

Dexter Cattle Society Policies and Procedures

Registered Office

Charolais Pavilion, Avenue M, Stoneleigh Park, Warwickshire CV8 2RG

Email: secretary@dextercattle.co.uk

Telephone: 02476 692300 Fax: 02476 692400

A company limited by guarantee. Registered in Cardiff No: 63906

Registered Charity No: 1000520

Contents

| Policy No: | Policy Title | Page |
|------------|-----------------------------------|------|
| 1. | Financial reserves and procedures | 3 |
| 2. | Environment | 4 |
| 3. | Strategic risks | 5 |
| 4. | Health and safety | 7 |
| 5. | Management risks | 10 |
| 6. | Vulnerable people and children | 11 |
| 7. | Communication | 13 |
| 8. | Confidential Information | 14 |
| 9. | Harassment and bullying | 17 |
| 10. | Complaints | 19 |
| 11. | Whistle Blowing | 20 |
| 12. | Complaints Committee | 21 |
| 13. | Member appeals | 22 |
| 14. | Parent verification | 25 |

Policy number: 1

Policy Title: Financial procedures and reserves

The Dexter Cattle Society will maintain a policy of financial prudence. Each year the previous year's budget will be tested against outcome and a new year's budget formulated and approved by the Council of the Society. A rolling three year's income projections will be maintained and the Council will take steps to improve the position if income is projected to drop below average operating cost within two years.

A monthly management account will be maintained and reviewed by the Council at each Council meeting. The Breed Secretary will alert the Treasurer between meetings if significantly unusual expenditure, or shortfall in expected income, occurs.

The Council will maintain a level of reserves which equates to eighteen months expected expenditure and the Breed Secretary alert the Treasurer immediately if reserves fall below that level.

| Status | Draft agr | eed by | Considered by Council | Final version approved | Review |
|--------|--------------|-----------------------|--------------------------|------------------------|----------|
| Date | Com 17 09 15 | | | Dec 2015 | Annually |
| | | Reviewe All truste | | Comments | |
| | | | | | |

Policy number: 2

Policy Title: Environmental/sustainability policy

The Society by the very nature of its mission statement and objectives will strive to conduct all its activities and relationships with a close regard to sustainable and environment related features.

It will therefore;

- Have a designated Environmental Champion within the staff team who is responsible for ensuring all staff are aware of their environmental duties within the Society.
- Strongly encourage the use of public transport by staff (which here and below includes Directors, Partners, employees, volunteers and, where appropriate, users of Society services) wherever practicable.
- Purchase recycled products wherever practicable.
- Recycle all paper and where practicable, all other office waste products, including ink/toner cartridges, mobile phones and other office equipment.
- Encourage energy & water conservation within the Society office.
- Encourage the purchase and use of Fairtrade Tea & Coffee for meetings.
- Minimise Society environmental impact by using electronic mail where ever possible.
- Minimise Society environmental impact by reducing paper, ink and energy use, by discouraging the printing of office documents where ever possible.
- Minimise Society environmental impact by reducing the need for travel, by discouraging meetings for meetings sake.
- Use local suppliers of goods and services whenever practicable.

| Status | Draft agr | eed by | Considered by Council | Final version approved | Review |
|------------|-----------------------|--------|--------------------------|------------------------|----------|
| Date | Com 17 09 15 | | | Dec 2015 | Annually |
| Date Revie | Date Reviewed Reviewe | | d By | Comments | |
| 07.11.2016 | 07.11.2016 A | | 25 | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Policy number: 3

Policy Title: Strategic risks policy

Definition

Strategic risk management is the way that the Dexter Cattle Society responds to uncertainty in the external environment. It allows the Dexter Cattle Society to:

Identify key strategic risks in the context of its Business Plan;

Assess the key strategic risks to determine the potential likelihood and impact of each risk.

Determine the response that should be made to each risk.

Develop the necessary actions, controls and processes to implement the chosen response to each risk.

Communicate its approach to risk management and the results of risk management activity.

Deal with each risk – avoid, reduce, share or accept it.

Risk Culture

A strong business wide risk culture is an important aspect of strong corporate governance. Risk Culture is the shared values, attitudes and practices that characterise how the Dexter Cattle Society considers risk on a day to day basis.

Responsibility

The Dexter Cattle Society Council is the body responsible for the Dexter Cattle Society strategic risk management. The Council will approve the strategic risks on an annual basis. Council members will work with its staff regarding the progress in managing risks. A Council director will be nominated to monitor the current strategic risk profile, below.

In addition Council will:

Provide overall direction on strategic risk management.

