

Health and safety policy

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WorldSkills UK Health & Safety Policy

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Part 1: Policy

1.1 Statement of intent

The health, safety and welfare of all individuals involved with WorldSkills UK is of vital importance and is not to be ignored for any reason. Health & safety is a condition of participation with WorldSkills UK's activities and is everyone's responsibility and shall not be sacrificed for the sake of expediency. It is our belief that all incidents can be prevented, and every effort shall be made to:

- identify and control all hazards
- inform all about any potential hazards
- control or reduce the risk of those hazards in every way possible as far as it is reasonably practicable.

Health & safety is the responsibility of all members of our organisation as we all have responsibilities towards ourselves, colleagues and anyone who may be affected by the companies' activities. WorldSkills UK will provide adequate resources needed to fulfil our statutory duty. WorldSkills UK expects all members of the company to co-operate with management and play an active role in the management of health and safety.

We regularly monitor this statement to ensure that the objectives are being achieved. We review and revise it where necessary, in the light of legislative or organisational changes.

As the Chief Executive of WorldSkills UK, I support the information in this Health and Safety Policy and what it represents in relation to our activities.

Chief Executive responsible for safety, health and welfare

Name: Ben Blackledge

Signed:



Date: February 2026

Review Date: February 2027

Part 2: Organisation

2.1 Health and safety management structure

The legal duty to comply with the Health and Safety at Work Act 1974 rests with the employer and thus ultimately resides with WorldSkills UK Chief Executive. The various safety management functions are delegated to members of staff and external parties documented below:

Members of the Board

Members of the Board are committed to the importance of effective policies, procedures and training being established, with appropriate review mechanisms being in place to ensure the effective management of health and safety within our organisation. All health and safety policies are formally approved by the members of the Board.

Chief Executive

The Chief Executive has the overall responsibility for ensuring compliance with legislative requirements. The Chief Executive is responsible for establishing the company's health and safety policy and ensuring that it is managed accordingly by the Director of Operations alongside any external health and safety support ensuring they have the resources and competency to achieve those expectations. All areas of the company's health and safety compliance and accreditation will be reviewed by the Chief Executive and Director of Operations to evaluate the success of the health and safety performance, and culture yearly or more frequently should any revisions be required.

Health and Safety Lead

The health and safety lead (Mark Smallman) is responsible for advising and managing the company's health and safety and ensuring that staff at all levels are aware of what is expected of them and have the resources and competency to achieve those expectations. The health and safety lead will arrange adequate time for SLT to discuss health and safety.

Health & Safety Working Group

A small health and safety working group meets which involves three (as a minimum) team members involved in delivering the national, and international competition-based training programmes. Members of the group complete an IOSH course to aid with managing the organisations activities safely. Current members are Mark Smallman (Director of Operations), Chris Herron (representing international competition activity as International Development Manager), Morwenna O'Brien (representing the internal activities as Senior Corporate Services Manager), and Lara Rixon (representing the national competition activity as Operations Manager). All have completed an IOSH course.

External Health and Safety Advisor(s)

This involves any specialist freelance support to advise the health and safety lead and health and safety working group. They may provide support and specialist advice to

ensure the health and safety lead and health and safety working group has appropriate and necessary information to enable them to fulfil their roles.

Directors

Directors are, so far as is reasonably practicable, responsible for ensuring the health, safety, and welfare at work of employees in their respective functions. Directors will liaise with the health and safety lead on any issues and will ensure the policy is implemented. They are also responsible for ensuring staff are adequately informed and trained, and for checking that proper procedures are being followed by their allocated staff.

Senior Managers and Managers

Senior Managers and managers are responsible on a day-to-day basis for all health and safety matters pertinent to work activities within their sphere of control. The managers will liaise with the health and safety lead on policy and procedure issues and will ensure those procedures are implemented. They are also responsible for ensuring staff are adequately informed and trained, and for checking that proper procedures are being followed by their allocated staff.

Employees

Employees must always conduct themselves so as not to endanger their health and safety or that of other persons who may be affected by their acts or omissions. They must inform their line manager, or the health and safety lead of any hazardous situation that comes to their attention and maintain their place of work as a safe working environment. They must comply with all relevant health and safety requirements of the company policy.

Contractors and Volunteers

Contractors and volunteers have the duty of ensuring the safe conduct of activities in the workplace, that equipment is safe to use, and that safe practices, procedures and techniques are adopted and maintained throughout all activities. They should ensure incidents/accidents within their sphere of control are reported to the health and safety lead and investigated accordingly.

2.2 Staff responsibility acceptance sheet

All staff employed by WorldSkills UK are responsible for adhering to and implementing all applicable arrangements relating to health, safety and welfare and are accountable to the organisation's Chief Executive.

Health & safety is the responsibility of all members of our organisation as we all have responsibilities towards ourselves, colleagues and anyone who may be affected by the company's activities as required under the Health and Safety at Work Act 1974.

As everyone has a health and safety responsibility, it is important that everyone throughout the organisation appreciates the extent of that responsibility. The procedures contained within this, and associated documents can only be implemented successfully if there is commitment from all staff.

Anyone who has doubts as to how to carry out their duties safely should seek advice from their line manager or the health and safety lead.

All staff must:

- take reasonable care of your own and other people’s health and safety
- tell someone (line manager or our health and safety lead) if you think the work or inadequate precautions are putting anyone’s health and safety at risk
- co-operate with WorldSkills UK on health and safety
- complete and review risk assessments when required (along with any resulting actions as instructed by our health & safety lead)
- not interfere with or misuse, intentionally or recklessly, anything provided in the interest of health and safety or welfare
- have sufficient knowledge of the basic relevant health and safety requirements to meet your obligations (our health and safety lead Mark Smallman will always assist where required).

I sign to confirm that I am fully aware of my legal and company responsibility regarding health, safety and welfare concerns and I will follow all required procedures.

Name:

Signature:

Date: **February 2026**

Part 3: Arrangements

3.1 Introduction

1. Overview

WorldSkills UK as the employer must always ensure that employees and other people who are involved with our business activities (such as freelancers, contractors, and Training Managers) are not put at risk by any activities undertaken.

In so far as it is reasonably practicable WorldSkills UK will ensure that:

- the working environment is safe; there is no risk to your health and that adequate provision is made regarding the facilities and arrangements for your welfare at work
- we provide adequate resources to ensure that proper provision can be made for health and safety
- risk assessments of equipment, premises, procedures, and processes are carried out and periodically reviewed
- we provide and maintain systems of work that are safe and without risk to health
- we provide you with information, instruction, training, and supervision as is necessary to secure your health and safety at work and the safety of others who may be affected by your actions.

It is your duty as an employee not to put at risk either yourself or others by your acts or omissions. You should ensure that you are familiar with the company's health and safety arrangements. Should you feel concern over any health and safety aspects of your work, this should be brought to the attention of your line manager immediately.

2. Procedures

- hazards and risks to employees' health and safety will be identified, assessed, and reviewed regularly.
- all hazardous tasks will be identified, recorded, and assessed to ensure appropriate practices, instructions and training are in place and documented.
- all practices, instruction and training documentation will be controlled.
- all staff who use the health and safety process will be consulted and involved in the further development of the documentation.
- this documentation will be readily available to staff who use the health and safety process.

3.2 Accident reporting and investigation

1. Overview

The below outlines the procedures that are to be adopted when any employee, or external partner experiences an accident, near miss or dangerous occurrence on the company's premises or at another site. All accidents, dangerous occurrences, diseases etc need to be investigated, and causes identified. This will enable any failures in the health and safety management to be identified, reported, documented, and improved.

2. Procedures

All injuries, damages, incidents or near misses, must be reported to the line manager as soon as possible after the incident. The line manager is responsible for investigating and reporting incidents, and in the event of injury recording these in the company accident book (which is kept in the office or online) as soon as possible after the accident and within 24 hours of incidents occurring. Any actions required to avoid reoccurrence must be identified and actioned by the manager of the area in which the accident occurred, and staff consulted on any measures required to reduce reoccurrence. Please see [here](#) for investigation guidance and checklist.

All employees who are absent from work following an accident must complete a self-certification form as soon as possible, which clearly states the nature and cause of the injury. Employees who are absent because of an accident at work must keep the company informed of their progress, up to and including a return to normal duties.

Where an employee suffers an injury at work which results in them being away from work, or unable to do their normal work, for seven consecutive days or more (not counting the day of the accident but including weekends, rest days or holidays) it is important that their line manager and the health and safety lead is informed.

Employee responsibility

Employees have an active part to play in accident reduction and can assist the company by:

- not placing themselves or others at risk of injury
- reporting incidents to their line manager, (and health and safety lead if applicable), as soon as possible after the event providing a true reflection of events leading to the incident
- taking part in the development of risk control measures to help prevent recurrence of incidents

Any developments to the injured person's health up to and including a return to normal duties must be recorded. The injured person's line manager must check that self-certification forms submitted by an injured employee are completed to reflect that the absence was caused by a work-related accident.

External visitors

Any non-employee (such as a contractor, freelancer, visitor, or training manager) who is involved in an accident or near miss while on company premises must report the incident immediately to the person responsible for their presence in the office or on site. If the person is not available, the external visitor must obtain the assistance of a first aider or responsible person to ensure company procedure is adhered to. External visitors must also notify their own employer as applicable.

Reporting of injuries diseases and dangerous occurrences regulations

In addition to an entry in the company accident book certain accidents, dangerous occurrences and diseases must be reported to the Health and Safety Executive. The person responsible for reporting to the HSE under RIDDOR is the health and safety lead (Mark Smallman).

Note: From 2026, RIDDOR reporting will use a modernised digital platform requiring structured data fields and evidence uploads (e.g. photos, PDFs). Should we need to report any dangerous occurrences or diseases, WorldSkills UK will ensure incident records meet these enhanced evidence standards before submission.

3.3 Audit and review

1. Overview

WorldSkills UK has a legal duty to review its policy and procedures as often as appropriate. This requirement mirrors good business practice, where strategic plans etc are regularly reviewed to ensure that they still meet the needs of the business.

2. Procedures

The health & safety lead is responsible for coordinating the internal review. During day-to-day activity managers are also responsible for collating health and safety concerns from employees and either actioning them or reporting them to the health and safety lead for review.

3.4 Employee consultation

1. Overview

WorldSkills UK acknowledge the importance of employee involvement in health and safety matters.

Consultation is required to ensure all WorldSkills UK employees are consulted in good time on:

- the introduction of measures which could substantially affect the health and safety of employees
- any health and safety information which the employer is required to provide to employees
- the introduction of new technologies into the workplace
- the organisation or planning of any health and safety training which the employer is required to provide.

2. Procedures

All managers shall ensure that effective consultation with employees takes place by the most appropriate and suitable method. In addition to one-to-one meetings relevant information should be displayed on the company intranet. This information must be controlled and replaced as newer information becomes available.

Employee responsibility

It is your responsibility to ensure your own conduct conforms to the expected standards and reflects the policies in the Employee Handbook.

3.5 Workplace health, safety and welfare

1. Overview

WorldSkills UK recognise our responsibility under the Health and Safety at Work Act 1974 to provide a safe place of work including safe access and egress and safe and

healthy environment. More specifically to meet the requirement of the Workplace (Health Safety and Welfare) Regulations, an adequate condition will be always maintained at the premises.

2. Procedures

A good level of general housekeeping, cleanliness and tidiness, adequate welfare facilities; toilets, drinking water, washing facilities, etc will be provided and maintained by WorldSkills UK, as will adequate temperature, ventilation, and lighting.

With the increase of flexible working arrangements now being in place, additional wellbeing drop-in sessions, sessions promoting physical movement and mindfulness practices, as well as external resources and support, have been made available to ensure that an employee's welfare is observed.

The mental health of all employees is also monitored through our process of line management, with regular catch ups in place to ensure staff members supported. At present we have three mental health first aiders who are available to staff for support, as well as the Employee Assistance Programme should they prefer not to speak to their line manager.

Just as we look after physical safety at work, looking after everyone's wellbeing is just as important. That means when we carry out risk assessments, we also think about things like stress, workload, fatigue and lone working. We'll make sure there are clear steps and support in place to help manage these issues.

3.6 Working at home

1. Overview

Home working, while offering flexibility, requires diligent consideration of health and safety factors to ensure the well-being of employees. As an employer, WorldSkills UK recognises its responsibility to assess and mitigate potential risks associated with home working in accordance with relevant regulations and guidelines. This includes providing necessary equipment and support to create a safe and conducive working environment.

WorldSkills UK acknowledges that the provision of work equipment such as work chairs, additional screens, laptop stands, keyboards, and mice is essential to facilitate comfortable and ergonomically sound home working conditions. However, it's important to note that domestic equipment, such as kettles, will not be provided by WorldSkills UK.

2. Procedures

Employees engaging in home working are required to undergo an assessment of their proposed working environment to ensure compliance with national requirements and regulations. This assessment encompasses various aspects, including electrical safety, ergonomic considerations, visual fatigue, stress management, and emergency arrangements.

Daily contact and communication will be established between employees and their line manager to facilitate ongoing support and monitoring. Line managers will be

responsible for ensuring regular check-ins to monitor the mental wellness of employees and provide assistance, or referrals to mental health first aiders when necessary.

