process.

4 Investigation

- 4.1 No formal disciplinary action will be taken without a prompt and appropriate investigation of the facts and the circumstances.

The Membership Secretary will either investigate the matter themselves or nominate an investigating officer who is a senior member of the Register. Where the allegations are against an Officer of the Club such as a GL or Area Director, the Membership Secretary will first discuss the case with the Chairman following which an independent investigating officer will be nominated.

The investigating officer will write to the member concerned at the earliest opportunity and give the following information:

- details of the allegation(s)
- copies of appropriate and available information
- a copy of this disciplinary policy
- time and date of any investigation meeting, giving wherever possible ten working days' notice
- confirmation of their right to be accompanied by another member of their choice at all meetings.

The investigating officer will promptly carry out a thorough, comprehensive and unbiased investigation into the allegations in as timely a manner as the circumstances will allow. Care will be taken to ensure that, where appropriate, evidence is also sought from members who may be supportive of the members case. This will involve the gathering of all relevant evidence from the relevant parties and an investigation meeting with the member.

A report on the findings of the investigation should be completed as soon as possible and typically within 15 working days for allegations of misconduct. For allegations of serious or gross misconduct and more complex cases, the investigation process should take no longer than 20 working days. In very complex cases or exceptional circumstances, a reasonable timescale will be agreed by mutual consent.

The investigation may require members and witnesses to be interviewed to establish the facts. Members should be given notice of at least five working days in advance of any investigation meetings/interviews. Witnesses should be advised to seek advice as appropriate. Minutes of these meetings will be taken and agreed with the member as a true record.

4.2 Role of the Investigating Officer

The role of the investigating officer is to gather evidence and produce a report for the Membership Secretary that will recommend whether:

- no further action is required
- informal guidance from the Club is appropriate
- a disciplinary hearing is appropriate
- the matter is potentially one of gross misconduct.



If other areas of concern arise during the process that require further investigation, the investigating officer will adjourn the investigation to undertake this.

If there is no case to answer, the matter will be closed, the member informed in writing and all documentation removed from the record. If the matter does not warrant a disciplinary hearing, the Membership Secretary may arrange counselling or for an appropriate Officer of the Club to take informal action. If on completion of the investigation the investigating officer is satisfied that the alleged misconduct warrants a hearing, s/he will inform the Membership Secretary who will inform the member and a disciplinary meeting will be arranged between the individual concerned and the person wishing to bring the disciplinary action, for example the GL.

In the case of an Officer of the Club being the subject of disciplinary action, the investigating officer will submit a report to the Membership Secretary and Chairman. They will decide if any further action is required and whether there needs to be a formal hearing convened.

Persons directly involved in the investigative process may present a case or appear as a witness, but may not give advice to, nor sit on, the subsequent disciplinary hearing panel.

5. Suspension of Membership

Under certain circumstances, including but not limited to harassment, bullying, theft or violence, the Membership Secretary may decide to suspend a members membership, while the matter is being investigated. Suspension is a neutral act and is not disciplinary action. A written record confirming the suspension will be provided to the member by the Membership Secretary within three working days of the suspension. Unless the member has specific written permission from the Membership Secretary, the member may not participate in club activities and events or attend meetings of the club or local group during the time of the suspension. A suspended member will be assigned a contact officer who will be a senior officer of the Register not involved with the case. The contact officer will review the suspension at regular intervals (every two weeks where appropriate) and advise the member of progress with the case.

6. Alleged Criminal Offences

The case of a member charged with, or convicted of, a criminal offence should not normally in itself be a reason for disciplinary action. Consideration must be given to what affect the charge or conviction has on the member's suitability as a member of the Club and their relationship with the Register and their fellow members. The disciplinary policy will only be instigated where there are reasonable grounds for believing that the nature of the activities is sufficiently serious to have an adverse effect on the ability of, or confidence in, the member as a responsible member of the Club.