Promote a positive risk culture throughout the Dexter Cattle Society.

Hold an annual review to agree the strategic risks for the following 12 months.

Approve an annual Strategic Risk Profile.

The Dexter Cattle Society staff

The staff of the Dexter Cattle Society are responsible for ensuring the strategic risks are actively managed on a day to day basis throughout the year and reporting regularly to the Dexter Cattle Society Council.

Strategic Risk Profile

| Probabilit | y of risk: | Impact of ri | sk: |
|-------------|------------|--------------|-----|
| Very High | 5 | Critical | 4 |
| High | 4 | Substantial | 3 |
| Significant | 3 | Moderate | 2 |
| Low | 2 | Low | 1 |
| Very low | 1 | | |

| Risk | Existing control | Probability | Impact | Rating | Required action |
|-----------------|------------------|-------------|--------|--------|-----------------|
| | measures | | | | |
| Finance/mem | | | | | |
| bership | | | | | |
| Finance/servic | | | | | |
| es | | | | | |
| Finance/other | | | | | |
| Reputation | | | | | |
| and member | | | | | |
| support | | | | | |
| Business plan | | | | | |
| delivery | | | | | |
| Loss of key | | | | | |
| directors/staff | | | | | |
| Failure to | | | | | |
| meet legal | | | | | |
| obligations | | | | | |

| Status | Draft agreed by | | Considered by Council | Final version approved | Review | |
|-------------------------|-----------------|------|-----------------------|---------------------------------------|----------|--|
| Date | Com 17 (| 9 15 | | Dec 2015 | Annually | |
| Date Reviewed By | | d By | Comments | | | |
| 15.02.202 | 15.02.2016 CWN | | | Need to implement with agreed figures | | |
| 07.11.2016 All trustees | | es | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Policy number: 4

Policy Title: Health and safety policy

1: General Statement of Policy

The Dexter Cattle Society is committed to taking all reasonable steps to ensure the Health & Safety of staff, Directors and volunteers whilst on premises controlled by the organisation as well as travelling to and working at other locations.

We are committed to:

- Developing and maintaining a positive Health and Safety culture with an emphasis on continuous improvement, through communication and consultation with employees
- Working with our partner organisations to ensure consistent health and safety standards
- Providing a safe and healthy working environment
- Ensuring safe working methods and providing safe equipment
- Assessing and controlling the risks that arise from our work
- Complying with and where possible exceeding statutory requirements
- Preventing accidents and work related ill health
- Providing effective information, instruction and training
- Monitoring and reviewing systems and preventative measures to make sure they are effective
- Ensuring adequate resources are made available to fulfil the organisation's health and safety responsibilities

For these commitments to be effective, employees, Directors and volunteers must play their part in the creation of a safe and healthy working environment for all.

2: Safety Organisation

The Council has overall responsibility for Health and Safety and ensuring that The Dexter Cattle Society fulfils its statutory duties. Day to day management of Health & Safety is devolved as shown below.

The Chairman of The Dexter Cattle Society is responsible for implementation of the health and safety policy and arrangements to:

- Ensure that the Health and Safety Policy is known to all employees and that Health & Safety law leaflets are issued to all employees and volunteers
- Ensure that staff and volunteers receive appropriate training

The Breed Secretary is delegated to:

- Ensure staff understand the safe working practice of all office machinery and equipment
- Ensure staff are familiar with the "Fire Action" notices and organise periodic drills.
- Ensure all equipment is maintained in good repair
- Ensure premises occupied by The Dexter Cattle Society are maintained in a safe and tidy condition

- Ensure that Risk Assessments are undertaken and reviewed at agreed intervals or whenever there have been material changes to circumstances.
- Based on Risk Assessments undertaken, ensure working methods, systems and environments are made as risk free as possible.
- Liaise with other tenants of premises to address issues in common areas of buildings occupied.
- Liaise with other tenants of premises to ensure suitable fire arrangements in place and that fire drills and equipment testing is undertaken.
- Have accident investigation procedures and regular inspection of First Aid Equipment.

Employees

Employees must act at all times in the course of their employment with due care for the health and safety of themselves, other staff, Directors, volunteers and the general public in observing health and safety rules, whenever applicable to them or to matters within their control;

- Adhere to procedures for securing safe working
- Report all accidents and incidents that have led to, or may lead to, injury and co-operate in the investigation of accidents with the object of introducing measures to prevent a recurrence.
- Report any maintenance problem constituting a health and safety hazard, a potential hazard or persons creating hazards to the Breed Secretary, or in his/her absence, to a Director.
- Staff must ensure that any visitor and/or volunteer workers in his/her charge follow local safety instructions and procedures. Staff are responsible for their visitors signing in and out of station visitors books where provided.
- Be familiar with fire procedures and know nominated persons (who may be from another organisation) for Fire Safety and First Aid

3: Risk Assessment

The Management of Health & Safety at Work regulations 1999 require employers to undertake assessments of risk and to control any hazards identified.