Employees are encouraged to promptly raise any concerns regarding their home working environment with their line manager or the Senior Corporate Services for resolution.

3.7 Farringdon office details and access procedures

1. Overview

The office is located at 52-54 St John Street, London EC1M 4HF. This multi-storey building offers modern facilities, including secure access, fire safety systems, and designated assembly points for emergencies.

2. Procedures

Access and security

- **Personalised access cards:** Each employee has been issued a personalised keycard. These cards grant access to the building via the lift and secure entry points. Employees are reminded to keep their keycards secure and report any loss immediately to the Senior Corporate Services Manager.
- **Visitor access:** Visitors must be always accompanied by an employee.

Fire safety and emergency procedures

- **Fire Wardens:** The following staff members are designated as fire wardens for the Farringdon office:
 - Morwenna O'Brien.
- **First Aiders:** The designated first aiders for this office are:
 - Mark Smallman.
- **Assembly Point:** In case of fire or other emergencies, the assembly point is outside St John Street, clear of the building. Fire drills will be conducted bi-annually, and all employees must participate.

Detailed emergency procedures, including fire evacuation and dealing with bomb threats, are included in the document "Emergency Procedures for 52-54 St John Street, London EC1M 4HF " which can be found [here](#). All staff must familiarise themselves with these procedures.

Building occupier's manual

For further information on the building's operational procedures, employees are encouraged to review the "Occupiers' Procedures Manual for 52-54 St John Street, London EC1M 4HF." This document can be found [here](#) and includes additional details on access, safety, and building amenities.

3.8 Fire safety and evacuation

1. Overview

In compliance with the Regulatory Reform (Fire Safety) Order, WorldSkills UK will take all reasonable precautions to reduce the risk of fire and to protect all staff and visitors, buildings, and equipment.

Staff should follow these steps to help prevent fires:

- before you use any electrical appliances carry out a quick check to make sure that the cables, plugs etc. are not damaged. Do not use any electrical equipment that shows signs of damage, even if you think it is only minor. Report any faults you find to your line manager who will find an alternative appliance
- ensure that you place your rubbish in the waste bins provided (remember to recycle where possible). Do not overfill the bins and ensure that your waste is removed from your desk regularly throughout the day
- corridors, stairways, steps, and other escape routes must be always kept free from obstructions (such as rubbish bags, deliveries, wrappings, equipment, etc.) that block the escape and/or obscure alarm equipment, extinguishers or signs indicating fire escape routes
- fire doors must never be propped open (with extinguishers or wedges of any kind).

2. Procedures

Action to take if you discover a fire:

- **Raise the alarm!** This can be achieved by pressing a fire alarm, dialling 999 or by shouting the instruction "Fire – call the fire brigade"
- the alarm must be raised for every occurrence of a fire, no matter how small it appears to be. This will ensure that people in the building have adequate notice to evacuate should it begin to spread quickly. In addition, modern furnishings may allow the fire to develop unnoticed, so time is of the essence if everyone is to get out safely
- do not attempt to tackle the fire unless you have been appropriately trained and can safely do so, e.g., in the event of a small fire in a wastepaper basket. Unless you have been trained you could be putting yourself or somebody else at risk
- leave the area immediately by the nearest available fire exit.

Action in the event of fire:

- immediately stop what you are doing and follow instruction from our fire wardens or a member of the building staff
- walk (do not run) to the nearest available safe fire exit (make sure that you are aware of the fire exits and routes out of our office)
- switch off equipment which could further compound the risk within your area
- assist those who are disabled or those with restricted mobility to evacuate the building
- direction signs should indicate the route to your fire exit. These comprise of a white arrow on a green background sometimes accompanied by the words '**fire exit**' and a picture of a running man

- **do not** use a lift to leave the building - always use designated stairs
- fire extinguishing equipment is provided but should only be used:
 - by those trained to do so
 - if the fire is very small
 - after raising the alarm and ensuring the fire brigade have been called.

When evacuating the building you **must not**:

- run or panic.
- treat the evacuation as a joke
- stop to collect your belongings.

Once you have evacuated the building:

- proceed to the fire assembly point
- once you are at the assembly point you should report to the fire wardens or your line manager, so that they can account for the people in their team
- do not leave the designated assembly point, or attempt to re-enter the building, until you have been instructed to do so by the fire warden.

Accessibility issues

- any disabled staff should follow the instructions set out within their Personal Emergency Evacuation Plan (PEEP)
- disabled staff or visitors should contact the fire wardens or building staff advice or assistance.

Bomb alerts

It is not possible to be prescriptive about what to do in the event of a bomb warning, but the following general rules should be observed:

- do exactly what you are told by the emergency services
- turn all mobile phones off
- be vigilant and report any unfamiliar bags, packages, or objects
- if you are in the vicinity of an incident away from the office and your whereabouts or safety may be uncertain, please telephone your line manager
- the safety of staff is always paramount. Never jeopardise personal safety in the interest of safeguarding property or information
- if the building is seriously damaged because of a major incident, which occurs outside normal office hours or at a time when you are not present in the building, you should not return to the building until you have received instructions from your line manager
- make certain that you are familiar with your means of escape; and always keep exit routes free from obstructions.

Discovering a suspicious Item

- do NOT attempt to touch or move it
- contact the building staff and follow their instructions
- evacuating the building:

- act quickly and calmly using any of the emergency fire exits to the evacuation point
- do not use the lifts
- only collect any personal belongings immediately to hand, but do not return to your office to do so
- only re-enter the building when told it is safe to do so

3.9 First aid

1. Overview

Staff have access to trained first aiders and mental health first aiders. Details of these trained staff are on the intranet, and this information can be obtained from your line manager (please familiarise yourself with these names).

WorldSkills UK has a duty to provide, or ensure the availability of, adequate and appropriate equipment and facilities for enabling first aid to be provided to staff if they are injured or become ill at work. The purpose of this is to provide immediate assistance, prior to an ambulance or other professional assistance being called.

WorldSkills UK will maintain a suitable number of first aid personnel to deal with minor accidents and emergencies in the workplace. We will also have adequately stocked first aid boxes should an incident occur. First aid support and coordination will also be available from the building staff.

We currently have five first aiders and three mental health first aiders available to support staff.

First Aiders	Mental Health First Aiders
Mark Smallman	Mark Smallman
Richard Carter	Morwenna O'Brien
Alex Hardy	Andreea Ojog
Gila Tabrizi	
Bianca Jakubowski	

2. Procedures

If you are the first on the scene of an accident, ensure that the environment is safe. In the event of injury, the nearest first-aider (or appointed person – someone who can take charge in the event of an accident) should be contacted. The first aider will decide on appropriate treatment and further action.

If an ambulance is required, it must be called at the first opportunity. If possible, someone should meet the ambulance and direct them to the scene. If no ambulance is required but the casualty needs to go to hospital/GP/home, the first aider should ensure the following:

- that the course of action is in the best interests of the casualty

- the casualty is accompanied, and a taxi or company vehicle is used to transport the casualty (private cars must not be used unless drivers are insured for this purpose)
- the accident is recorded as soon as possible
- Where working remotely please complete the digital accident reporting form [here](#).

First-aid Boxes

The first-aid boxes are to be checked by a nominated first-aid representative on a regular basis and supplies kept to an agreed level.

Procedure in the event of an accident at work

An accident book is available with the first aid boxes and with HR and it is the responsibility of each individual employee to report and record any accident involving personal injury. Any accident or near miss occurrence (i.e., where no one was injured but the incident had the potential to injure or kill) at work should be reported immediately to your line manager or the health and safety lead.

This procedure is to facilitate the monitoring of any reoccurring problems that might affect the health of staff.

Procedure in the event of an accident away from the office

Any incident or injury to yourself whilst undertaking work for WorldSkills UK outside of the office environment should be reported to your line manager and the accident book completed as soon as practicable. Any accident or near miss occurrence (i.e., where no one was injured but the incident had the potential to injure or kill) at work should be reported immediately to your line manager.

This procedure is to facilitate the monitoring of any reoccurring problems that might affect the health of staff.

3.10 Display screen equipment

1. Overview

WorldSkills UK has a duty under the Health and Safety Display Screen Equipment (DSE) Regulations to ensure that exposure to hazards in relation to display screen equipment is either prevented, or, where this is not reasonably practicable, adequately controlled. This duty is extended to any other person, at work or not, who may be affected by our business.

Due to more remote working practices adopted, we acknowledge that although the use of display screen equipment is not generally a high-risk activity, failure to meet the minimum requirements may lead to eyestrain, fatigue, stress, muscular or other physical problems.

2. Procedures

WorldSkills UK will undertake assessments to check that all office display screen equipment is properly installed and is in an acceptable condition; it is the Senior Corporate Services Manager's responsibility to ensure that the workstation assessments are undertaken and that any remedial action is completed.

All staff are to liaise with the Senior Corporate Services Manager should they have concerns or needs relating to home working equipment.

Employees are required to have short breaks (e.g., five minutes every hour) from use of display screen equipment if natural breaks do not interrupt display screen work.

3.11 Electrical equipment

1. Overview

It is WorldSkills UK policy to ensure that all electrical equipment meets current health and safety requirements and fulfils the requirements of the Electricity at Work Regulations 1989. Portable electrical equipment is equipment which is connected to the electrical supply but is not permanently attached to it, for example, computers and photocopiers as well as hand tools such as drills.

2. Procedures

All electrical equipment is to be properly maintained and subject to periodic checks in line with periods specified by the IEE and HSE guidance.

PAT testing is carried out by the building management as part of our tenancy agreement. This ensures that all portable electrical appliances within our premises are regularly inspected and tested in accordance with regulatory requirements. Records of all testing undertaken by the building are maintained, and equipment is appropriately labelled to indicate compliance with current safety standards.

Personal electrical equipment owned by staff and used in a home office setting is not subject to employer PAT testing. However, as part of the organisation's annual home working and Display Screen Equipment (DSE) assessment process, staff are asked to visually check their home workstation equipment for obvious signs of damage or wear and to report any concerns. Staff are also encouraged to use personal electrical items safely and in accordance with manufacturer guidance.

Electrical equipment must only be used for the purposes in which it was intended.

When visually inspecting (switched off) equipment, look specifically for:

- cracks in the casing / plug socket (ensure there is no damage to the outer cover of the equipment/ bent plugs etc)
- cuts and abrasions to any cable covering or any exposed wires
- loose connections (ensure the outer covering of the cable is securely gripped where it enters the plug or the equipment, and that the coloured insulation of the internal wire is not showing)
- scorch marks and signs of overheating.

When in use also look for:

- equipment getting unusually hot
- burning smells / smoke.

3.12 Hazardous substances

1. Overview

These arrangements outline the requirements and control for the management of hazardous substances in the workplace to limit affects to health and safety from exposure and reduce the impact on the environment. The procedure relates to all company employees and contractors.

2. Procedures

WorldSkills UK will ensure that information is obtained on any materials or substances used or likely to be encountered which could be a hazard to anyone's health.

WorldSkills UK will identify, list, and undertake written risk assessments of all hazardous substances present in the workplace, considering how they are used and stored. If possible, arrangements will be made for an alternative, less hazardous material. This will be kept up to date by annual review.

Copies of all COSHH assessments and accompanying material safety data sheets should be kept with the hazardous substance or near where the substance is used which must be reviewed by all the relevant employees prior to using the substance. Any necessary protective clothing, equipment, enclosures, extraction equipment, hygiene facilities medical examinations etc must be planned before work commences.

Anyone engaged in any process involving the use or handling of any hazardous substance should be given full instructions and any necessary training on health hazards and precautions, use of protective clothing, equipment, hygiene measures etc as required.

All personnel must follow the precautions and rules in the relevant risk assessment so that they do not expose themselves or others to any risk.

The overall aim of the assessment is to reduce the risks arising from identified hazards by using the appropriate control measures and/or personal protective equipment.

All personnel are **not** to use any substance if:

- there is no completed COSHH assessment available
- they do not have the correct PPE required for the substance
- they have not been informed of the hazards from the substance, or the content of the COSHH assessment.

Supervision:

- WorldSkills UK or those working on our behalf, will ensure that all procedures planned to handle or use any hazardous substance are carried out fully and that any protective clothing equipment or hygiene measures are provided and maintained as required.
- any necessary medical surveillance, testing etc identified as required within the COSHH assessment will be carried out as required and records will be kept for at least 40 years

- All measures necessary to protect other workers and the public from any substance hazardous to health will be provided and maintained.

3.13 Lone working

1. Overview

Working alone is not in itself against the law, and it will often be safe to do so. However, the law requires employers such as WorldSkills UK to consider carefully, and then deal with, any health and safety risks for people working alone. WorldSkills UK is responsible for the health, safety, and welfare at work of all their staff. WorldSkills UK also has responsibility for the health and safety of any contractors or self-employed people doing work under instruction. These responsibilities cannot be transferred to any other person, including those people who work alone. All staff have responsibilities to take reasonable care of themselves, and other people affected by their work activities and to co-operate with their employers in meeting their legal obligations throughout all activities.

