



CONSTITUTION

1 NAME

- a) The organisation shall be called The United Kingdom Crowd Management Association and abbreviated to UKCMA.

2 MISSION STATEMENT

- a) The mission of the UKCMA is 'to improve standards of crowd management within entertainment, sporting and public events'.ⁱ

3 AIMS AND OBJECTIVES

- a) The aims and objectives of the UKCMA are:
 - I. To promote the UKCMA Code of Practice (Appendix 1).
 - II. To represent the interests of the industry to Government bodies, stakeholders and other relevant organisations.
 - III. To provide a forum for the exchange of non-competitive information and support between members, subject to full compliance with all applicable laws including UK/EU competition rules. In particular, and for the avoidance of doubt, Membership will not involve any Member providing information to UKCMA or to another Member or Members, which that Member, in its sole discretion, considers to be competitively sensitive information, or information, the provision of which could be expected to be in breach of UK and/or EU competition rules.

4 MEMBERSHIP/AFFILIATION

General:

- a) Membership is open to all private companies or other organisations, which provide Crowd Management & associated services, or individuals who are practitioners or stakeholders in such services.
- b) There are two categories of Membership, Full and Associate.
- c) Numbers of Full members must always exceed the numbers of Associate Members by one.

Full Membership.

- d) Open to all private companies or other organisations active or seeking to be active in the provision of crowd management services within entertainment, sporting and public events as a core activity of their organisation.
- e) New members shall be admitted as Full Members if they satisfy the Membership Criteria, as described below.

Associate Membership.

- f) Open to all individuals, private companies or other organisations providing support services or acting as stakeholders in the provision of crowd management services within entertainment, sporting and public events.
- g) New members shall be admitted as Associate Members if they satisfy the Membership Criteria, as described below.

5 APPLICATION / MEMBERSHIP CRITERIA

- a) Applications are to be made in writing to the Secretary.
- b) Applications returned seven (7) working days prior to a General Meeting (GM) or Annual General Meeting AGM will be considered at the following GM or AGM.

Membership Criteria for Full Membership

- c) The Applicant must:
 - I. agree to the UKCMA Code of Practice
 - II. be nominated by a UKCMA member (full or associate)
 - III. be able to demonstrate to the Officers of the Association (acting in a fair, reasonable and non-discriminatory manner in reviewing such evidence) that the applicant has the necessary skills, expertise and experience in the supply of services involving crowd management services (the **Services**) and that those Services:
 - i. represent a core activity of the Applicant's business; and
 - ii. are carried out predominantly in the UK.

- IV. demonstrate compliance with the provisions of legislation and current standards.
- V. if appropriate, provide a copy of the Security Industry Authority (SIA) Business Licence or otherwise confirm with supporting evidence that an application for such licence is in progress, (subject at all times to ensuring no information which the Applicant in its sole discretion considers to be competitively sensitive shall be divulged to UKCMA).
- VI. provide certified accounts for a period of three years or for so long as the applicant has been in existence, if less than three years.
- VII. demonstrate (subject to adequate safeguards to ensure that no commercially sensitive information of any Member is disclosed to any other Member) that total annual turnover directly related to crowd management services exceeds £250,000.00 per annum
- VIII. Maintain in place during their period of membership the following insurance policies:
 - i. [public liability insurance in the sum of at least £5,000,000; and
 - ii. employers' liability insurance in the sum of at least £2,000,000; and
 - iii. product liability insurance in the sum of at least £2,000,000]

Membership Criteria for Associate Membership

d) The Applicant must:

- I. agree to the UKCMA Code of Practice
- II. be nominated by a UKCMA member (full or associate)
- III. be able to demonstrate to the Officers of the Association (acting in a fair, reasonable and non-discriminatory manner in reviewing such evidence) that the applicant has the necessary skills, expertise and experience in the support of or as a stakeholder in services involving crowd management (the **Services**)
- IV. demonstrate compliance with the provisions of legislation and current standards.
- V. Maintain in place during their period of membership appropriate insurance policies for their area of activity.