The Breed Secretary is responsible for ensuring that the following types of risk assessments are done in conjunction with the appropriate staff/volunteers:

- "General Risk Assessments"
- "Display Screen Equipment, Workstation & Environment Assessments"
- "COSHH (Control of Substances Hazardous to Health) Assessments"
- "Fire Risk Assessments"
- "First Aid Risk Assessments"

Completed assessments are held by the Breed Secretary. Each assessment will be reviewed at 12 monthly intervals or earlier where there has been a material change to the working arrangements or environment. Actions identified as a result of the assessments will be reported to Chairman for approval. Where significant expenditure or changes are required, these will need to be approved by the Council.

4: First Aid

A first aid box is kept at every location. In the event of any accident however minor, requiring first aid, staff and volunteers should where possible, seek medical attention from a trained first aider. The first aid rendered must be recorded in the book provided in the First Aid box and details of the accident **must** be recorded in the accident book held by the Breed Secretary. Accidents occurring away from the office, but whilst on Society business, must be entered into the accident book as soon as possible after the event. Investigations will be made into accidents in order that lessons may be learnt and where possible measures taken to prevent recurrences.

5: Control of Substances Hazardous to Health (C.O.S.H.H.)

Any substance (fluids, powders or chemicals of any kind) that are to be used in the workplace must be assessed prior to being brought in to use. The assessment will consider the methods of use; the need for protective equipment; storage arrangements and how to deal with accidental and excessive exposure to the substance. Staff and volunteers must not obtain and use any substance before an assessment is undertaken and the substance approved.

6: Home Working

Employees who work from home either on a contractual or ad-hoc basis are also covered by this Health & Safety Policy. Specific arrangements for such circumstances are shown in the separate Home/Lone Working Policy.

7: Training

All staff (and where necessary Directors and volunteers) will receive appropriate levels of training in; Fire Safety arrangements and Manual handling techniques. Should other training needs be identified as a result of risk assessments or accident investigations then such training will be provided as soon as practicable.

8: Fire Arrangements

All The Dexter Cattle Society offices are located at Stoneleigh Park, Warwickshire. There is a fire evacuation procedure put in place by the Charolais Cattle Society

| Status | Draft agreed by | | Considered by Board | Final version approved | Review |
|--------|-----------------|----------------|---------------------|-------------------------------|----------|
| Date | Com 17 09 15 | | | Dec 2015 | Annually |
| | | Reviewe | d By | Comments No changes necessary | |
| | | All trustee | 25 | Tro changes nee | Jessus y |
| | | | | | |

Policy number: 5

Policy Title: Management Risk

Probability of risk:Very High5Critical4High4Substantial3Significant 3Moderate2Low2Low1Very low1

| Risk | Existing control | Probability | Impact | Rating | Required action |
|---|------------------|-------------|--------|--------|-----------------|
| Office /premises. | Control | | | | |
| Equipment: loss or failure. | | | | | |
| Staff (accident, leaving, dishonesty, long term absence, failure to meet standards) | | | | | |
| Service failure | | | | | |
| Data and records (loss, misuse) | | | | | |
| Reputation (damage by staff Director, member or volunteer actions) | | | | | |
| Loss of key partner assistance | | | | | |
| Events (accident) | | | | | |

| Status | Draft agreed by | | Considered by Board | Final version approved | Review |
|-------------------------|-----------------|------|------------------------|------------------------|----------|
| Date | Com 17 09 15 | | | Dec 2015 | Annually |
| Date Reviewed Reviewe | | d By | Comments | | |
| 15.02.201 | 15.02.2016 CWN | | No changes necessary | | |
| 07.11.2016 All trustees | | | | | |

Policy number: 6

Policy Title: Vulnerable person/Child protection policy

Working with vulnerable people

The Dexter Cattle Society is committed to ensuring that vulnerable people who work with us, for us or use our services are not abused and that working practices minimise the risk of such abuse. Staff, Directors, volunteers and members of the Society have a duty to identify abuse and report it.

Definition

Vulnerable adults are people who are over 18 years of age and are getting or may need help and services to live in the community. Vulnerable adults may be unable to take care of themselves and unable to protect themselves from harm or exploitation by other people.