WorldSkills UK has a duty to assess risks to lone workers and take steps to avoid or control risks where necessary. This must include:

- involving staff when considering potential risks and measures to control them
- taking steps to ensure risks are removed where possible, or putting in place control measures, e.g., carefully selecting work equipment to ensure the worker can perform the required tasks in safety
- instruction, training, and supervision
- reviewing risk assessments periodically or when there has been a significant change in working practice.

This may also include:

- being aware that some tasks may be too difficult or dangerous to be carried out by an unaccompanied staff member
- where a lone worker is working at another employer's workplace, informing that other employer of the risks and the required control measures
- when a risk assessment shows it is not possible for the work to be conducted safely by a lone worker, addressing that risk by arranging to provide help or back-up.

2. Procedures

Generally, all staff should avoid working alone whenever possible. Always inform your line manager if your work activities may require lone working. If you are at all concerned that you are being placed in a dangerous situation through your employment, you must discuss this with your line manager.

When working alone in the office, it is vital to prioritise everyone's safety and wellbeing. To support this, we have a procedure in place for those who are the last to leave the office. If you find yourself working alone, please send a message to your line manager or HR to inform them that you are working solo in the office. Once you have finished and are leaving the building, remember to send another message to confirm that you

have left safely. This process helps us look after our team by ensuring someone is always aware of your whereabouts and wellbeing whilst lone working.

Prior to making an appointment with someone you do not know, obtain as much information as possible about the person you are meeting and arrange to meet the person in company premises. Always ring back the telephone number you have been given to confirm that it is legitimate. If a mobile number is given you should always ask for an alternative fixed line number. If visiting someone, let your colleagues know where you are going, with whom and what time you are expecting to return. If you think that you are going to run over your original timescales, let your colleagues know. If you are at all concerned that you are being placed in a dangerous situation through your employment, you must discuss this with your line manager.

Home working requires an assessment of the proposed working environment so that it meets the needs of the employee in-line with national requirements and regulations. The assessment will cover; electrical safety; posture; visual fatigue; stress; emergency arrangements and any other issues. Daily contact and communication will be arranged between the employees and their line manager for all days that the individual will be working from home. As part of these communications the line manager will ensure they monitor the mental wellness of employees and seek support from a mental health first aider if required.

If you have any concerns about your home working environment, contact your line manager or the Senior Corporate Services Manager.

Training

Training is particularly important where there is limited supervision to control. Training is crucial in enabling staff to cope in unexpected circumstances. Staff need to be sufficiently experienced, trained and fully understand the risks and precautions involved in their work and the location that they work in. WorldSkills UK will set the limits to what can and cannot be done while working alone. WorldSkills UK will ensure staff are competent to deal with the requirements of the job and are able to recognise when to seek advice or help.

Monitoring

WorldSkills UK will ensure procedures are in place to monitor lone workers as effective means of communication are essential. These may include:

- line managers observing staff working alone or from home
- pre-agreed intervals of regular contact between the lone worker and line manager, using phones, teams, or email.

3.14 Manual handling

1. Overview

WorldSkills UK recognise that we have a duty to ensure that exposure to hazards in relation to manual handling is either prevented, or, where it is not 'reasonably practicable' to do so, adequately controlled. This duty is also extended to any other person, at work or not, who may be affected by our business.

Manual Handling is the movement of a load in any way, using the body to apply force e.g., to lift, push, pull, carry, pick up, put down, roll etc. It is also one of the biggest causes of occupational injury and subsequent lost time, in addition to being a major cause of long-term back problems.

2. Procedures

To ensure that WorldSkills UK complies with legal requirement we will identify tasks that include significant manual handling and assessments will be carried out, and training will be given to employees in safe methods.

WorldSkills UK will provide mechanical lifting aids if a need is identified. Employees must avoid manual handling where reasonably practicable to do so. Employees should use any lifting and carrying aids, including trolleys to move loads. Two person lifts are to be encouraged where practical for large pieces of furniture or equipment. Employees must not move any load, which they think, may cause them injury.

Employees will be made aware of all available information regards safe kinetic lifting techniques, which (when necessary) shall accompany training and actual instruction as to how to conduct manual handling safely.

Managers will not require a young person, expectant mother, or those with a known back / other handling related injury to lift without assistance, a load which is likely to cause injury.

3.15 Monitoring

1. Overview

WorldSkills UK has a duty to implement the health and safety policy and associated arrangements and once the policy and procedures have been successfully introduced, monitoring must take place to ensure that it is being implemented as planned (Management of Health and Safety at Work Regulations) WorldSkills UK must be able to show that we are checking working conditions and systems of work, i.e., that we are monitoring health and safety.

2. Procedures

This will be done annually via people HR, part of new starter induction, Staff Council, SLT, staff updates and on the intranet.

Checks are to be made to ensure that:

- the policy has reached all levels of the organisation
- managers and employees have understood it
- managers are aware of their specific responsibilities under the policy
- those responsibilities are being fulfilled
- safe working procedures are being followed
- other systems of work and procedures introduced under the policy are working.

WorldSkills UK will monitor any accidents and keep records. When there are reportable accidents that require notice to the HSE (RIDDOR.1995) these are reviewed (if necessary), to identify any corrective or preventive action required.

If there are any corrective or preventive actions required these will be undertaken promptly to protect the health and safety of all those involved.

3.16 Risk assessment and control

1. Overview

WorldSkills UK has a duty under Regulation 3 (1) of the Management of Health and Safety at Work Regulations to ensure that we assess all work activity, identifying all 'reasonably foreseeable' risks, recording significant risk, and applying adequate control measures to reduce residual risk to as low as is reasonably practicable.

Although the duty to undertake risk assessment always remains with WorldSkills UK, the process needs to involve those who undertake the work and have the specific knowledge of the process. There may be occasions which we require external assistance in undertaking risk assessment, this will be provided by our external health and safety advisors.

2. Procedures

To assist WorldSkills UK in fulfilling this duty, staff will be responsible for undertaking and/or arranging for suitable persons (who have received adequate risk assessment training and have experience of the activity) to undertake the risk assessments.

A preliminary risk assessment checklist can be used to provide a guide to hazards. After identifying reasonably foreseeable hazards, the assessor must assess the level of risk using the standard risk matrix and when necessary, identify appropriate risk control measures. The person undertaking the assessment is not necessarily the person who will be required to implement / monitor control measures. The risk assessment must identify the risk owner who must ensure that any actions identified within the risk assessment have been complete by the target date set, and if not review the assessment.

To be effective it is essential that all employees co-operate wherever they can in the risk assessment process. If at any time you consider that there is a serious hazard in your area, there are deficiencies in existing health & safety measures, or an opportunity for improvement has been identified, you must inform their supervisor / line manager as soon as possible.

A risk assessment template can be found on the intranet [here](#).

Definitions

- Hazard - Anything with the potential to cause harm (injury, damage or loss of equipment or property etc).
- Severity - How bad the consequences would be i.e., injury, numbers of personnel affected, level of property damage etc.
- Likelihood – This considers simply how likely it is that exposure to the hazard results in harm. Remember if you are exposed to the hazard every day the likelihood is higher than if you are only exposed once a year.
- Risk - likelihood x severity.

- Controls - Controls are the things you put in place to eliminate hazards or reduce their risk to the lowest level as is reasonably practicable.
- Residual Risk - Residual risk is the level of risk remaining after controls have been put in place.
- Risk Owner - This is the person named within the risk assessment as responsible for ensuring that any actions associated with the hazard have been completed. Other persons may be responsible for completing the actual actions and these should be identified within the risk assessment.

3.17 Training and instruction

1. Overview

WorldSkills UK is required to provide adequate health and safety training to ensure that all members of the company can carry out their tasks in a safe manner.

2. Procedures

On recruitment all employees will receive first day induction, providing basic information on the potential risks, emergencies and health and safety procedures of the company.

This will include:

- fire safety arrangements
- first aid arrangements
- reporting structure
- outline of inherent hazards and controls used
- welfare facilities
- security measures.

Additional training will be instigated based on needs of individual job requirements.

3.18 Work equipment

1. Overview

WorldSkills UK aims to fulfil the requirements of the Provision and Use of Work Equipment Regulations (PUWER). To minimise the risk of injury and ill health from work equipment, by ensuring that any work equipment provided is risk assessed, suitable for use and maintained in a safe condition.

2. Procedures

Employees using company equipment must only do so after training to ensure they are competent. They must inspect the equipment before use and must not misuse the equipment. Employees must report all faults damage, defects, or malfunctions to their Line Manager. They must not use defective equipment which must be reported and taken out of use.

3.19 Data security and safety

1. Overview

WorldSkills UK is committed to ensuring the confidentiality, integrity, and availability of all data it processes, in line with UK GDPR (General Data Protection Regulation) and the Data Protection Act 2018. Protecting data is fundamental to safeguarding the personal information of employees, stakeholders, and external parties while also preventing breaches that could compromise organisational security.

2. Procedures

- Data Handling and Storage: Employees must comply with WorldSkills UK's Privacy Policy, ensuring that personal and sensitive data is stored securely.
- Data Breach Reporting: Any suspected breach must be reported to the Data Protection Officer (DPO@worldskillsuk.org) immediately, who will handle investigation and reporting in compliance with ICO guidelines.
- Cybersecurity Measures: Employees must participate in Hut Six cybersecurity training.
- Remote and Hybrid Working: Employees must use secure connections (VPN) for remote work.
- Retention and Disposal of Data: Data should only be kept as long as necessary, with secure deletion methods applied when disposing of sensitive information.
- Third-Party Compliance: External suppliers handling WorldSkills UK data must comply with UK GDPR, with formal Data Processing Agreements (DPAs) in place.

3.20 External events and activities

1. Overview

WorldSkills UK as the employer must always ensure that employees and other people who are involved with our business activities (such as freelancers, contractors, and Training Managers) are not put at risk by any activities undertaken. This section specifically covers the areas of work that are not considered routine, for example, but not limited to – running an exhibition stand, competition activity, bootcamps, round table discussions.

In so far as it is reasonably practicable WorldSkills UK will ensure that:

- the working environment is safe, there is no risk to your health and that adequate provision is made regarding the facilities and arrangements for your welfare at work
- we provide adequate resources to ensure that proper provision can be made for health and safety
- risk assessments of equipment, premises, procedures, and processes are carried out
- we provide and maintain systems of work that are safe and without risk to health
- we provide you with information, instruction, training, and supervision as is necessary to secure your health and safety at work and the safety of others who may be affected by your actions
- It is your duty as an employee not to put at risk either yourself or others by your acts or omissions.

You should ensure that you are familiar with the company health and safety arrangements. Should you feel concern over any health and safety aspects of your work, this should be brought to the attention of your line manager immediately.

When running skill specific events or training activities, the health and safety of participants or competitors is managed by the specialist organisation or training manager for that skill and best practice for that skill area is built into the test project or training. These organisations or training managers are sourced by WorldSkills UK for their expertise on a particular skill area.

Examples of this ownership of health and safety include:

- **National qualifiers** - the health and safety of each skill is managed by each competition organising partner who follow the site rules set out by each host venue (FE college, HE facility, employer, or training provider)
- **National finals** - the health and safety of each skill is managed by each competition organising partner who follow the site rules set out by each host venue (FE college, HE facility, employer, or training provider)
- **International training programmes** - the health and safety of each skill is managed by each training manager who follow the rules set out by each host venue (FE college, HE facility, employer, or training provider)

This ownership of health and safety for a specific piece of training, event, or competition is built into the planning process, and captured through the creation of Risk assessments by those running the activity.

2. Procedures

All Events and External activities will be assessed on an individual basis. If you are running an event and are unsure what is required, please complete this [web form](#) and submit any information at least 2 weeks prior to any event or external activity.

From this:

- hazards and risks to employees' health and safety will be identified, assessed, and reviewed
- all hazardous tasks can be identified, recorded, and assessed to ensure appropriate practices, instructions and training are in place and documented
- all staff who use this health and safety process will be consulted and involved in the further development of documentation
- Risk assessments and method statements can be created and be readily available to relevant staff.

If running any events open to the public, we will remain mindful of the requirements of the Terrorism (Protection of Premises) Act 2025 ('Martyn's Law'), ensuring that security, appropriate emergency procedures, staff awareness, and any necessary access controls or surveillance measures are carefully considered and implemented as needed.

3.21 Complementary policies in the Employee Handbook

This Health & Safety Policy serves as a foundational document outlining WorldSkills UK's commitment to ensuring the health, safety, and well-being of its employees. However, it

is important to note that there are additional policies and procedures outlined in the Employee Handbook that complement and support the principles outlined in this policy.

Examples of such policies include:

- Standards of performance and behaviour at work.
- Dignity at work policy.
- Alcohol, drugs, and smoking policy.
- Data protection and access to information.
- Health and safety at work.
- Whistleblowing policy.
- Compassionate and bereavement leave policy.
- Safeguarding Policy – available on the staff intranet [here](#)

Employees are encouraged to familiarise themselves with these policies to ensure a comprehensive understanding of their rights, responsibilities, and expectations within the organisation. Compliance with these policies is essential for maintaining a safe, respectful, and productive work environment for all.