Any Applicant dissatisfied with a decision of the [Membership Committee/Officers] to refuse its application for membership has the right to:

- i. ask the Officers to reconsider their decision, in particular, by making such representations and/or providing such further information as it considers reasonably necessary; and
- ii. follow the procedure set out in Appendix [2] below (Appeals).

Ongoing Membership Requirements

- e) Members (both Full and Associate) must demonstrate (subject to adequate safeguards to ensure that no commercially sensitive information of any Member is disclosed to any other Member) that they continue to comply with the Membership Criteria at each renewal by supplying details of valid insurance and notification of any major changes to senior management including CVs of new members of their senior management team.
- f) Members are to abide by the UKCMA's Constitution and adhere to its aims.
- g) Members are expected to demonstrate active participation in the business of the UKCMA.
- h) Full Members are expected to attend at least 2 regular meetings per annum (including AGM).
- i) A membership may be terminated on certain grounds as set out below after one week's general notice to the UKCMA by a unanimous decision of the Officers of the UKCMA (the Officers comprising Chairperson, Secretary and Treasurer) at all times acting in a fair, reasonable and non-discriminatory manner. A Member wishing to Appeal against a decision to terminate its Membership may follow the procedure set out in Appendix [2] below (Appeals).

Grounds for expulsion

- j) Any Member may be expelled from the UKCMA for:
 - I. non-payment of any sum which in accordance with the provision of the Constitution ought to be paid by any such Member
 - II. breach of the Constitution.
 - III. being guilty of conduct which the Officers decide – acting in a fair, reasonable and non-discriminatory manner - may reasonably be expected to bring the reputation of the UKCMA into disrepute.

In deciding whether there has been a breach of the Constitution in accordance with section [5(-i) I] or conduct which may reasonably be expected to bring the reputation of the UKCMA into disrepute in accordance with 5(i)II above, and, if so, whether the Member in question should be expelled from UKCMA, the Officers shall ensure that so far as possible any decision is fair, reasonable, non-discriminatory, proportionate and taken by reference to clearly defined and reasoned objective factors on which the Member the subject of the decision has the opportunity to make its views heard in advance of any decision. Any Member dissatisfied with a decision of the Officers to expel it from UKCMA has the right to ask the Officers to reconsider, by making such representations and providing such information as it considers relevant and necessary.

- k) Membership fees are to be paid within one month of joining the UKCMA and then within one month of each subsequent AGM, upon receipt of a valid invoice from the UKCMA. The fee shall be set at each AGM by the UKCMA Members and will be payable in full or proportionally at the discretion of the Officers. Any failure to pay will result in Membership lapsing.

- l) No Applicant shall be discriminated against on grounds of sex, race, age, religion, disability, sexual orientation or political opinion.

6 ELECTED OFFICERS

- a) The membership (full members only) shall on a two yearly basis elect a Chairperson, Vice Chair, Secretary and Treasurer (together, ***the Officers***) at the Annual General Meeting (***AGM***). The AGM will be held by the end of March each Year. Elected persons can be associate members nominated by full members. The elected persons will manage the affairs of the UKCMA in accordance with the Constitution.
- b) The Chairperson shall preside over meetings and shall hold the casting vote. The Chairperson is responsible for managing the business of the UKCMA and shall present a report each year to the AGM.
- c) The Vice Chair shall support the Chairperson in their roles, and accept deputised duties in the absence of the Chairperson. In absence of this role, the remaining Officers should delegate the role to a suitable deputy who may be co-opted for the meeting.
- d) The Secretary is to action the UKCMAs correspondence in a timely manner and shall record and distribute the minutes of meetings and shall collate on behalf of the Chairperson and Treasurer the annual report for the AGM. The Secretary is responsible for processing applications and ensuring compliance of the Constitution by Members. The Secretary is responsible for notification of applications to Members. In the absence of the Secretary the remaining Officers should delegate the role to a suitable deputy who may be co-opted for the meeting.
- e) The Treasurer shall be responsible for the collection of subscriptions. A statement of account shall be presented each year to the AGM and a statement of the UKCMA's financial situation shall be available at General Meetings, so that members can authorise expenditure with confidence. In the absence of the Treasurer the remaining Officers should delegate the role to a suitable deputy who may be co-opted for the meeting.
- f) Should a vacancy occur for Chairperson, Secretary or Treasurer the membership may appoint a Member (Full or Associate) to stand as a co-opted Officer until the next AGM.
- g) Should a vote of no confidence in an Officer be passed, the subject of the vote shall resign and a co-opted member be selected by the meeting and shall serve until the next AGM.
- h) The term of office shall be for a period of 24 months, effective from one month after the date of the AGM at which the election took place.
- i) The Officers are empowered by the UKCMA to take day to day management decisions and authorise routine expenditure on behalf of the UKCMA. Policy decisions should be decided at general meetings. Items of expenditure exceeding £1000 must be authorised by the Membership unless the urgency of the matter requires an immediate decision. In such a case, Members should be notified in writing within seven days of such a decision.