Abuse can include:

- physical,
- financial,
- material,
- sexual,
- psychological,
- discriminatory,
- emotional abuse
- neglect

Abuse can take place in any setting, public or private, and can be perpetuated by anyone.

Rights & Responsibilities

Responsibilities of the Council of the Dexter Society:

- To ensure staff, Directors, volunteers and members, as appropriate, are aware of vulnerable adult's need for protection
- To notify the appropriate agencies if abuse is identified or suspected
- To support and where possible secure the safety of individuals and ensure that all referrals to services have full information in relation to identified risk and vulnerability
- To Disclosure and Barring Service (DBS, was CRB) check volunteers that have access to or work with vulnerable Adults

Responsibilities of the Staff, Directors, volunteers and members as appropriate:

- To be familiar with the vulnerable adult protection policy
- To take appropriate action in line with the policy of the Society
- To declare any existing or subsequent convictions.

Support for those who report abuse

All those making a complaint or allegation or expressing concern should be reassured that:

- They will be taken seriously
- Their comments will usually be treated confidentially, but their concerns may be shared with the appropriate authorities if they or others are at significant risk

The Vulnerable Adult has the right:

- To be made aware of this policy
- To have alleged incidents recognised and taken seriously
- To receive fair and respectful treatment throughout
- To be involved in any process as appropriate
- To receive information about the outcome

Child protection

The Dexter Cattle Society will from time to time be involved with children and young people through volunteering and provision of services and working with junior members. The Dexter Cattle Society is committed to providing a safe environment when involved with children and young people by ensuring;

- all staff (and this includes Directors, Partners, employees, volunteers and members as appropriate) are mindful of their conduct, particularly, language, touch and general behaviour
- contact with individual children is not undertaken alone.
- permission is obtained from parents before photographs are taken.
- the names, age, addresses, phone, e-mail and modern media contacts of children will not knowingly be published according to Data Protection law.
- all staff, Directors and volunteers will have been DBS checked where they are likely to be in contact with children through Society service delivery.
- where any complaint concerning a child arises for any reason the Society will enforce its external complaint policy at the highest level and with the highest priority.

| Status | us Draft agreed by | | Considered by Council | Final version approved | Review |
|---------------------------|--------------------|-------------|-----------------------|------------------------|----------|
| Date | Com 17 0 | 9 15 | | Dec 2015 | Annually |
| Date Reviewed Reviewed By | | d By | Comments | | |
| 15.02.201 | 15.02.2016 CWN | | | | |
| 07.11.2016 All trus | | All trustee | es | | |
| | | | | | |
| | | | | | |

Policy Number: 7

Policy Title: Communication policy

- 1. The Dexter Cattle Society to further the objectives as set out in the Memorandum and Articles of the Society.
- 2. The Society will use all relevant communication methods and will endeavour to communicate regularly, but appropriately, with its many audiences. The Society will also provide suitable ways for its members to communicate with the Society
- 3. Modern social media, such as Twitter and Facebook lend themselves to instant communication. Posts on these in relation to the Society by staff and Directors should therefore only be placed after careful thought. All such material must also be copied to the Breed Secretary.
- 4. Any **official** announcement, whether by press release, web site or using social media must be agreed by the Breed Secretary who should also consult the Chairman or a designated Director if necessary.
- 5. Any media comment about the Society from another source which may require a response must be cleared by the Breed Secretary and the Chairman or a designated Director.
- 6. Creating Copy. All copy must be considered carefully before being used with external audiences, especially emails and, social media posts. All copy, must be proof read by another member of the staff or a Director before being used. Copy for publication which will be printed by the Society direct on office printers or by external printers and arranged by designer must be cleared with the Breed Secretary and usually with the Chairman of the communications committee before being sent to a designer or printed on office or outside printers.

| Status | Draft agreed by | | Considered by Council | Final version approved | Review |
|-----------------------|-----------------|-------------|--------------------------|------------------------|----------|
| Draft | Com 17 09 15 | | | Dec 2015 | Annually |
| Date Reviewed Reviewe | | Reviewe | | Comments | |
| 07.11.2016 All tru | | All trustee | 25 | | |
| | | | | | |
| | | | | | |

Policy number: 8

Policy Title: Confidential information policy

This policy applies to all staff (to include directors, employees and volunteers, referred to as "staff" below) of the Dexter Cattle Society.

The data covered by the confidentiality policy includes:

- Information about the organisation, for example, its plans or finances
- Information about other organisations the society deals with.
- Information about individuals, especially members, service users, volunteers and staff whether recorded electronically or in paper form
- If any party concerned has a sensory or physical impairment, efforts should be made to ensure that all aspects of this policy and exchanges between parties are understood.
- Significant breaches of this policy will be handled under the Society's disciplinary procedures.