Annex 1: Version control

Date of version	Version number	Lead for revisions	Type of revision	Description of revision
March 2022	V1.0	MS	Annual review	N/A
August 2022	V1.1	MS	Additional section	3.17 External Events and Activities updates
December 2022	V1.2	MS	Amendments to policy	<ul style="list-style-type: none"> 3.8 First aid - Digital reporting link added. Amendment to policy – 3.2 Accident Reporting and Investigation – Link to investigation checklist added.
February 2023	V2.0	MS	Annual review	N/A
February 2024	V3.0	MS&MOB	Annual review	Revisions from 2023: <ul style="list-style-type: none"> Updated CEO and staff names. Removal of references to OMT. Changing references of heads of teams to senior managers. Addition of health & safety working group. Extension of external visitor section. Addition of working from home section. Addition of complementary policies in Employee Handbook. Extension to the welfare and lone working sections.
February 2025	V4.0	MS&MOB	Annual review	Revisions from 2024: <ul style="list-style-type: none"> Revisions to cover the change of office location and inclusion of office evacuation protocols. Inclusion of Data Security and Safety section. Reorder of section 3. Reformat in line with house-style and corporate policy formats.

Date of version	Version number	Lead for revisions	Type of revision	Description of revision
February 2026	V5.0	MS	Annual Review	Revisions from 2025: <ul style="list-style-type: none"> • added named H&S Working Group members (IOSH trained) • reflect modernised RIDDOR reporting • strengthened reference to mental health within H&S and EAP support • included four additional First Aiders • clarified PAT testing responsibility • introduced lone-working check-in procedure • referenced awareness of the Terrorism (Protection of Premises) Act 2025 (Martyn's Law) for public events.

Safeguarding policies and guidance

Date:	February 2026
Document author:	Chris Herron, Morwenna O'Brien
Document type:	Formal
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1. Purpose

The purpose of this policy is to set out the general policy, principles and procedures in relation to safeguarding in order to meet its obligations to children, young people and vulnerable adults.

WorldSkills UK recognises that the welfare and interests of children, young people and vulnerable people are paramount in all circumstances. We accept the responsibility to take reasonable and appropriate steps to ensure their welfare regardless of age, ability or disability, gender reassignment, race, religion or belief, sex or sexual orientation or socio-economic background.

2. Scope

This policy applies to WorldSkills UK staff and partners carrying out activity on behalf of WorldSkills UK.

3. Our commitment

WorldSkills UK is committed to safeguarding and promoting the welfare of children and young and vulnerable people involved in our events and programmes of activity. We believe it is unacceptable for any child or young or vulnerable person to experience abuse, neglect or exploitation of any kind and as such providing a safe environment for skills development is core to our work. We are committed to ensuring our safeguarding practice guidance fully meets our statutory responsibilities, government guidance and always reflects best practice.

Our safeguarding practices are person-centred, and outcome focused; making sure an individual's safety and wellbeing is promoted at all times. We are committed to working with our partners in reducing and preventing risks and protecting participants in vulnerable circumstances. We do this by:

- ensuring all participants in WorldSkills UK events and programmes of activity have a positive, safe and enjoyable experience irrespective of age, ability or disability, gender reassignment, race, religion or belief, sex or sexual orientation or socio-economic background
- ensuring all participants are protected from abuse, neglect or exploitation whilst participating in WorldSkills UK events and programmes of activity
- promoting and prioritising the safety and wellbeing of children, young and/or vulnerable people at all times
- only working with partners that are aware of their roles and responsibilities in respect of safeguarding and comply with the appropriate legislation and any subsequent updates
- sharing good practice in safeguarding with all our partners
- ensuring all WorldSkills UK employees are aware of their roles and responsibilities in respect of safeguarding

- ensuring appropriate action is taken in the event of incidents/concerns of abuse, neglect or exploitation and that support is provided to the individual(s) who raise or disclose a concern
- ensuring that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored in line with GDPR principles
- preventing the employment/deployment of unsuitable individuals and ensuring appropriate background checks are carried out
- ensuring robust safeguarding arrangements and procedures are in operation and are reviewed at least annually.

4. WorldSkills UK staff responsibilities

The following apply to all WorldSkills UK staff:

- staff have a responsibility for recognising abuse, neglect or exploitation concerns and passing on such concerns to the Designated Safeguarding Leads (DSL):
 - Chris Herron, International Development Manager, cherron@worldskillsuk.org, +44 (0)7557-311-617
 - Morwenna O'Brien, Senior Corporate Services Manager, mobrien@worldskillsuk.org, +44(0)7892 783060
- staff are not responsible for the investigation of abuse, neglect or exploitation but must report disclosures to the Safeguarding team within 24 hours
- staff should familiarise themselves with the good practice guidance for handling a disclosure ([Annex 1](#))
- if the allegation or complaint concerns a WorldSkills UK employee, the matter must be reported immediately to the Senior Safeguarding Lead (SSL):
 - Mark Smallman, Director of Operations, mssmallman@worldskillsuk.org, +44 (0)7545-645-216
- all staff have a responsibility when engaging with young people and as such should familiarise themselves with the Employee Handbook with particular reference to the following policies:
 - Standards of Behaviour at Work
 - Whistleblowing.

Disclosure and Barring Service (DBS) Checks – staff and freelance roles and requirements:

WorldSkills UK adopts a risk-based approach to Disclosure and Barring Service (DBS) checks, ensuring that safeguarding measures remain proportionate and fit for purpose. All individuals, including staff and any freelancers/contractors engaged by WorldSkills UK, will be required to undergo an appropriate level of DBS check if their role involves any of the following:

- Direct engagement with children, young people, or vulnerable adults.
- Supervising, coaching, training, or providing pastoral support to young people.
- Responsibility for events, programmes, or environments where reasonable contact with young people or vulnerable adults may occur as part of their duties.

- Overnight supervision, travel, or accommodation arrangements involving individuals under the age of 18 or vulnerable adults.

This ensures that all staff and freelancers with safeguarding responsibilities are appropriately vetted in line with statutory guidance and organisational policy. Additional programme-specific DBS requirements are set out in sections 9.2.1 and 10.2.1.

Roles that do not involve direct engagement with young people or vulnerable adults, and where there is no reasonable expectation of contact as part of the role, will not normally require a DBS check. Where circumstances change and contact becomes likely, the DBS requirement will be reviewed.

5. Our definitions

For the purposes of WorldSkills UK's safeguarding policies we recognise the following definitions:

- **child/young person/young people:** the legal definition of a child or young person within the Children Act 1989 is anyone under the age of 18 years. In addition, any young person under 24 years with learning difficulties and/or disabilities is legally defined as a child. We would use this term to define our competitors
- **vulnerable adult:** a vulnerable adult can be defined as someone who requires additional support to carry out everyday tasks due to physical disability or learning difficulties/disabilities, where their support needs render them open to exploitation. We would use this term to define competitors
- **partners:** third party organisations and individuals responsible for supporting or delivering WorldSkills UK activities i.e. Competition Organising Partners (COPs) or Judges
- **participants:** we would define a participant as anyone involved in our programme which will cover competitors, judges or COPs
- **staff:** an individual employed by WorldSkills UK
- **freelancers/contractors:** individuals engaged by WorldSkills UK on a non-employment basis. Where stated in this policy, freelancers/contractors are required to comply with safeguarding requirements (including DBS checks where applicable) based on the duties they carry out
- **national and international competitions:** these are competitions overseen by WorldSkills UK and managed by education and industry partners, known as Competition Organising Partners (COPs) who are responsible for planning and the delivery of the heats, qualifiers, national and Training Managers arranging training for international competitions.

6. Safeguarding team responsibilities

The Safeguarding team are responsible for:

- overseeing/managing the referral process
- maintaining proper records of referrals, complaints and concerns which will be retained in line with GDPR principles

- maintaining confidentiality of information, being mindful that safeguarding overrides confidentiality where risk exists
- ensuring staff receive training and are aware of safeguarding policies and procedures
- liaising with relevant agencies in relation to referred cases
- updating policies and procedures to accommodate changes within legislation, advice and guidance
- liaising with employers and training organisations that work with children, young and/or vulnerable people from WorldSkills UK for training, to ensure appropriate safeguards are put in place and working effectively.

The WorldSkills UK Safeguarding team are:

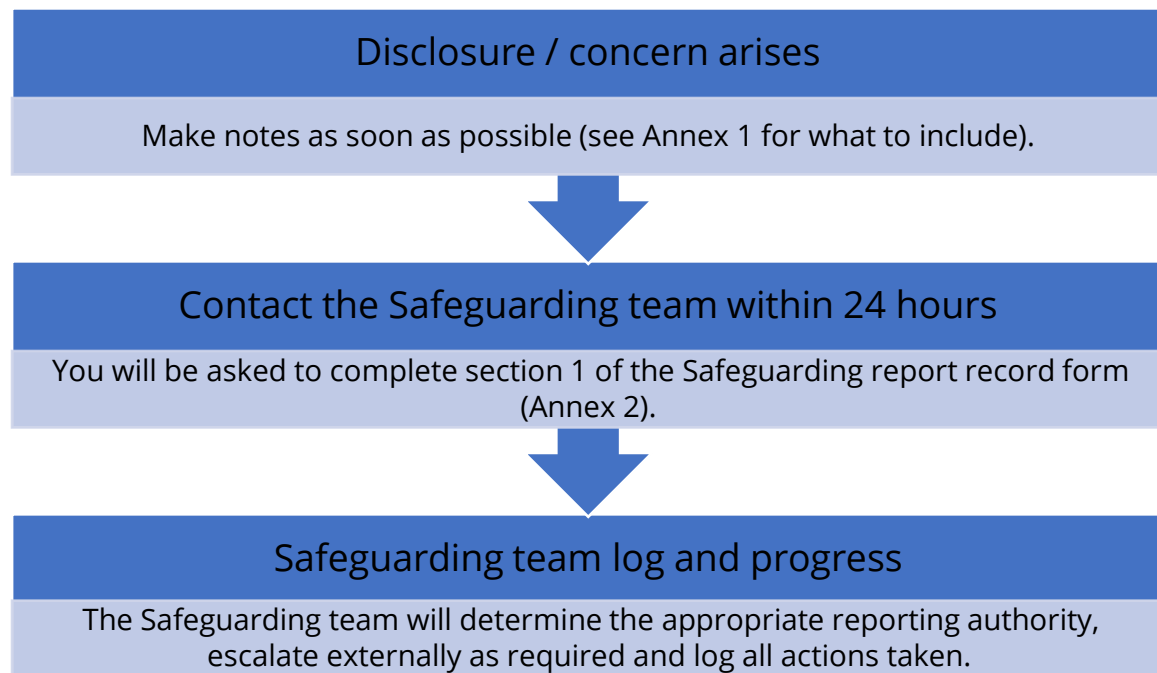
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Senior safeguarding lead (SSL)
Mark Smallman
Director of Operations
msmallman@worldskillsuk.org
+44 (0)7545-645-216

7. Process

All Safeguarding disclosures or concern will follow this process:



8. National skills competitions' safeguarding policy

8.1 Purpose

The purpose of the safeguarding policy for national skills competitions is to establish and outline our relationship with Competition Organising Partners (COPs) in the pursuit of facilitating and supporting good practice in safeguarding children, young and vulnerable people.

8.2 Responsibility

WorldSkills UK's commitment is to promote and share good practice on safeguarding with COPs including supporting the development of each COP's principles and processes in a way that is person-centred and outcome-focused; ensures an individual's wellbeing is promoted; protects all participants in vulnerable circumstances; and reduces, and where possible, prevents risks.

The COPs' responsibilities are to:

- protect all participants involved in the WorldSkills UK national competitions programme irrespective of ability or disability, gender reassignment, race, religion or belief, sex or sexual orientation or socio-economic background, promoting equal opportunity for all
- recruit judges and delivery staff safely, ensuring all necessary background checks are made, where applicable and/or required

- ensure all partners involved in the planning and delivery of national competitions fully understand their responsibilities and are provided with the appropriate guidance, training and updates on current legislation
- share any concerns with agencies who need to know, involving parents and young people appropriately
- review their policies and procedures on safeguarding at least annually.

We encourage our Competition Organising Partners (COPs) to consider the following when developing their safeguarding practices:

- What provision does your organisation have in place for all participants?
- What provision does your organisation have in place for under 18s?
- Do you carry out DBS checks on judges and delivery staff?
- Do you have a safer recruitment policy in place?
- How do you handle claims of inappropriate behaviour made against judges/delivery staff?

8.3 Best practice in safeguarding and duty of care for national competitions

The guidance below is the minimum standard WorldSkills UK expects of its COPs in the planning and delivery of the heats, qualifiers and national finals:

- COPs should carry out any necessary searches on participants involved in the competitions, whilst this isn't mandated by WorldSkills UK, we strongly recommend this as best practice by using the Disclosure and Barring Service (DBS). The DBS helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).
- Ensure parental consent (see Annex 3 and 4) is granted for those under the age of 18 years of age to participate in the competitions at the point of registration and for participation in national finals. It is the responsibility of the COP to gain consent once WorldSkills UK have highlighted under 18 competitors. This consent form will include consent for a number of areas including participation, travel, accommodation and photography.
- Request the college or training provider provides a chaperone to oversee the care of the competitor whilst competing at the regional qualifiers. If this is not possible then it is the COP's duty to provide a minimum duty of care to its competitors, which should include:
 - a risk assessment highlighting the number of staff on site, contact points and safe zones. They should also be aware of the host organisation's health and safety and risk assessment policies
 - COPs who are accommodating under 18s in a competition must carry out the necessary background searches on their delivery staff i.e. judges to ensure they are compliant with current legislation affecting under 18s
 - ensure all participants are safeguarded appropriately when arranging accommodation.