Where a member is alleged to have committed a criminal offence and police investigations are underway, disciplinary proceedings must be handled carefully and in accordance with police instructions so as not to interfere in the police investigation

7. Disciplinary Procedure

7.1 Disciplinary Meeting

If, after an investigation has been carried out, it is considered that there is a case to answer, the member will be notified in writing of the nature of the complaint against them by the Membership Secretary. The member will be provided with details of any supporting evidence which may be available and they will be invited to attend a disciplinary meeting. This meeting will be conducted by the appropriate Officer from the organisational hierarchy, for example, the member's GL. The Register may also have someone present at the meeting to take notes. This meeting will be held as soon as practicable.

For serious breaches of conduct and cases of gross misconduct this interview will be held by a Disciplinary Panel formed by the Membership Secretary and consisting of a minimum of three members.

The member will be advised that disciplinary action may be taken as a result of this meeting and their right to be accompanied at this meeting by a fellow member. The member should take reasonable steps to attend this meeting. If they are persistently unable or unwilling to attend, the Register reserves the right to proceed in their absence.

At this meeting the nature of the alleged breach of Register standards will be made clear to the member who will be given the opportunity to state their case and call any relevant witnesses. If any additional issues arise during this meeting, an adjournment may take place to allow further investigation.

During the disciplinary process or appeal, the member will be provided with copies of any notes, witness statements, interview transcripts and any other relevant material as soon as it becomes available.

7.2 Accompanying Member

A Member may be accompanied, should they wish, at formal disciplinary meetings/hearings by another member of their choice. The accompanying member may speak on the members behalf but may not act in the capacity of a representative or answer questions on their behalf.

The member is responsible for making the necessary arrangements with the accompanying member, including notifying them of the hearing date in good time and sending copies of all relevant documentation.

The TR Register will aim to agree a mutually convenient date for the meeting in order to ensure that meetings do not have to be delayed or rescheduled.

7.3 Timeliness

All efforts should be made by members to attend meetings that constitute part of this policy. When there are valid reasons to reschedule meetings, these should be rearranged within ten working days where possible.

8. Definitions of Misconduct and Gross Misconduct

8.1 Misconduct

Misconduct is where a member breaks a specific rule or recognised standards of conduct or behaviour within the Club. It is usually a wilful act. There may be occasions when negligent conduct amounts to misconduct.

Breaches of reasonable conduct as a Club member can take many forms. Consideration will always be given to the particular circumstances.

8.2 Gross Misconduct

Is misconduct which is so serious that it may destroy the relationship between the TR Register either at national or local level and the member, making further working relationships and trust impossible.

If a member is found guilty of gross misconduct the Register is entitled to summarily expel them. This means that the member will be expelled with immediate effect, alternatively, the Register may impose another penalty short of expulsion.

Examples of gross misconduct include, but are not limited to:

- Theft, fraud or deliberate falsification of records
- Misuse, abuse or deliberate damage to Register property, including intellectual property, or that of other members
- Physical violence, actual or threatened
- Harassment or discrimination on any grounds
- Accepting or offering a bribe
- Disclosure of confidential information
- Giving false or misleading information to the Register
- Serious disregard for rules given by the Register
- Bringing the Register into disrepute

9. Stages of Disciplinary Action

9.1 The possible actions arising from a disciplinary hearing are:

- No further action to be taken.
- Oral Warning - this will remain on the member's record for 3-6 months dependent on the nature and severity of the breach.
- Written Warning - this will include:
 - The exact nature of the misconduct proven
 - The basis of the decision
 - The period of time for improvement, if appropriate, and the standard of improvement expected
 - The disciplinary action being applied and, where appropriate, how long this will last
 - Notification of the likely consequences of further proven misconduct
 - Information about the member's right of appeal, including how they should make it and to whom.



A written warning will remain on the member's record for a minimum of six months dependent on the circumstances.

- Final Written Warning - this will be given where misconduct is serious but is not considered serious enough to justify dismissal. A final written warning may also be issued where there is a failure to improve following previous written warning/s. It will remain on the member's record for 12-18 months dependent on the nature and severity of the breach. Where a final written warning is issued during the term of a first written warning, the duration of the final written warning will supersede that of the first written warning.