Policy

All staff and directors who work with the Dexter Cattle Society must respect the need for confidentiality of information held about organisations or individuals that come into contact with it. This is expected to continue even when contact has ceased with this person, and when the staff member or Director is no longer involved with the society.

This policy should be read in conjunction with the Dexter Cattle Society's Data Protection Policy.

Information about individuals

Where appropriate the Dexter Cattle Society is committed to ensuring confidential services to all individuals. The confidentiality is between the individual and the organisation, not the members of staff delivering a particular service.

Confidential information will not be sought from a member or service user unless expressly in their interests, i.e. to enable a better service delivery.

Information will only be passed to another agency or to other individuals outside of the society with the consent of the individual or service user, where possible this will be with written consent. If a member of staff intends to get information from another agency to help the member or service user or to refer them to another agency then this must be explained to the service user and their permission given.

No personal information about staff or members or service users will be given to any third party including a member of their family, without the consent of the individual or service user. Information will only be divulged on a "need to know" basis.

Information will be treated in confidence and will not be divulged to anyone outside the organisation except where relevant circumstances exist (see below). However, in order that we can provide the best possible help to our members and service users it may be necessary to share information with a director or colleagues within the Dexter Cattle Society.

All Society members and service users are entitled to privacy and will be made aware that they can specifically request to be seen in private.

In no circumstances should details of a member or service user be discussed by anyone outside of the organisation or in an open plan area in such a manner that it is possible to identify the member or service user.

Staff should take due care and attention when speaking to members or service users and using the telephone. No member or service user should be able to hear a conversation or personal details of another service user.

Use of activity information for publicity, reporting or training purposes:

The Dexter Cattle Society does need to be able to give information where appropriate about the impact of our activities.

If one of our activities has an outcome which would provide useful material for publicity, reporting or training purposes, then wherever possible the permission of activity participants will be sought in writing before the story is told to anyone else. If permission cannot be obtained then any details that would enable personal identification or confidential information will be changed.

Limits to confidentiality

In certain circumstances the Dexter Cattle Society reserves the right to break confidentiality should this be deemed necessary. These circumstances include:

- If a member of staff believes that another party could cause danger to themselves or to others.
- If a member of staff suspects abuse or has knowledge of abuse
- If the Dexter Cattle Society receives information which indicates that a crime has been committed
- If disclosure is required by law, for example, by the police
- If an individual is felt to lack the mental capacity to make a decision. In such cases staff will discuss the issue with Chairman and will only act in the individual's best interest.
- If the Dexter Cattle Society receives information which indicates a possible terrorist threat.

The decision on whether to break confidentiality will be decided on a case by case basis and always in conjunction with the line manager.

Access to data

This Policy operates on a "need to know" basis and apart from staff in the Dexter Cattle Society, no-one will have access to Society information unless it is relevant to the service or their work.

All members have the right to request access to all information stored about them, and have a right to see a copy of this confidentiality policy on request.

| Status | tus Draft agreed by | | Considered by Council | Final version approved | Review |
|------------|---------------------|---------|-----------------------|------------------------|----------|
| Date | Com 17 (| 9 15 | | Dec 2015 | Annually |
| | | Reviewe | | Comments | |
| 07.11.2016 | 07.11.2016 | | =5 | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Policy number: 9

Policy Title: Harassment and bullying policy

1.The Dexter Cattle Society believes that every member of staff (including Directors, employees and volunteers, all referred to as "staff" below) and members and service users have the right to live their life with privacy, dignity, independence and choice and be free from abuse. The Dexter Cattle Society will work in collaboration with all legal and caring agencies to uphold this right and to ensure that anyone involved with the Society is protected from harm through abuse or exploitation at all times.

Abuse is a violation of an individual's human and civil rights by any other person or persons. The main different forms of abuse are:

- Physical abuse, including hitting, slapping, pushing, misuse of medication, restraint, or inappropriate sanctions;
- Sexual abuse, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting;
- Psychological abuse, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks;
- Financial or material abuse, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits:
- Neglect and acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating; and
- Discriminatory abuse, including racist, sexist, that based on a person's disability, and other forms of harassment, slurs or similar treatment.

Any or all of these types of abuse may be perpetrated as the result of deliberate intent, negligence or ignorance.

It is the duty of all members of staff to be vigilant and watch out for any indications of abuse. Any member of staff who knows that abuse may be happening should report their suspicions immediately to a Director or their Line Manager as appropriate.