8.3.1 Communication and social media

With the continued growth in the methods of communications available to all and especially social media WorldSkills UK requires:

- that all communications with national competitors be in a professional capacity
- that COPs and their judges do not use social media i.e. Facebook/ Instagram to connect with a competitor under any circumstances
- that only approved messaging platforms are used to communicate with competitors and must follow best practice set out in Annex 5
- that COPs ensure they have a social media acceptable use policy that complies with the GDPR (see Annex 5 section 1, which can be adapted accordingly).

8.3.2 Behaviour of participants

All participants involved in national skills competitions are expected to behave in a professional manner throughout the programme. Listed below are examples of unacceptable behaviour/misconduct:

- any form of harassment that may include sexual, abusive language, intimidating or physical behaviour towards competitors, staff and partners
- deliberate misuse of, damage to, misappropriation or theft of, any learning material and/or equipment, furniture, fittings or other property belonging to WorldSkills UK, an event host or hotel accommodation
- anti-social or disruptive behaviour e.g. any behaviour that infringes upon a competitor's ability to compete
- use of illegal drugs under any circumstances whilst involved in WorldSkills UK competitions programmes
- misuse of alcohol and or "legal highs" during WorldSkills UK competitions.

Any such behaviour by a participant must be reported to WorldSkills UK and will be investigated and reviewed by a member of the WorldSkills UK Safeguarding team.

8.3.3 Duty of care

Whilst competitors are involved in national competitions, they are under the supervision and duty of care of the COPs.

8.3.4 National qualifiers

These events are normally one day activities where individuals will travel on the same day to and from the competition under the supervision of their college or training provider. It is important to:

- ensure parental consent is obtained for those under the age of 18 years (see Annex 3)
- ensure COPs have access to a set of emergency contact details for all competitors
- carry out the necessary risk assessments prior to the competition taking place
- ensure all competitors are briefed on health and safety rules, emergency contact details and regulations prior to participating in competitions (emergency exits, safe systems of working etc.)

- create enough space allotted for each competitor to participate safely, this includes any reasonable adjustments
- report incidents to the WorldSkills UK's Safeguarding team so that they can be recorded in the WorldSkills UK Safeguarding incident log
- ensure allocation of hotel rooms are age/sex appropriate including ensuring that competitors of different sexes are lodged in separate accommodation and that under 18-year-olds do not share a room with anyone over the age of 18 years
- ensure no alcohol is consumed by competitors under the age of 18 years
- competitors and COPs should refer to Annex 6 Keeping safe whilst travelling guidance.

8.3.5 National finals

National finals span across four days and require competitors to stay in a hotel for the duration. It is therefore important to:

- ensure parental consent is received for those under the age of 18 years (see Annex 4)
- ensure allocation of hotel rooms are age/sex appropriate including ensuring that competitors of different sexes are lodged in separate accommodation and that under 18-year-olds do not share a room with anyone over the age of 18 years
- where a competitor is trans, non-binary, gender-fluid, or questioning their gender, accommodation arrangements will be agreed on an individual basis. This will be managed confidentially and in a person-centred way, in consultation with the competitor and, where appropriate, their parent or guardian, and with input from the WorldSkills UK Safeguarding team. Any arrangements must prioritise safeguarding and the safety, privacy, comfort and dignity of all competitors
- ensure necessary risk assessments have been carried out prior to the competition taking place
- ensure all competitors are briefed on health and safety rules and regulations prior to participating in a competition (emergency exits, safe systems of working etc.)
- ensure enough space is allotted for each competitor to participate safely, this includes any reasonable adjustments
- ensure no alcohol is consumed by competitors under the age of 18 years
- ensure, during the national finals, under 18s are identified by their access pass with an '18' Symbol. It is the COP/chaperones responsibility to ensure their welfare throughout the competition
- report any incidents to the WorldSkills UK Safeguarding team to keep a record in the safeguard incident log
- competitors and COPs should refer Annex 6 Keeping safe whilst travelling guidance.

8.3.6 Managing disclosures

The level of response to a disclosure of abuse, neglect, exploitation, child protection concern or other disclosure will differ depending on the age of the young person concerned. An outline of good practice in handling disclosures is provided as a guide (see Annex 1).

What to do in the event of a disclosure by a young person or vulnerable adult:

- **Listen carefully to what they're saying:** be patient and focus on what you're being told. Try not to express your own views and feelings. If you appear shocked or as if you don't believe them, it could make them stop talking and take back what they've said.
- **Let them know they've done the right thing by telling you:** reassurance can make a big impact, if they've been keeping a secret, it can have a big impact knowing they've shared what's happened.
- **Tell them it's not their fault:** it is important they hear, and know, this.
- **Say you'll take them seriously:** make sure they know they can trust you and you'll listen and support them but do not make any promises on outcomes.
- **Ask for permission to take notes:** make brief notes at the time so as not to interrupt the disclosure but ensure that you write them up in detail as soon as possible. Record statements and things you observe but keep them factual. These notes will need to be kept in case they need to be submitted to the relevant services.
- **Don't confront the alleged perpetrator:** this could make the situation worse for the individual who has made the disclosure.
- **Explain what you'll do next:** ensure that you do this in an age-appropriate manner, you should explain that you will be speaking to someone who can help and if appropriate let them know that the WorldSkills UK Safeguarding team will need to be notified
- **Report what you've been told to the WorldSkills Safeguarding team as soon as possible:** this will ensure the details are fresh in your mind and action can be taken quickly. Provide any notes you have made, ensuring these are as accurate as possible and include the date, time and place of the disclosure. WorldSkills UK will follow up with the individual or the relevant agencies.

8.3.7 Further assistance and guidance

The WorldSkills UK Safeguarding team is responsible for supporting COPs develop their Safeguarding policies and practice:

Designated safeguarding lead (DSL)
Chris Herron
International Development Manager
cherron@worldskillsuk.org
 +44 (0)7557-311-617

Designated safeguarding lead (DSL)
Morwenna O'Brien
Senior Corporate Services Manager
mobrien@worldskillsuk.org
 +44 (0)7892-783-060

Senior safeguarding lead (SSL)
Mark Smallman
Director of Operations
msmallman@worldskillsuk.org
 +44 (0)7545-645-216

9. Squad and Team UK programme safeguarding policy

This policy should be read in conjunction with WorldSkills UK's overarching Safeguarding policy (see pages 3 to 4) and the National skills competitions and safeguarding policy (see pages 5 to 7).

9.1 Purpose

The purpose of the safeguarding policy for international skills competitions is to establish and outline how WorldSkills UK's Squad and Team UK programme is managed by WorldSkills UK supported by a team of Training Managers (TMs), Assistant Training Managers (ATMs) and Performance and Wellbeing Team (PWT).

9.2 Best practice in safeguarding for Squad and Team UK

The general safeguarding principles in relation to managing WorldSkills UK's programme of international skills competitions are set out below.

All competitors must have signed up to a working agreement that clearly outlines WorldSkills UK expectations of behaviour, responsibilities and code of conduct.

9.2.1 Disclosure and Barring Service (DBS)

The Disclosure and Barring Service (DBS) is a non-departmental public body of the Home Office of the UK

WorldSkills UK requires the following in relation to Training Managers (TMs), Assistant Training Managers (ATMs), and Performance and Wellbeing Team (PWT):

- all Performance and Wellbeing Team Coaches will be required to undergo an Enhanced DBS check
- all Training Managers (TMs) or Assistant Training Managers (ATMs) who are responsible for squad members under the age of 18 years will also be required to undergo an Enhanced DBS check.

9.2.2 Travel

The following safeguarding principles apply to Training Managers (TMs), Assistant Training Managers (ATMs), and the Performance and Wellbeing Team (PWT):

- all travel must be booked through WorldSkills UK's preferred agent
- if travelling by car with Squad or Team UK members, the International Development team must be informed
- if travelling by car with a young person under the age of 18-years-old, the young person must sit in the back of the vehicle and parental consent must be sought in advance
- if travelling by car with a competitor who is of a different sex, the competitor must sit in the backseat of the vehicle where possible
- if sharing a taxi with competitors, they must sit in the backseat of the vehicle where possible
- competitors and TM/ATMs should refer to Annex 6 Keeping safe whilst travelling guidance.

9.2.3 Accommodation and overnight stays (UK and International)

The following safeguarding principles apply to Training Managers (TMs), Assistant Training Managers (ATMs), and Performance and Wellbeing Team (PWT):

- all travel must be booked through WorldSkills UK's preferred agent
- requests for booking via Airbnb apartment or similar type accommodation can be made by the TM or ATM providing the necessary documentation has been completed. Approval will lie solely with the International Development Manager and strict guidance will be provided
- caravan parks/mobile homes/TM or ATM's residences will not be allowed under any circumstances
- competitors of different sexes must have separate accommodation as the default position, unless alternative arrangements are agreed on an individual basis in line with the bullet point below, to protect safeguarding, privacy and dignity
- where a competitor is trans, non-binary, gender-fluid, or questioning their gender, accommodation arrangements will be agreed on an individual basis. This will be managed confidentially and in a person-centred way, in consultation with the competitor and, where appropriate, their parent or guardian, and with input from the WorldSkills UK Safeguarding team. Any arrangements must prioritise safeguarding and the safety, privacy, comfort and dignity of all competitors
- under 18s must not share with anyone over the age of 18
- whilst Squad or Team UK Competitors are involved in training/assessment activity they are under the supervision and care of the TM or ATM
- whilst Squad or Team UK competitors are involved in boot camps they are under the supervision and care of the PWT
- TM/ATMs will have access to emergency contact details for all competitors and WorldSkills UK insurance details.

9.2.4 Delivering training activity in isolation

If any training activity is carried out in either a remote location or overseas, the TM or ATM must notify either the PWT, or WorldSkills UK staff who will record the activity. The PWT can also be made available to support training activity providing early warning is given. This information must be included in the Lone Working section of the Risk Assessment.

All travel in a remote or overseas location must also adhere to the requirements in 7.2.2 and 7.2.3.

9.2.5 Communication and social media

The following safeguarding principles apply to Training Managers (TMs), Assistant Training Managers (ATMs), and the Performance and Wellbeing Team (PWT):

- all communications to your Squad or Team UK members must be in a professional manner
- communication with a Squad or Team UK member should only be made in a professional capacity relating to their training programme
- communication should only be made using an approved messaging platform or directly via telephone calls (see Annex 5 for further guidance).

9.2.6 Under 18 years of age

The following safeguarding principles apply to Training Managers (TMs), Assistant Training Managers (ATMs), and the Performance and Wellbeing Team (PWT):

- parental consent will be sought for participation
- participants responsible for under 18s in either training or providing pastoral care will be subject to an Enhanced DBS check
- support and guidance will be put in place to support all participants engaging with under 18s.

9.2.7 Behaviour of Squad and Team UK members

WorldSkills UK expects the following standards of behaviour to be adhered to by all Participants and Competitors, please refer to the Squad UK code of conduct which will be provided by the International Development team:

- all Squad and Team UK members are expected to behave in a professional manner throughout the programme, as they represent WorldSkills UK and the United Kingdom
- listed below are examples of unacceptable behaviour/misconduct that may lead to withdrawal from the Squad/Team UK. This list is not exhaustive, but is offered as a guide:
 - abusive language or intimidating verbal or physical behaviour towards fellow members, Training Managers, Performance and Wellbeing Coaches or Staff.
 - deliberate misuse of, damage to, misappropriation or theft of, any learning material and/or equipment, furniture, fittings or other property belonging to WorldSkills UK, an event host, hotel accommodation, or other members
 - anti-social or disruptive behaviour e.g. any behaviour that infringes upon other members ability to learn
 - use of illegal drugs under any circumstances whilst involved in WorldSkills UK training, preparation events or competition
 - misuse of 'legal' highs and alcohol during WorldSkills UK boot camps, selection events or competition
 - misuse of 'legal' highs and alcohol whilst involved in WorldSkills UK training.

9.2.8 Managing disclosures

The level of response to a disclosure of abuse, neglect, exploitation, child protection concern or other disclosure will differ depending on the age of the young person concerned. An outline of good practice in handling disclosures is provided as a guide (see Annex 1).

What to do in the event of a disclosure by a young person or vulnerable adult:

- **Listen carefully to what they're saying:** be patient and focus on what you're being told. Try not to express your own views and feelings. If you appear shocked or as if you don't believe them, it could make them stop talking and take back what they've said.