Upon expiry, a warning will be removed from a member's records except for warnings relating to safety.

- Expulsion from the TR Register or other disciplinary action.

If a member is expelled under this policy membership will cease on the date specified in writing. Membership will NOT be suspended pending the outcome of any appeal procedure. Should an appeal reverse the decision the member will be reinstated to full membership.

Hearings for breaches likely to result in a Final Warning or Expulsion will be heard by a Disciplinary Panel.

Any of the above stages of disciplinary action may be omitted, depending on the seriousness of the misconduct.

9.2 Hearings of the Disciplinary Panel

Disciplinary action for serious misconduct that could result in a final warning or expulsion will be heard by a Disciplinary Panel of a minimum of three members or Officers formed by the Membership Secretary. The member will be notified in writing (by post and email) of the following:

- the date, time and venue of the hearing - with at least ten working days' notice from receipt of the letter. If the member or their chosen companion is unable to attend this hearing for a valid reason, a new date will be set within five working days
- the names of intended Disciplinary Panel members
- the specific nature of the allegation/s
- the right to produce written statements and to call witnesses
- the names of any Club Officer witnesses
- all supporting documents to be used as evidence by the Club
- the possible/likely outcome of the hearing if the allegations are considered proven, i.e. warnings, expulsion etc
- a copy of the disciplinary policy.

The member will be notified that if they wish to call witnesses or to provide relevant paperwork, this should be provided to the chair of the panel at least two working days prior to the hearing.

If the member's chosen companion is not able to attend, a member may offer a reasonable alternative time within five working days of the original date, unless mutually agreed otherwise.

If the member fails to attend the hearing, the case will be heard in their absence, unless acceptable reasons have been presented in advance and it is therefore agreed to postpone the hearing to a later date.

It is for the chair of the panel to decide whether late evidence from either side is acceptable. The views of both parties should be sought when considering the late admission of evidence, and the chair should consider the fairness and reasonableness when making their decision. If the late evidence accepted is in written form, it would be usual to allow a brief adjournment for reading the document/s.

The chair must ensure that the member receives a fair and impartial hearing, is encouraged to be accompanied, is allowed to present his/her case or have it presented, and is allowed to bring witnesses and to question the Club's case presenter and any witnesses.

9.3 Procedure for a hearing

Minutes should be taken by a suitable person arranged by the Register. Copies of all minutes should be circulated to all parties as soon after the hearing as possible.

Once the panel has heard the case and are satisfied that all relevant evidence has been provided, they will consider all the facts of the case, whether these constitute unacceptable conduct and what the level of sanction should be, if any.

If the panel decides there has been no unacceptable conduct, they will member back to inform them that there is no case to answer and that all records of the process will be removed from the file.

If the panel consider that unacceptable conduct has taken place, they will call the member back into the room to let them know and to ask if there is any mitigation.

Before deciding what disciplinary sanction to impose, if any, the panel should also consider whether the member has been subject to any previous disciplinary action and whether any warnings are still current.



The decision of the hearing will be announced at the close of the hearing whenever possible. This may be varied by mutual agreement, especially if the decision-making process is likely to take some time. The chair of the panel will confirm the decision in writing within two working days of the hearing.

Wherever possible the appeal should be heard within 20 working days of the lodging of the appeal, and the member should have at least ten working days' notice of the appeal hearing.

The Appeals Panel should be formed from the membership including a minimum of one member from the Management Team and with a quorum of three.

No member of the disciplinary hearing panel shall be a member of the Appeal Panel.

All documentation presented to the hearing, together with the decision of the chair of the Panel, as well as any subsequent correspondence, must be made available to the Appeal Hearing Panel. Any new evidence should be copied to all parties at least five working days before the appeal hearing.

Expulsion from membership of the TR Register is effective from the initial expulsion decision. Should the appeal be successful, reinstatement will also be from the original date with no break in membership continuity.

10. Appeals

10.1 A member may appeal against any formal disciplinary action. The appeal must be made in writing to the Membership Secretary of the TR Register within 15 working days of receipt of the decision letter.