All incidents should be reported immediately no matter who the alleged perpetrator is or who the victim is. It is important to keep a diary of all incidents and retain copies of any relevant documents (appraisals, memos, emails etc).

The company respects and will not penalise anybody who is willing to stand up for anyone suspected of being abused and will not tolerate harassment of staff by other staff to "keep quiet". To that end, the Company has in place a Whistle Blowing Policy which supports this policy.

2. Bullying in the workplace damages individuals' health and lives and also undermines productivity and effective work relationships. Bully can occur when a senior uses the opportunity of position to intimidate a

subordinate, in peer relationships or, in rare cases, may affect someone in a superior position. Bullying can be broadly defined as behaviour which consistently undermines another's confidence, reducing feeling or self-esteem and self-worth. Such behaviour may be deliberate, as in a planned campaign, or may arise out of a bully's own immaturity, lack of interpersonal skills and poor self-confidence. It is generally psychological, rarely though sometimes physical, and may be exacerbated by the bully's own susceptibility and reaction to stress. Workplace bullying consists of the abuse of power and the regular use of inappropriate behaviours at the expense of another individual. Some examples of these behaviours include;

- Physical or verbal abuse, including threats;
- Psychological intimidation, humiliation, excessive and /or unreasonable criticism;
- Unjustifiable removal of areas of responsibility;
- Ostracism ("sent to Coventry") / exclusion;
- Malicious lies
- Setting unreasonable and unrealistic goals/targets;
- "Academic bullying", ie asserting a position of intellectual superiority in an aggressive, abusive or offensive manner; threats of academic failure; public sarcasm and humiliation.

Note:

Legitimate, constructive and fair criticism of a staff member's performance or behaviour at work will not be considered to be bullying or harassment. The Dexter Cattle Society will not condone bullying under the guise of "strong management" but, conversely, regards an assertive management style is acceptable provided that staff are treated with respect and dignity.

Other forms of harassment. The following are further examples of specific types of harassment but, once again, should not be considered an exhaustive list:

- Homophobic harassment, ie harassment directed at homosexual persons r groups on the grounds of their sexual orientation (applying equally to lesbian, gay, bisexual or transgender (LGBT);
- Harassment in respect of a recipient's disability or impairment;
- Repeated gibes in respect of personal traits or appearance, practical jokes or invasions of privacy, any of all
 of which may cause physical or psychological distress;
- Discrimination on the grounds of age. Harassment on the grounds of age is based on attitudes or assumptions and stereotyping which are prejudicial to older or younger people. Some examples or ageist harassment are derogatory remarks or behaviour, expressing prejudicial assumptions about abilities or excluding people from social activities.

Following a report the Chairman of the Limited Company the Company will initiate the appropriate follow up procedure using relevant policies.

| Status | Draft agreed by | | Considered by Council | Final version approved | Review |
|---------------|-----------------|-------------|-----------------------|------------------------|----------|
| Date | Com 17 09 15 | | | Dec 2015 | Annually |
| Date Reviewed | | Reviewed By | | Comments | |
| 07.11.2016 | | All trustee | es | | |
| | | | | | |

Policy number: 10

Policy Title: Complaints policy

Introduction

The Dexter Cattle Society recognises that anyone having dealings with the Society has a right to complain about the service provided and for that complaint to be dealt with fairly.

Aims

- To ensure that any complaints about the Dexter Cattle Society, its work, its staff, Directors or members are dealt with correctly and swiftly.
- To ensure that any problems highlighted by complaints are dealt with promptly.
- To ensure that the best service possible is received.
- To provide the Dexter Cattle Society with a record of any problems that have arisen in the past

Application of the Policy

All complaints about the Dexter Cattle Society, its staff, directors or members should be received in the form of a letter addressed to the Chairman at the Dexter Cattle Society office within 21 days of the event, with a method of contacting the complainant. Anyone using the telephone or email to complain should be informed by a standard letter that the complaint should be in writing and all complaint letters should be clearly marked.

On receipt of a complaint and a £25 deposit, acknowledgement of receipt of the letter should be made within 7 days.

The Chairman should then make a note of the complaint together with a plan of action (e.g. resolution within the Society office or reference to Council)

For more serious complaints the Council may delegate the matter to a Complaints Committee for advice as to action to be taken.

Where the complaint is about an employee, this should be referred to their line manager to take appropriate action as part of a disciplinary procedure. The employee should be made aware of their rights to present their version of the events.

Once a decision has been made about the action to be taken, a reply must be sent to the complainant.