- **Let them know they've done the right thing by telling you:** reassurance can make a big impact, if they've been keeping a secret, it can have a big impact knowing they've shared what's happened.
- **Tell them it's not their fault:** it is important they hear, and know, this.
- **Say you'll take them seriously:** make sure they know they can trust you and you'll listen and support them but do not make any promises on outcomes.
- **Ask for permission to take notes:** make brief notes at the time so as not to interrupt the disclosure but ensure that you write them up in detail as soon as possible. Record statements and things you observe but keep them factual. These notes will need to be kept in case they need to be submitted to the relevant services.
- **Don't confront the alleged perpetrator:** this could make the situation worse for the individual who has made the disclosure.
- **Explain what you'll do next:** ensure that you do this in an age-appropriate manner, you should explain that you will be speaking to someone who can help and if appropriate let them know that the WorldSkills UK Safeguarding team will need to be notified
- **Report what you've been told to the WorldSkills Safeguarding team as soon as possible:** this will ensure the details are fresh in your mind and action can be taken quickly. Provide any notes you have made, ensuring these are as accurate as possible and include the date, time and place of the disclosure. WorldSkills UK will follow up with the individual or the relevant agencies.

9.2.9 Further assistance and guidance

The WorldSkills UK Safeguarding team is responsible for supporting the training network to follow Safeguarding policies and practices:

Designated safeguarding lead (DSL)
Chris Herron
 International Development Manager
cherron@worldskillsuk.org
 +44 (0)7557-311-617

Designated safeguarding lead (DSL)
Morwenna O'Brien
 Senior Corporate Services Manager
mobrien@worldskillsuk.org
 +44 (0)7892-783-060

Senior safeguarding lead (SSL)
Mark Smallman
 Director of Operations
msmallman@worldskillsuk.org
 +44 (0)7545-645-216

10. Skills Champions programme

10.1 Purpose

The purpose of the safeguarding policy for the Skills Champions programme is to establish and outline how the WorldSkills UK's Skills Champions programme is managed by WorldSkills UK supported by a team of Skills Champions made up of alumni from our programmes.

10.2 Best practice in safeguarding for the Skills Champions programme

The general safeguarding principles in relation to managing WorldSkills UK's Skills Champions programme are set out below.

All Skills Champions participating in the programme must have signed up to a working agreement that clearly outlines WorldSkills UK expectations of behaviour, responsibilities and code of conduct.

WorldSkills UK carries out a risk assessment before participating in events.

10.2.1 Disclosure and Barring Service (DBS)

WorldSkills UK requires that Skills Champions will be required to undergo an enhanced DBS check before they can participate in events on behalf of WorldSkills UK.

10.2.2 Behaviour at careers events

WorldSkills UK expects a standard of behaviour from all representatives at events. The standard of behaviour is set out in the Code of Conduct for Skills Champions.

10.2.3 Communication and social media

No communication should be made with young people outside of a professional capacity.

No participant in Skills Champions programme activities should contact or attempt to contact young people they have met at events on social media.

10.2.4 Managing disclosures

The level of response to a disclosure of abuse, neglect, exploitation, child protection concern or other disclosure will differ depending on the age of the young person concerned. An outline of good practice in handling disclosures is provided as a guide (see Annex 1).

What to do in the event of a disclosure by a young person or vulnerable adult:

- **Listen carefully to what they're saying:** be patient and focus on what you're being told. Try not to express your own views and feelings. If you appear shocked or as if you don't believe them, it could make them stop talking and take back what they've said.

- **Let them know they've done the right thing by telling you:** reassurance can make a big impact, if they've been keeping a secret, it can have a big impact knowing they've shared what's happened.
- **Tell them it's not their fault:** it is important they hear, and know, this.
- **Say you'll take them seriously:** make sure they know they can trust you and you'll listen and support them but do not make any promises on outcomes.
- **Ask for permission to take notes:** make brief notes at the time so as not to interrupt the disclosure but ensure that you write them up in detail as soon as possible. Record statements and things you observe but keep them factual. These notes will need to be kept in case they need to be submitted to the relevant services.
- **Don't confront the alleged perpetrator:** this could make the situation worse for the individual who has made the disclosure.
- **Explain what you'll do next:** ensure that you do this in an age-appropriate manner, you should explain that you will be speaking to someone who can help and if appropriate let them know that the WorldSkills UK Safeguarding team will need to be notified
- **Report what you've been told to the WorldSkills Safeguarding team as soon as possible:** this will ensure the details are fresh in your mind and action can be taken quickly. Provide any notes you have made, ensuring these are as accurate as possible and include the date, time and place of the disclosure. WorldSkills UK will follow up with the individual or the relevant agencies.

10.2.5 Further assistance and guidance

The WorldSkills UK Safeguarding team is responsible for providing guidance and support on safeguarding to participants in Skills Champions programme activities:

Designated safeguarding lead (DSL)
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Designated safeguarding lead (DSL)
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Senior safeguarding lead (SSL)
Mark Smallman
 Director of Operations
msmallman@worldskillsuk.org
 +44 (0)7545-645-216

Annex 1

Good practice for managing a disclosure

Making a disclosure can be very hard for young people or vulnerable adults. Often, they fear negative consequences if they tell anyone what is happening to them. It is vital that they are able to speak out and that whoever they tell takes them seriously and acts on what they've been told.

It is normal to feel overwhelmed in this situation but familiarising yourself with the following guidance should help you feel more confident to respond to the situation in an appropriate way:

- **Listen carefully to what they're saying:** be patient and focus on what you're being told. Try not to express your own views and feelings. If you appear shocked or as if you don't believe them, it could make them stop talking and take back what they've said.
- **Let them know they've done the right thing by telling you:** reassurance can make a big impact, if they've been keeping a secret, it can have a big impact knowing they've shared what's happened.
- **Tell them it's not their fault:** it is important they hear, and know, this.
- **Say you'll take them seriously:** make sure they know they can trust you and you'll listen and support them but do not make any promises on outcomes.
- **Ask for permission to take notes:** make brief notes at the time so as not to interrupt the disclosure but ensure that you write them up in detail as soon as possible. Record statements and things you observe but keep them factual. These notes will need to be kept in case they need to be submitted to the relevant services.
- **Don't confront the alleged perpetrator:** this could make the situation worse for the individual who has made the disclosure.
- **Explain what you'll do next:** ensure that you do this in an age-appropriate manner, you should explain that you will be speaking to someone who can help and if appropriate let them know that the WorldSkills UK Safeguarding team will need to be notified
- **Report what you've been told to the WorldSkills Safeguarding team as soon as possible:** this will ensure the details are fresh in your mind and action can be taken quickly. Provide any notes you have made, ensuring these are as accurate as

possible and include the date, time and place of the disclosure and details of any other people who were there when the disclosure was made.

Further guidance and resources can be found [here](#) on the NSPCC website.

Annex 2

Safeguarding report record form

Confidential

Report made by: Click or tap here to enter text.	
Report type: Choose an item.	Date: Click or tap to enter a date.
Details of report	
Name of young or vulnerable person: Click or tap here to enter text.	
Summary of the information disclosed / or concerns: Click or tap here to enter text.	
Date and time of disclosure: Click or tap to enter a date.	
Location of disclosure: Click or tap here to enter text.	
Names of anyone present when disclosure made: Click or tap here to enter text.	

I confirm that the above information is an accurate account of information that was disclosed to me / record of my concerns.

Signed:

Action by WorldSkills UK Safeguarding team
Managed by: Choose an item.
Action taken: Click or tap here to enter text.
Referral made to: Click or tap here to enter text.
Additional information: Click or tap here to enter text.

Annex 3

Dear Parent or Legal Guardian

RE: WorldSkills UK National competition qualifiers

For the young person for whom you have parental responsibility to participate in the competition organised by WorldSkills UK, we need to obtain your consent for the activity.

We also need you to supply some relevant information to ensure the young person's wellbeing is safeguarded, which will take place under the supervision of an adult holding a current Enhanced DBS.

The information collected will be used solely for the purpose of facilitating the young person's competition entry by WorldSkills UK. Should we, at any time, require any additional information we will request it from you directly.

To be completed by the Competition Organising Partner (COP):

	Regional qualifier
Dates / times	Click or tap to enter a date.
Venue	Click or tap here to enter text.
Address	Click or tap here to enter text.
Accommodation information (if applicable):	Click or tap here to enter text.

Competition Organising Partner Contact

Name: Click or tap here to enter text.

Contact no: Click or tap here to enter text.

To be completed by Parent/Guardian:

I consent to the following young person participating in the regional qualifier detailed above and understand that if successful they will have a chance to compete at the national finals:

Yes: No:

Competitor's name:	Click or tap here to enter text.
Date of birth:	Click or tap here to enter text.

Parent/guardian name:	Click or tap here to enter text.
Relationship to competitor:	Click or tap here to enter text.
Parent or guardian phone number (in case of emergency)	Click or tap here to enter text.

Are there any medical conditions or additional needs you want to make us aware of that will enable us to make reasonable adjustments to allow this young person to participate in this competition? Please include all relevant details below:

Click or tap here to enter text.

WorldSkills UK and its partners often take general attendee photos at featured events for promotional purposes, including photos of young people participating in activities. We use these images in press releases and printed publicity and on our website or social media pages.

If you see an image of the young person for whom you are responsible on our website or in any of our materials which you do not wish to be used in this context, please email enquiries@worldskillsuk.org.

I do not want this young person to be photographed for the purposes detailed above.

Signature of parent/guardian: Click or tap here to enter text.

Date: Click or tap to enter a date.

Annex 4

Dear Parent or Legal Guardian

RE: WorldSkills UK National Finals

For the young person for whom you have parental responsibility to participate in the [Click or tap here to enter text.](#) competition organised by [Click or tap here to enter text.](#) on behalf of WorldSkills UK, we need to obtain your consent for the activity.

We also need you to supply some relevant information to ensure the young person's wellbeing is safeguarded, which will take place under the supervision of an adult holding a current Enhanced DBS.

The information collected will be used solely for the purpose of facilitating the young person's competition entry by WorldSkills UK. Should we, at any time, require any additional information we will request it from you directly.

To be completed by the Competition Organising Partner (COP):

	National Finals
Dates / times	Click or tap to enter a date.
Venue	Click or tap here to enter text.
Address	Click or tap here to enter text.
Accommodation information (if applicable):	Click or tap here to enter text.

Competition Organising Partner Contact

Name: [Click or tap here to enter text.](#)

Contact no: [Click or tap here to enter text.](#)

To be completed by Parent/Guardian:

I consent to the following young person participating in the national final detailed above:

Yes: No:

Competitor's name:	Click or tap here to enter text.
Date of birth:	Click or tap here to enter text.
Parent or guardian name:	Click or tap here to enter text.
Relationship to competitor:	Click or tap here to enter text.

Parent or guardian phone number (in case of emergency)

Click or tap here to enter text.

Are there any medical conditions or additional needs you want to make us aware of that will enable us to make reasonable adjustments to allow this young person to participate in this competition? Please include all relevant details below:

Click or tap here to enter text.

WorldSkills UK and its partners often take general attendee photos at featured events for promotional purposes, including photos of young people participating in activities. We use these images in press releases and printed publicity and on our website or social media pages.

If you see an image of the young person for whom you are responsible on our website or in any of our materials which you do not wish to be used in this context, please email enquiries@worldskillsuk.org

I do not want this young person to be photographed for the purposes detailed above.

Signature of parent/guardian: Click or tap here to enter text.

Date: Click or tap to enter a date.

Annex 5

Communications policies and guidance

This document sets out the expectations of WorldSkills UK for the use of various forms of communication for carrying out its business operations.

Social media policy

1.1 Overview

WorldSkills UK recognises that there are legitimate business reasons for using social media in the context of its business operations and the international event framework. However, it must be recognised that any such service is being used in a business context and therefore must adhere to brand communication guidelines, contractual terms, safeguarding and acceptable use policies. WorldSkills UK policy permits the use of social media for business purposes within the guidelines specified below.

1.2 What do we define as social media?

Social media includes any website on which visitors are able to publish content to a larger group. Content shared may include (but is not limited to) personal information, opinions, research, commentary, video, pictures, or business information. Examples of such destinations include entities such as Facebook, Twitter, YouTube, and LinkedIn. However, online learning environments, blogs, special interest forums, user communities are also considered social media.

1.3 Social media authorisation

Posting of content to corporate sponsored social media (e.g. the corporate Facebook page) is permitted only for the employees who are authorised to publicly represent WorldSkills UK.

1.4 Inappropriate content policy

Within the context of messaging and chat services usage for any WorldSkills UK business purpose it is important to recognise the content which is inappropriate at any time includes but is not exclusive to nudity, violence, abusive commentary, sex, and gambling. Neither inappropriate content nor links to inappropriate content should ever be shared via any messaging channel associated with WorldSkills UK.

1.5 Social media policy

The following are policy guidelines regarding what you should and should not do when publishing content into the public domain¹ on any social media or educational delivery platform. **Individuals are responsible for content they publish in the public domain and can be held personally liable for content published.** These guidelines only cover a sample of all possible scenarios and are not a substitute for good judgment.

¹ 'Public Domain' is defined as any content published referring to WorldSkills UK business operations or related to educational services and engagement and competitions.