7 ANNUAL GENERAL MEETINGS

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

8 GENERAL MEETINGS

- a) A General Meeting (GM) may be called by the Officers at any time. A minimum of two weeks notice shall be given to Members. Ordinary members may call a General Meeting themselves by way of a written petition of five members, made to the Secretary. A vote of no confidence may only be taken at a GM.
- b) Quorum for a GM shall be 3 full members, one of which must be an elected officer. If insufficient members are present to achieve a Quorum a further meeting shall be called within 14 days, or as soon as is practicable, by the Secretary at which business may then be conducted by those in attendance, even if a quorum is not achieved.
- c) General meetings shall take place a minimum of two times in between the dates of the AGM. Agenda items must be submitted in writing 7 days before each meeting. Each agenda will be sent to the Membership by the Secretary at least 3 days before each meeting. Minutes shall be published within two weeks of the meeting.
- d) Full Members must attend the Association's Annual General Meeting (AGM).
- e) Members may send more than one representative to a meeting with the prior approval of the Secretary.

9 CONSTITUTION

- a) The Constitution may only be varied at the AGM. It shall be available to all Members and will be re issued annually within 2 weeks following the AGM.
- b) The interpretation of the Constitution rests with the Officers. In the event of a dispute the matter may be raised for resolution at the next available meeting

10 VOTING

- a) Voting is based on one vote per Full member who has been a member for over one (1) year. Organisations can have only one Member per Company or associated Company or organisation. Only the votes of members attending the meeting will be valid and counted. Members may send any representative from their organisation to vote.
- b) Full members who have been with Association less than one (1) year do not have voting rights.
- c) Associate members do not have voting rights.
- d) Votes on normal business will be transacted by a simple majority of votes cast. Each member has one vote; the Chairperson has the casting vote.

11 FINANCE

- a) All cheques drawn on the UKCMA account must bear one Officer's' -signature, with formal, recorded and auditable consent from an additional Officer.
- b) The financial year shall run from AGM to AGM
- c) The UKCMA should carry adequate public liability insurance to be decided by the Officers.

12 FEES

- a) Full Membership costs are £300 pa per member
- b) Associate membership costs are £150 pa per member
- c) Fees can only be reviewed annually at the AGM

13 CHANGES TO THE CONSTITUTION

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

14 TRADE MARK LICENCE

- a) If applicable, Members are required to enter into the UKCMA's standard form licence in respect of the use by Members of the UKCMA's marks and / or name.
- b) In absence of a trademark license, Members will seek permission from the Association to use UKCMA's name.

15 TERMINATION OF MEMBERSHIP FOR INSOLVENCY RELATED REASONS

- a) The UKCMA shall be entitled (but not obliged) to terminate / cancel a Member's membership of the UKCMA where

- I. the Member is unable to pay its debts as they fall due within the meaning of section 268 of the Insolvency Act 1986 or
- II. a floating charge holder over any of the Member's assets has become entitled to appoint or has appointed an administrative receiver or
- III. a person becomes entitled to appoint a receiver over the Member's assets or a receiver is appointed or
- IV. the Member ceases to trade.