If the complainant is not satisfied with the decision they should contact the Chairman immediately. An appeal process is available for staff, members and external complainants.

| Status | Draft agreed by | | Considered by Council | Final version approved | Review |
|---------------|-----------------|-------------|-----------------------|------------------------|----------|
| Date | Com 17 09 15 | | | Dec 2015 | Annually |
| Date Reviewed | | Reviewed By | | Comments | |
| 07.11.2016 | | All trustee | es | | |
| | | | | | |

Policy number: 11

Policy Title: Whistleblowing

The business takes malpractice and health and safety breaches very seriously and members are encouraged to raise any concerns in these areas.

Under certain circumstances, members have legal protection if they make disclosures about their Directors/ Trustees who are responsible for a 'relevant failure'. These members are commonly referred to as 'whistle blowers' and an example might be a member who 'blows the whistle' on its Directors/ Trustees to the Environment Agency for disposing of toxic waste illegally.

A 'relevant failure' by the business could be:

- committing a criminal offence
- failing to comply with a legal obligation
- a miscarriage of justice
- endangering the health and safety of an individual
- environmental damage
- an act of bribery, in contravention of the Bribery Act (2010)
- concealing any information relating to the above.

Members should initially contact the Chairman of the Society before considering raising any issues outside the company with a relevant body or authority.

Any matter brought to attention of Directors/ Trustees in this way will be treated confidentially as far as possible, investigated and responded to within seven days.

If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate organisation or body, eg the Police, the Environment Agency, Health and Safety Executive or Social Services Department.

If you do not report your concerns to a Director you may take them direct to the appropriate organisation or body.

| Status | Draft agreed by | | Considered by Council | Final version approved | Review |
|---------------|-----------------|-------------|-----------------------|------------------------|----------|
| Date | Com 17 09 15 | | | Dec 2015 | Annually |
| Date Reviewed | | Reviewe | d By | Comments | |
| 07.11.2016 | | All trustee | es | | |
| | | | | | |

Policy number: 12

Policy Title: Complaints Committee

| Name of Committee | Complaints Committee | | | |
|-----------------------|---|--|--|--|
| Aims | 1. To make members aware of Society bye law 1.6. | | | |
| | 2. To investigate written complaints from members. | | | |
| | 3. To investigate written complaints from judges. | | | |
| | 4. To investigate written complaints from show societies, outside bodies and individuals | | | |
| Appointment | A panel of at least three will be appointed: | | | |
| | For showing complaints: A Trustee (not a judge), a representative from the judges' panel (chosen annually) and a member of the Society (not a judge). All must have no connection with the complaint. | | | |
| | For other complaints: One or two Trustees and one or two members of the Society. All must have no connection with the complaint | | | |
| | Procedure will follow the Societies Constitution and the law of the land. | | | |
| Chair | Chairman must be a member of the Council | | | |
| Frequency of Meetings | As and when required | | | |
| | Committee to make recommendation and report to Council (bye law 6.2) | | | |
| Record of meetings | Agendas and minutes will be recorded. | | | |
| | Chairman will be responsible for ensuring that minutes will be taken. | | | |
| Recording mechanism | All minutes and reports must be presented to Council for approval at the earliest opportunity | | | |
| | Non-Council committee members are required to accept the following condition: No committee business is to be discussed with or revealed to anyone else other than the committee members, Council members or other persons previously agreed with Council to be involved in the particular task. | | | |

| Status | Draft agreed by | | Considered by Council | Final version approved | Review |
|--------------------------|-----------------|--------------------------|-----------------------|------------------------|----------|
| Date | Com 17 09 15 | | | Dec 2015 | Annually |
| Date Reviewed 07.11.2016 | | Reviewed By All trustees | | Comments | |
| | | | | | |
| | | | | | |

Policy number: 13

Policy Title: Appeals procedure policy

Notes: please read carefuly before completing the form below

If the member does decide that they want to appeal the Council decison

- 1. Accept appeal paperwork (including £25 deposit) into the Society office and date stamp
- 2. Council reply giving notice of date of Appeals meeting (which is at least 5 days and not more than 21 days notice)
- 3. Named details of who will be attending the Appeals Meeting will be required in advance
- 4. Official Minute taker will take notes of the Appeals Meeting
- 5. Appellant makes appeal
- 6. Discussion and questions if needed
- 7. Appellant and Council members with 'conflict of interest' leave the room
- 8. Council review appeals evidence against the decision that the Diciplinary Committee and Council agreed.
 - A. If Council agree then the decision stands and a letter is sent giving the final decision. No further right of appeal procedure is allowed.
 - B. If Counci agrees that the decision should be reviewed then further discussion and decision is required.
- 9. Arbitrator with mediation process if required.