- It is the administrator of the group's responsibility to ensure that the language, tone and content of any posts/messages are kept professional at all times.
- Be mindful of disclosing confidential or proprietary information or details of private conversations.
- **Do** identify yourself. **Do not** post anonymously, use pseudonyms or false screen names.
- **Do** be professional.
- **Do** use your best judgment – remember that there are always consequences to what enters the public domain. If a message stream contains anything that makes you even the slightest bit uncomfortable, ask yourself if you would be willing to defend it in a legal situation. If you are the group administrator, be prepared to close down any unacceptable conversations quickly and politely.
- **Do not** disclose or use WorldSkills UK confidential or proprietary information or that of any other person or company. For example, ask permission before posting someone's picture in a social network or publishing in a comment a conversation that was meant to be private.
- **Do not** cite or reference competitors or any other suppliers without their written approval in the public domain.
- **Do not** use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in the WorldSkills UK or your own workplace. You should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory.
- **Do not** discuss individual competitor performance

Messaging and text-based chat services policy

2.1 Overview

WorldSkills UK recognises that there are legitimate business and personal reasons for using OTT² messaging services in the context of its business operations and the international event framework. However, it must be recognised that any such service is being used in a business context and therefore must adhere to contractual terms, safeguarding and acceptable use policies. WorldSkills UK policy permits Training Managers, Assistant Training Managers and Team Leaders to use its prescribed messaging services within the guidelines specified below.

2.2 What do we define as messaging services?

Messaging services include any App or downloaded format which enables participants to see one another's contact information; where individuals can be added to a group to participate in a single conversation and where details of this conversation are retained by service provider.

WorldSkills UK authorises the use of the following for all business operations:

- WhatsApp
- Microsoft Teams.

² OTT – Over the Top services are defined as audio, video, and other media content delivered **over** the Internet without the involvement of a multiple-system operator (MSO) in the control or distribution of the content. Examples of this are Snapchat, WhatsApp, Skype, WeChat, Facebook Messenger

The use of any other tool within the context of WorldSkills UK business purposes is prohibited unless agreed in writing.

2.3 Inappropriate content policy

Within the context of messaging and chat services usage for any WorldSkills UK business purpose it is important to recognise the content which is inappropriate at any time includes but is not exclusive to nudity, violence, abusive commentary, sex, and gambling. Neither inappropriate content nor links to inappropriate content should ever be shared via any messaging channel associated with WorldSkills UK.

2.4 Messaging policy

The following are policy guidelines regarding what you should and should not do when publishing content into the public domain³ via a messaging service. **Individuals are responsible for content they publish in the public domain and can be held personally liable for content published.** These guidelines only cover a sample of all possible scenarios and are not a substitute for good judgment.

- Any group messaging used by staff which included young people/vulnerable adults will be set up on a designated business device. You must not do this on a personal mobile phone as it would mean storing their personal details on your personal device.
- When adding details of young people/vulnerable adults to a device, ensure that they are tagged in such a way that they can be identified and deleted at the end of the event/project.
- The group will be deleted once the purpose for creating it has ended, i.e. the event has finished.
- It is the administrator of the group's responsibility to ensure that the language, tone and content of any posts/messages on a group are kept professional at all times.
- Be mindful of disclosing confidential or proprietary information or details of private conversations.
- **Do** identify yourself. Do not post anonymously, use pseudonyms or false screen names.
- **Do** be professional.
- **Do** use your best judgment. Remember that there are always consequences to what enters the public domain. If a message stream contains anything that makes you even the slightest bit uncomfortable, ask yourself if you would be willing to defend it in a legal situation. If you are the group administrator, be prepared to close down any unacceptable conversations quickly and politely.
- **Do not** use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in the WorldSkills UK or your own workplace. You should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory.
- **Do not** engage in 'banter'.
- **Do not** discuss Competitor performance in any messaging service, this is easy to cut and paste into environments which you would not want it to appear.

³ 'Public Domain' is defined as any content published in the context of WorldSkills UK business operations and includes messages intended solely for employees.

In essence, when using text-based messaging to communicate with a group of people you should:

- include only the people necessary
- keep it short
- keep it polite
- delete the group when the reason it was created has ended.
- WhatsApp

2.5 WhatsApp Group messaging best practice

- Ensure you have written consent from all participants before setting up the group chat, making it clear that their phone number will be visible to other participants. If any participants are under 18, parental consent is required.
- Be clear on what the purpose of this WhatsApp group is in advance and state this clearly in the description of the group when setting it up.
- Inform all participants of the messaging policy and expectations of behaviour in the group (be professional at all times, no offensive language, abuse or bullying will be tolerated etc.).
- Chats should be set up by default as a “broadcast only” service whereby only administrators can post messages into the group.
- Ensure at least two of your team have administrator rights so that chat can be monitored and managed.
- If you ever need to open the chat up so all participants can post in the group, state clearly that this will be for a limited time only (perhaps you need to open the chat on the day of a qualifier to check in with competitors progress in terms of travelling to your event for example or participants need the opportunity to ask questions directly in the group).
- Close the group again to “broadcast only” within 24 hours of the event finishing.

Group emails acceptable use policy

3.1 Introduction

WorldSkills UK recognises that there are legitimate business and personal reasons for using email as a communication tool. To enable employees, contractors and contracted business partners to take advantage of the value of this and to promote an open, trusting, collaborative working environment, WorldSkills UK has issued the following guidance to ensure that any such communication falls within the current data protection and HR legal frameworks and good business practices.

3.2 Inappropriate content policy

Within the context of using email for any WorldSkills UK business purpose it is important to recognise the content which is inappropriate at any time and includes but is not exclusive to nudity, violence, abusive commentary, sex, and gambling. Neither inappropriate content nor links to inappropriate content should ever be shared via any email address associated with WorldSkills UK.

3.3 Acceptable use policy

The following are policy guidelines regarding what you should and should not do when using email in the context of WorldSkills UK business operations. **Individuals are responsible for the content of any email they author.** These guidelines only cover a sample of all possible scenarios and are not a substitute for good judgment.

- It is all users' responsibility to ensure that the language, tone and content of any messages are kept professional at all times.
- Be mindful of who you are disclosing confidential or proprietary information or details of private conversations to.
- **Do** be professional.
- **Do** use your best judgment. Remember that there are always consequences to what enters the public domain. If a message chain contains anything that makes you even the slightest bit uncomfortable you should report it to your direct manager, a member of SLT or HR as appropriate. Be prepared to close down any unacceptable conversations quickly and politely.
- **Do not** disclose or use WorldSkills UK's confidential or proprietary information to any unauthorised individual outside of the organisation. Be aware of a whole email chain if forwarding a message to a new individual.
- **Do not** use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in the WorldSkills UK or your own workplace. You should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory.

3.4 Why do you need to 'bcc' email addresses?

Any entity that stores and uses personal data relating to identifiable living individuals, either on a computer or in a paper filing system, is a "data controller" for the purposes of the Data Protection Act. If you're sending an email to multiple recipients, unless you have the permission of each party, it would be potentially illegal to share those details, as this information could be used to identify those individuals. So, you may find that have failed in your responsibility to keep that data/information secure and private.

For more information: <https://ico.org.uk/for-organisations/guide-to-data-protection/encryption/scenarios/sending-personal-data-by-email/>

One other issue is the human failing known as 'reply all'. Too many people still use this to reply to emails; not only does this clog up inboxes with unnecessary and unwanted messages, but sometimes individuals accidentally get information they should not receive, and/or they miss the important messaging because it is buried among everything else.

3.5 Issues caused by using "BCC"

Filling the BCC field with recipients' email addresses can be a trigger for spam filters, which is why some recipients have issues with receiving emails that have been sent out this way. Nine times out of ten when we check why someone hasn't receive an email it's because it was flagged/trapped in the spam filter. It is very important that you ensure the **@worldskillsuk.org** and any other known email domain have been whitelisted either by your personal email server or by your organisation's IT department to ensure that the emails are not quarantined before they get to you.

3.6 Group emailing policy

The following are guidelines regarding what you should and should not do when using group emails in the context of National Competitions, Squad/Team UK. These are an outline of recommended procedures and are not a substitute for good judgment.

- Ensure @worldskillsuk.org and any other relevant email domain are whitelisted by your email service provider.
- Wherever competitors' information is involved, use the BCC field to ensure that all email addresses are kept confidential.
- Be aware that any individual's details which are included in the CC field will be visible to all recipients. Use this field with caution.
- Where appropriate, create a distribution list to enable Training Managers and Group Leaders to see who the information has been sent to. This data about individuals should be the minimum required to fulfil this task, i.e. if a competitor's name and educational establishment clearly identifies them, there is no need to include their email address, telephone number etc.
- Send the distribution list only to the individuals with a clear need to see it. Do not include in a general distribution email.
- Do not use 'reply all' as your default mechanism for replying to an email.
- Check whose details are in the 'To', 'cc' and 'bcc' fields before adding any attachments to your email.

Best practices for online video communications

Are you alone?

When you are connecting to competitors it is good practice to let them know if there is someone else in the room who can hear the conversation. You should wear headphones, if possible, if you can't for some reason, alert everyone as to who might be listening.

Don't make private public

Don't participate in video call from 'private' spaces. Specifically, don't connect from what is obviously your bedroom. If you don't have a designated office or quiet space and your options are limited, let the other people on the call know you might be interrupted.

Be environmentally aware

Before you start have a good look behind you. What personal items are on show that tell a story about you that you don't necessarily want to share.

A blank wall is always the best background if you can make it work for you.

Do not record sessions

Don't record the sessions, not matter how tempting. Any follow up points should be made by email and if you need to go over something again, schedule another call.

What's in a view

Try to just video head and shoulders. Dress appropriately. Be aware of cultural sensitivities, just you would if you were in someone's home in person.

Think about what you have open on your device if you are going to share screens – there is some information or "stuff" you really don't need to share!

Annex 6

Keeping safe whilst travelling guidance

This document is designed to assist and offer you simple yet practical advice to support you in staying safe whilst travelling to and from any WorldSkills UK Competitions or related activity.

Before travelling

- Prepare beforehand, give yourself enough time to travel to the competition and ensure you have planned your route correctly with a contingency plan if public transport is disrupted.
- Check if a family member or friend able to drop you to your destination of travel.
- Ensure the competition manager and/or a family member is aware of your travel plans (start/end point destinations and what time you should be arriving at each destination etc).
- Ensure you have a written copy of emergency contact details in case anything goes wrong. This should include family members, the Competition Manager, and contact details for the training centre/college where the competition is taking place.
- Check that what you are wearing does not draw unnecessary attention and that you are able to keep valuables secure and out of sight.

While waiting for public transport

- Make sure you stay in well-lit areas at all times.
- Where possible do not stand alone.
- Identify staff/help points that are available whilst you are waiting for your train etc.
- Trust your instinct. If you feel something isn't right find a staff member immediately.
- Be vigilant at all times.

While travelling

- Stay vigilant.
- If you are walking to venues do not amble, walk with conviction and purpose.
- Identify emergency points on trains in the unlikely event that you may be targeted by somebody.
- Keep the competition manager/family member aware of your travel plans updated on any changes or delays to your journey.
- Arrange a pick up time and destination with your competition manager /family members accordingly, where possible.
- Do not advertise your property to thieves. Put it away if you are not using it.
- Ensure that you only use licensed taxis or request identification to ensure safety.

Using phones, electronic devices and headphones

- Ensure your headphones are not at full volume so you are aware of your surroundings at all times and that you do not miss any announcements.

- When you are not using your mobile device/headphones keep them safe by placing them in your bag, zipped up, out of sight or inside a coat pocket and not in your trousers/jeans back pockets.
- Avoid using branded headphones which advertise to potential thieves exactly what device you may be using and its potential cost for e.g. Beats /Apple headphones.
- Avoid using public Wi-Fi where possible. Cyber theft is more common than you think.
- It is advisable to password protect all mobile phones and add tracking tools such as Apples 'find iPhone' app.
- Ensure your device's lock function is set to less than 3 minutes if you forget to lock it manually.
- In the unlikely event that your phone is taken/misplaced keep a copy of any relevant contact details/numbers that you may need to use in case of an emergency.

Valuables

- You should only bring with you what you need for training. Always avoid bringing items that you do not need when travelling. This includes all electronic devices, watches/Jewellery or extra cash and cards.
- Keep any belongings that you do need stored in the main hold of your bag as opposed to outside compartments that may be susceptible to pick pocketing opportunities. Ensure all compartments are fully zipped up accordingly and use a padlock or other locking systems.

Dealing with an incident

- If you are approached by someone acting aggressively, do not resist. Possessions can be replaced and keeping yourself safe is the most important thing.
- Seek help as soon as possible. Check if there is anyone nearby who can help you and support you to contact emergency services by calling 999 if needed. This could be to report the incident to police or to request medical attention.
- Call your emergency contact to let them know what happened and that you are safe.
- Let your competition manager know what has happened as soon as possible.

Expenses, Gifts and Hospitality Policy

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1. Purpose

This policy sets out details of the principles and rules relating to UK expenses, overseas expenses, allowance payments, training grant payments, cash advances, gifts and hospitality that arise through the carrying out of duties related to WorldSkills UK business.