16 CONSEQUENCES OF TERMINATION OR EXPIRY OF MEMBERSHIP

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

17 RESIGNATION OF MEMBERS

A Member may resign on giving to the Secretary three months' notice in writing of its intention to do so. There will be no refund of fees.

Appendix 1- Code of Practice

Introduction

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

Key commitments

Members of UKCMA are required to set and maintain rigorous and exemplary professional standards within their businesses and in their relationships with clients, other Members and third parties with whom they deal. To achieve such standards UKCMA requires that:

Members shall abide by this Code and all applicable laws and regulations.

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

Members shall promote the use of competent, professional Crowd Management specialists and services at events.

Members shall act with integrity and deal fairly and responsibly with clients and prospective clients.

Members shall provide clients, prospective clients and guarantors with all appropriate information in a timely and transparent manner.

Members shall train staff in accordance with training to current standards.

Members shall ensure a suitably qualified and experienced management team is in place commensurate with the activities undertaken.

Members shall ensure that legal documentation issued by them is clearly and unambiguously written.

Members shall provide effective and timely client services.

Members shall operate appropriate complaints procedures, the structures and outcomes of which UKCMA may request from time to time]

Appendix 2- UKCMA Disciplinary and Appeals Procedure.

DISCIPLINARY ISSUES

Disciplining of members

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

has refused or neglected to comply with a provision or provisions of this Constitution; or

has wilfully acted in a manner prejudicial to the interests of the UKCMA.

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

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

must cause notice of the complaint to be served on the Member Concerned, and

must give the Member Concerned at least 14 working days from the time the notice is served within which to make submissions to the Officers in connection with the complaint, and

must take into consideration any submissions made by the Member Concerned in connection with the complaint; and

must explain the Member Concerned's right of appeal.

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

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

the action taken;

the reasons given by the Officers for having taken that action; and

the Member Concerned's right of appeal.

The expulsion or suspension does not take effect:

until the expiration of the period within which the Member Concerned is entitled to appeal against the Decision; or

if within that period the Member Concerned exercises the right of appeal, unless and until the Officers of the Association confirm the Decision under clause 13, whichever is the later.

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

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

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

APPEALS

Any member, or Applicant whose application for Membership has been rejected, who wishes to lodge an appeal against a Decision of the Officers must do so within fourteen working days of receiving the written Decision. The letter of appeal against the Decision must be sent by recorded delivery post to the Chairman of the UKCMA and must state the grounds on which the Decision is challenged:

The UKCMA shall acknowledge a letter of Appeal within ten working days of its receipt and shall establish an Appeal Panel within a further ten working days. The Appeal Panel shall not include among its members any persons who have been involved directly either in the events giving rise to the hearing, or in the investigation, or in the hearing itself, but shall consist of three members selected by the elected Officers, one of whom will be nominated by the elected Officers as the Chairman of the Appeal Panel. In addition, the elected Officers may also appoint co-opted members who will have no vote.

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

The appellant shall be notified by the UKCMA of the membership of the Appeal Panel and required to acknowledge that he or she has no objection to any of the members. The appellant shall be notified by the Chairman of the Appeal Panel of the date, time and place of the appeal hearing with not less than fifteen working days notice after all papers have been received and the names of any witnesses and copies of any written evidence exchanged by both sides. He or she may be accompanied by a colleague, whose name must be provided to the Chairman of the Appeal Panel at least 7 working days in advance of the appeal hearing.

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

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

RECORDS OF HEARINGS AND APPEALS.

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

'The definition of Crowd Management used in this document is so far as is reasonably practicable, "The systematic planning for, and supervision of, the orderly movement and assembly of people. Crowd management involves the assessment of the handling capabilities of a space prior to use. It includes evaluation of projected levels of occupancy, adequacy of means of ingress and egress, processing procedures such as ticket collection, and expected types of activities and group behaviour".

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