10.2 An appeal against the fairness and reasonableness of any disciplinary action may be considered. In the case of Oral and First Written warnings they will be heard by the next hierarchical level in the organisation. For example, where disciplinary action has been taken by a GL an appeal would be heard by the Area Director. A hearing by an Appeal Panel is the final step in the process if the Membership Secretary considers there are sufficient grounds.

10.3 Appeals against a Final Warning or Expulsion will be heard by an Appeal Panel organised by the Membership Secretary and will consist of a minimum of three members drawn from the Management Team.

10.4 An appeal may be brought on one or more of the following grounds:

- The procedure - the grounds of appeal should detail how any procedural irregularities prejudiced the disciplinary decision.
- The facts - the grounds of appeal should detail how the facts do not support the decision or were misinterpreted or disregarded. They should also detail any new evidence to be considered.
- The decision - the grounds of the appeal should state how the act(s) of misconduct did not justify the level of disciplinary action taken or the act was one of misconduct rather than gross misconduct.

10.5 Hearings of the Appeal Panel

The Appeal Panel will deliberate in private, paying particular attention to any new evidence that has been introduced by the member as well as hearing representations from Officers of the Club in order to determine whether the decision of the hearing was fair and reasonable in view of the evidence available. The Appeal Panel cannot increase the disciplinary sanction.

The decision of the Appeal Panel is final and binding on all parties.

Minutes of the appeal hearing will be taken by a suitable person appointed by the Membership Director. Copies of the notes will be circulated to all parties within two working days of the hearing.

11.0 Grievance

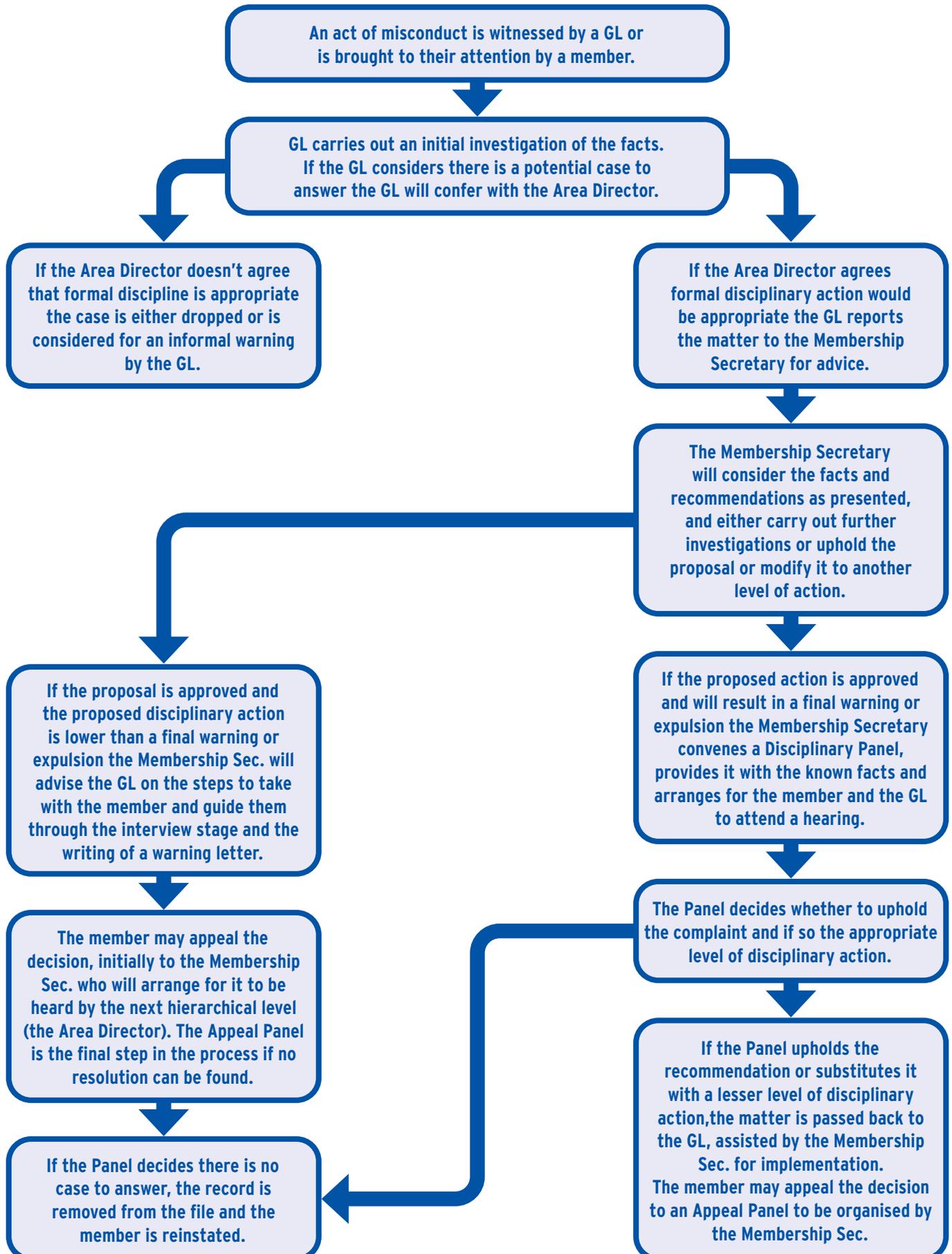
Sometimes a member may raise a grievance during the course of a disciplinary case. Where this happens, and depending on the circumstances, it may be appropriate to suspend the disciplinary procedure for a short period until the grievance can be considered. The Register may need to consider bringing in another Officer to continue to hear the disciplinary case.