Form of Appeal

Please read the Society Complaints and Appeals procedure before you start to complete the form. If you have any questions please contact the Society office tel: 02476 692300

Use CAPITAL LETTERS and black ink – do not use correction fluid

Make sure you put your membership number on all pages or documents that you wish to send in a part of your appeal.

Please note that the person signing at Part D must be authorised to act on behalf of the appellant in Part A. In signing you are also authorising any person at Part B to act for you in this appeal.

Attach copies of any relevant supporting documents securely to this form, enclosing a cheque for £25 payable to the Dexter Cattle Society. Forward all documents, including completed form to the Breed Secretary, Dexter Cattle Society, Charolais Pavilion, Avenue M, Stoneleigh Park, Warwickshire CV8 2RG.

The Dexter Cattle Society office must receive your completed form within 60 days of the date on the letter that you were advised of the decision you are apealling against

| PART A – Details of the appellant |
|---|
| Membership number: |
| Name: |
| Address: |
| Postcode: |
| Contact Telephone number: |
| Contact Mobile number: |
| Contact email address: |
| Preferred method of contact: |
| |
| PART B – Details of person submitting this form (if different from the above) |
| Membership number: |
| Name: |
| Address: |
| Postcode: |
| Contact Telephone number: |
| Contact Mobile number: |
| Contact email address: |
| Preferred method of contact: |
| Status (relationship to appellant) |
| |

PART C –Details of the appeal

If you need more space please continue on a separate sheet. Give details of the decision you are appealing against, and the date on the letter explaining the decision

| Give the details of the reasons you disagree with the Dexter Cattle Society Council decison, clearly setting out all the points you disagree with. Include any information to support your appeal which you want to be considered. |
|--|
| CONSIDERED. |
| Give any new information which has not been considered previously |
| How many separate continuation sheet have you used? |
| List any support documents you are attaching to this form |
| |
| |

| Status | Draft agreed by | | Considered by Council | Final version approved | Review |
|----------------------|-----------------|---------|-----------------------|------------------------|----------|
| Date | Com 17 09 15 | | | Dec 2015 | Annually |
| Date Reviewed Review | | Reviewe | • | Comments | |
| 07.11.2016 | 07.11.2016 | | es | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Policy Number 14

Policy Title: **DNA and Parent Verification Policy**

The Dexter Cattle Society has been DNA and Parent verifying all males before registration since October 2005 and paid for by members. The Society brought in the 100th female registration scheme in 2014 and paid for the DNA and Parent verification testing. In 2016 the Society brought this down to every 50th female. The Society has the right to DNA and Parent verify any animal.

The process:

The breeder or Society indicates an intention to parent verify an animal and sample bags and forms are forwarded to the breeder from the Society Office. A letter is sent with details for sampling, together with an outline of costs involved. Breeder takes hair samples of animal (together with Dam and Sire if DNA profile not already held by VHL), places into carefuly labelled bags, and sends together with signed and completed form requesting DNA and parent verification together with fees.

- VHL performs testing
- VHL reports by fax to DCS Office
- VHL sends blue certificate with full results to DCS office by post.
- DCS office checks results, and if all correct issues the DCS green pedigree certificate and orginal VHL blue certifice are sent to the breeder
- If there is a query, the DCS office checks which animal is involved.
- DCS office advises the breeder of the guery and requests another sample from the animal
- Resample sent to VHL Holland as before
- Results checked and if failure then member is advised.

Options available to member

Withdraw the animal from parent verification or

Continue with Parent Varification DCS Office will inform the breeder or owner of possible further cost implications at this time. If the breeder decides to proceed then check to see if any other bull on the farm at the time to eliminate from investigation. It may be necessary to sample several animals in different herds with further cost implications.

Note: Dexter Cattle Society Members are reminded that whilst the Dexter Cattle Society believes the information on the Pedigree Certificate to be correct it cannot guarantee its accuracy as it is dependent on the information supplied to the Society.

Given the need to ensure that any occurrences do not impose a burden on the membership as a whole, from now on (August 2009) if any problems arise from being DNA tested, members will be charged the full cost of any investigation necessary to resolve the problem, including all inspection, laboratory and professional fees. Otherwise the member will have the choice of simply withdrawing the registration of the animal.

| Status | Draft agreed by | | Considered by Council | Final version approved | Review |
|---------------|-----------------|--------------|-----------------------|------------------------|----------|
| Date | Com 17 09 15 | | | Dec 2015 | Annually |
| Date Reviewed | | Reviewed By | | Comments | |
| 15.02.2016 | | CWN | | | |
| 07.11.2016 | | All trustees | | | |