12.0 Record keeping

The Membership Secretary, Officers of the Club involved and any Disciplinary or Appeal Panels must keep written records of meetings and discussions relating to the disciplinary and appeal process. The Membership Secretary will retain copies of all such notes. Copies of all final meeting records must be given to the member concerned. Written confirmation of the outcome of any meetings will be sent to the member by the Membership Secretary for their information and a copy kept on the Club's membership record. Upon expiry, any warning will be removed from the employee's records except for warnings relating to the safety.



Members Disciplinary Policy for Conduct





Introduction

The TR Register Car Club is fully committed to safeguarding the wellbeing of all of its members of whatever age. All members should show respect and understanding for the rights, safety and welfare of others and conduct themselves in a way that reflects the principles of the Club.

This Child Safeguarding policy applies to anyone working on behalf of the TR Register including the Directors, employees, sub-contractors, members and any volunteers at any time associated with the Club and has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in the United Kingdom.

1. Definitions

A child is anyone under the age of 18 engaged in any motor sport or other activity organised by the Club.

Safeguarding and promoting the welfare of children refers to the process of protecting children from maltreatment, preventing the impairment of health or development, ensuring that children grow up in circumstances consistent with the provision of safe and effective care and taking action to enable all children to have the best outcomes.

Child protection refers to the processes undertaken to protect children who have been identified as suffering, or being at risk of suffering, significant harm.

2. Scope

The Club acknowledges its responsibility to safeguard the welfare of all young people entrusted to its care and is committed to working to provide a safe environment for all members under the age of 18 engaged in any motor sport or other activity organised by the Club or in which the Club or its members are taking part.

The Club recognises that all children have the right to participate in motorsport or any other club activities in a safe, positive, and enjoyable environment whilst at the same time being protected from abuse, neglect, harm or poor practice. The Club recognises that this is the responsibility of every adult involved, in whatever capacity, at the Club.

The Club confirms that it adheres to the Motorsport UK Safeguarding Policy and the procedures, practices and guidelines. The Club will follow the guidance of the policy in the event of any concerns or allegations.



3. Policy Statement

The welfare of the child is, and must always be, paramount to any other consideration.

All TR Register Club events and activities for young people will follow and adhere to the Motorsport UK 'Safeguarding Children Policy.'

All participants regardless of age, gender, ability or disability, race, religion or belief, sex or sexual orientation have the right to protection from all types of harm or abuse.

All allegations, suspicions or concerns of abuse, neglect, harm and poor practice will be taken seriously and responded to swiftly, fairly and appropriately.

4. Child Safeguarding

The Club will appoint a Club Safeguarding Officer (CSO) to deal with any issues concerning Safeguarding and Child Protection and notify this person to all members.

The Club will follow Motorsport UK guidance and ensure that where appropriate the necessary Disclosure (DBS, or PVG in Scotland) is checked.

Safeguarding is everyone's responsibility. This means that everyone in the Club has a responsibility to respond to any concerns that they or others may have about a child or the behaviour of an adult.

The following are NOT acceptable and will be treated seriously by the Club and may result in disciplinary action being taken by the Club, Motorsport UK or Statutory Agencies if relevant.

Providing alcohol to children or allowing its supply.

Humiliating children.

Making sexually explicit comments or sharing sexually explicit material.

Using obscene or foul language.

Having an intimate or sexual relationship with any child.

Inappropriate or unnecessary physical contact with a child.

Sharing the same immediate accommodation, e.g. overnight room, with children when away at events.

5. Reporting Concerns

If you witness or are aware of an incident where you are concerned that the welfare of a child has been put at risk you must, in the first instance

- a) inform the CSO
- b) if at a Club-organised event inform the event organiser.

If at any time you are not able to contact your CSO and the matter is clearly serious then you can either:

Contact the Club Chairman.

Contact the Motorsport UK Lead Safeguarding Officer or email safeguarding@motorsportuk.org.

Contact the Police or Children's Social Care.

Call the NSPCC 24-hour Helpline for advice on 0808 800 5000 or text 88858 or email help@nspcc.org.uk.

6. Best Practice

The Club will ensure that all its members, whether they are parents, competitors, officials or participants will comply with all guidance and best practice as issued by Motorsport UK.

In summary, the following points are considered as best practice to create a safe, friendly and welcoming environment for children:

- Adults should display high standards of personal behaviour and refrain from pursuits considered unhealthy in front of children and be good role models.
- Employees, members and volunteers should avoid working in isolation with children and out of sight of parents or other members.
- Not drinking alcohol excessively whilst responsible for children.
- Avoiding smoking in the presence of children.

Relevant Personnel

Child Safeguarding Officer - Andy Holyoak eastmidlandsdirector@tr-register.co.uk

Club Chairman - Allan Westbury chairman@tr-register.co.uk



Procedure for incidents occurring at TR Register events

The following outlines the procedure for event organisers and volunteers in the event of an Insurance negligence claim against the TR Register, a TR Register member or the organiser arranging a TR Register approved event.

The Club carry public, product and employers' liability insurance for approved events. The insurance policy will respond when a claim for a negligent act is made against the TR Register, the local group, branch, or an individual member.

In the event of an incident where there has been third-party property damage or injury:

- You must not accept or admit liability, inform the third party that the club has liability insurance. Provide the third party with your personal details and provide the office address.

TR Register 1B Hawksworth, Southmead Industrial Park, Didcot, Oxon OX11 7HR
Tel 01235 818866

- If there are witnesses obtain their details where possible. Name address and telephone number.
- Take photos and/or write down as much detail as possible giving you recollection of how the event occurred, details of the damage, the time and date and including details of anyone involved including the third party. Then submit the details to the office, not the third party, or any other individual including the press, the office will inform our insurers. Any correspondence received from the third party, their insurer, or solicitors should be passed to the TR Register unanswered.
- All statements to the press must only be made by the TR Register's Press Officer. TR Register members or organisers are not to make unauthorised statements to the press. In the event of an enquiry, refuse to comment and pass on the press office details: press@tr-register.co.uk.
- In the event of a **death or other serious injury** it is important to follow the same procedure; however, you **should contact the appropriate emergency services**, telephone 999. If you are directly involved, you may wish to seek legal advice before making any statement to the police.





TR Register is the trading name of TR Owners Club Ltd.

Unit 1b Hawksworth | Southmead Industrial Park | Didcot | Oxon | OX11 7HR

Company number: 1499634

All enquiries to: office@tr-register.co.uk

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