2. Scope

This policy applies to all WorldSkills UK staff; members of the board, and third-party individuals (non-employees), such as contractors, training managers and assistant training managers, competitors, coaches, alumni, volunteers and other associates.

3. Definitions

- 'Claimants': WorldSkills UK staff, board members, third party individuals, contractors, training managers and assistant training managers, competitors, coaches, skills group leads, alumni, volunteers and other associates.
- Permanent Workplace: the location or locations that you attend regularly in order to perform the duties of your employment but is not a "temporary workplace".
- Temporary Workplace: a location that you attend in the performance of your duties for the purpose of performing a task of "limited duration".

4. Individual responsibility

As a charity in receipt of public funding WorldSkills UK has a duty to ensure that its limited resources are spent prudently and appropriately and that it must be seen to do so. Claimants are required to act reasonably when incurring expenses and achieve value for money.

Authorisers are required to be diligent in their review and approval of expenses to avoid WorldSkills UK incurring any unnecessary expense. Please note that external funder restrictions must also be met before submitting expense claims for approval.

Claimants and authorisers must aim to ensure that economy, efficiency and effectiveness are achieved in respect of all expenses incurred without compromising personal safety.

Compliance with this policy will ensure that claimants, or WorldSkills UK, does not incur a tax or national insurance liability and that claimants need not report expenses on their tax returns.

5. Expenses

5.1 Expense claims

WorldSkills UK will reimburse claimants for expenses which they wholly, necessarily and exclusively incur in the course of official WorldSkills UK purposes. Expense claims are not a form of payment or additional reward.

WorldSkills UK staff must claim their expenses through Sicon Approvals/WAP. Provided these documents are submitted in a timely fashion and completed as per the requirements of this policy a reimbursement will be received as soon as possible and in no more than 14 days of the submission. If you need your claim processed urgently, please contact the Finance and Procurement team.

Expense claims may include items not covered under this policy as long as they are purchased for business reasons; represent value for money; and it is the most appropriate way to acquire them.

Individuals are responsible for ensuring that WorldSkills UK:

- receives good value for money
- does not incur unnecessary costs
- claims are accurate and complete and are submitted in accordance with the principles and rules contained in this policy.

Only expenses related to WorldSkills UK business purposes and detailed in this policy may be claimed through the expenses route.

Business travel does not include travel between a person's home and permanent workplace (note that for contracted home workers their home is the permanent workplace). Most employees' workplace is currently central London and is defined in staff contracts of employment.

There may be instances where this policy leaves individuals in unreasonable circumstances and therefore exceptions to the policy may be approved in advance and documented evidence of advance approval attached to the claim (e.g. an email). All non-staff claimants should seek approval via their point of contact at WorldSkills UK who will in turn obtain authorisation from the Director of Finance. Staff should refer directly to the Director of Finance or Chief of Staff/Company Secretary.

5.2 Ways of working

Before travel for a business journey is booked consider the following:

- Is telephone or an online meeting an option?
- Can the trip be maximised and include multiple tasks or purposes- is there anyone else to see in the same location?
- Could you stop on the way back to attend another meeting?
- Only the necessary people should travel to an event – consider who needs to go and what the benefits will be.
- It is possible to use time on public transport productively.

- If it is necessary for several people to travel to the same venue, can transport be shared?
- Rail tickets can be very cost effective if booked in advance, especially if you travel off peak and are prepared to be flexible.

5.2 Claimant responsibilities

Claimants are responsible for:

- claiming in accordance with this policy
- complying with HMRC regulations
- obtaining value for money at all times by assessing costs and benefits to determine that the most appropriate cost effective and economic solutions are chosen when travelling on business and ensuring that no unnecessary costs are incurred
- recording accurate and complete details on the claim form and the provision of receipts. Receipts should be attached to the claim form
- submitting claims within one month of travel or incurring the expense
- Anyone knowingly responsible for making a false claim is liable to legal action (and disciplinary for staff members) and WorldSkills UK will look to recover any resultant costs or loss.

5.3 Authoriser responsibilities

It is the responsibility of the authoriser to ensure that all expense claims:

- comply with this policy and apply the rules and rates accurately
- represent value for money
- are submitted within 30 days of incurring the expense. Failure to do so may result in the claim being rejected in which case no payment will be made.

6. UK Travel, subsistence and accommodation

6.1 UK travel

All UK travel must be by public transport where possible. This is in line with our primary objective to reduce our environmental impact. Our secondary objective, although still of considerable importance, is to achieve best value for money. On that basis all travel, by public transport, should be planned as far in advance as possible to obtain the cheapest tickets.

6.2 Travel by rail

All rail travel must be standard class and take advantage of value for money opportunities such as dual single tickets, day returns, off peak tickets and advance tickets.

Tickets should be purchased in advance through our **Trainline** (Diners Club International in Sicon Approvals) booking system rather than purchasing at the station and claiming reimbursement. In general, this will ensure that the best value for money is obtained.

Where, in exceptional circumstances, it is not possible to book in advance individuals should pay for their train tickets and claim for reimbursement on the expenses claim form. Receipts must be attached to the claim.

Although a railcard may be used to book rail travel the cost of railcards will not be reimbursed.

Whilst it is expected that all travel will be standard class there may be exceptional occasions where it is appropriate to travel first class:

- where the difference on advance travel tickets is not substantially different for first class and the first-class travel is better value for money due to the provision of a meal. The difference should be less than allowable subsistence for that meal and subsistence should not be claimed
- where there are no seats available on a busy train and the journey is not a local journey staff may pay the difference to travel first class. This should be in exceptional circumstances only as most travel should be pre-booked and seats reserved.

6.3 Travel by Tube/DLR

The costs of business journeys made using an Oyster card can only be claimed when accompanied by a statement with the official journeys being highlighted. Cardholders must register with Oyster to receive statements. Claims without statements will not be paid.

Where a paper ticket or a travel card is used, receipts or a copy of the ticket showing the price should be provided.

6.4 Travel by hired vehicle

The use of hire cars and vans in the UK should be limited to instances where:

- public transport is unsuitable or unavailable
- where it is more economical or practical to hire a vehicle than using a private car

Please refer to your point of contact at WorldSkills UK if you require a hired vehicle as in that case a preferred vehicle hire supplier can be used.

Hire car/van drivers must refuel before returning the car. Failure to do so will mean WorldSkills UK will incur extra costs in administration charges and VAT from the hire company. The cost of refuelling can be claimed through the normal expenses route.

Hire cars must not be used for private purposes under any circumstances. This includes the use for:

- journeys between the permanent workplace and home
- journeys made to transport family or friends for any purpose.

6.5 Travel by private vehicle

Private vehicles may only be used in exceptional circumstances or as part of a reasonable adjustment due to disability or a long-term condition. Private vehicles or hire cars may not be used solely because of personal convenience or preference. All transporting of equipment should, by default, be done by courier. In the event that the use of private vehicles is deemed essential this must be agreed in advance, and in writing, by your relevant director or member of the Senior Leadership Team.

Payment of motor mileage allowances may only be made for travel on official business. Additional mileage undertaken for private purposes will not be reimbursed.

For WorldSkills UK staff only, journeys from home to anywhere within a 10-mile radius of the permanent workplace are regarded as normal commuting as they are not regarded as substantially different from the normal commute (unless your permanent place of work is your home then any business travel from this location is applicable).

Individuals driving on official business for WorldSkills UK, whether by hire car or private vehicle, must ensure that they have a valid UK driving licence and that the vehicle they are driving has a valid MOT certificate (where required), is properly maintained, and serviced and is insured for “business use”.

No reimbursement for business travel will be made where insurance for “business use” is not held. Individuals may be required to provide a copy of their insurance cover.

Claimants using a private vehicle for company purposes will be required to complete an annual declaration to confirm that the car used has a valid MOT certificate where applicable and that insurance for business use is held.

6.5.1 Mileage allowances

Mileage allowances are only available if the conditions above are met. Additional allowances are payable for carrying passengers (e.g. other associates travelling to the same event) when travelling by private car. Mileage allowances are also available in respect of motorcycles and cycles.

Rates of allowance

Private Car	Up to 10,000 business miles in any one financial year	31p per mile
	Over 10,000 business miles in any one financial year	25p per mile
Passenger Supplement	All mileage to / from passenger pickup/drop off point	5p per mile
Motorcycle	All mileage	24p per mile
Pedal Cycle	All mileage	20p per mile

6.5.2 Parking, congestion and toll charges

WorldSkills UK will reimburse parking, congestion and toll charges when attributable to a necessary business journey. Congestion charges will only be reimbursed at the daily rate.

Receipts must be attached to the claim to support the claim being made.

In exceptional circumstances reimbursement may be made at the discretion of the Director of Finance where there is no receipt provided that the reasons are documented (see Claimant responsibilities).

6.5.3 Fines and penalties

Any fine or penalties incurred are the personal liability of the driver and will not be reimbursed by WorldSkills UK under any circumstances.

6.6 Taxi travel

Business journeys should generally be made by bus, tube or train. The use of taxis should be kept to a minimum and should only be used where:

- no suitable public transport is available
- where travelling in an unknown locality
- where heavy baggage is carried
- where several staff are travelling together making it the most cost-effective transport
- where the requirement is due to disability or a long-term condition
- where health and safety or personal security is an issue including travel late at night or early in the morning.

The authoriser should ensure that at least one of these conditions has been met and supporting receipts or appropriate alternative proof of payment such as a screenshot from a taxi app must be attached to the claim in support of the claim being made.

6.7 Travel by air

Air travel may be used for UK domestic journeys where it is the most cost-effective method of travel or operational requirements dictate. All flights must be economy class and advantage should be taken of special deals where available.

6.8 Late night/early morning transport

WorldSkills UK will, in exceptional circumstances, reimburse staff for late night or early morning transport, including a taxi, if staff are required to travel to or from the office, airport, railway station or other destination for specific business reasons. Staff should seek prior written authorisation for late or early departures from or to work where possible from their line manager.

This will apply only where staff are required to be working before 7am or after 9pm, or at the airport or railway station before 8am or after 9pm. No transport expenses will be

reimbursed for any WorldSkills UK “employee social events” unless deemed a ‘reasonable adjustment’.

6.9 Subsistence

Subsistence rates are not payable where meals have been provided.

When staying away subsistence may be claimed in accordance with the rates and conditions detailed below:

Meals	Subsistence claim amount
Breakfast	£7.00
Lunch	£10.00
Dinner	£25.00

Subsistence will only be reimbursed where a meal is required. Receipts need to be provided in order to make a claim. Receipts are not required from members of the WorldSkills UK training network including training managers, assistant training managers, competitors and coaches. This is due to the basis on which the network is run and the complexity of their duties. Subsistence claims for the network will continue to operate under WorldSkills UK’s established processes in this regard managed by the International Development team.

Overnight subsistence covers a full 24-hour period therefore in addition to that no other subsistence amount can be claimed.

In some circumstances, where the cost of dinner has exceeded the dinner rate, a claim for reimbursement may be approved by the Chief Executive Officer (CEO) for receipted expenditure. Examples of such circumstances would be for health and safety reasons where it would not be safe for a lone member of staff to eat outside of the accommodation where they are staying. Receipts must be attached to the claim to support the claim being made.

Tips and gratuities are given at the claimant’s discretion and won’t be reimbursed. However, service charges included in the overall cost of the meal and included on the itemised receipt will be reimbursed as long as they are no more than 12.5% of the cost of the meal.

6.10 Use of credit cards

Credit card holders must ensure that when using their credit card for subsistence this does not exceed the rates set out in this policy. Credit cards must be used in line with WorldSkills UK’s credit card policy.

6.11 Accommodation

Accommodation may be booked where individuals cannot reasonably be expected to make the return journey in the same day.

All staff accommodation should be booked in advance using ArrangeMY. In exceptional circumstances, where this is not possible claimants should ensure that value for money is obtained and that the rates for accommodation do not exceed the following limits:

Accommodation	London*	Elsewhere*
Bed and breakfast	£180	£120

Accommodation booked will normally include the provision of bed and breakfast. Where breakfast is not provided it will be reimbursed via subsistence rates (see section 5.10).

Subsistence payments **will not be made** where the claimant has failed to take the meals provided.

7. Overseas Travel

Staff overseas travel must be authorised in advance by the CEO.

7.1 Passports and visas

If you are going to travel abroad on WorldSkills UK business, you must have a valid passport and a valid visa if necessary. Relevant visa costs may be claimed.

7.2 Air and Eurostar travel

Air is the most appropriate method of travel for overseas visits to countries (unless travelling from London to France, the Netherlands or Belgium, for which Eurostar rail services could be more cost effective and sustainable). All rail and air travel must be booked in advance and by following WorldSkills UK procedures.

All flights should be economy class and staff should take advantage of special deals where possible. Rail travel should be standard class (see Travel by Rail). In exceptional circumstances and if you are required to travel on a long-haul flight (longer than six hours), you may (although not necessarily) be permitted to travel in premium economy or nearest equivalent. Prior written authorisation from the CEO, Company Secretary or Director of Finance is required before any class of ticket other than economy is booked.

Air miles and other benefits from official business travel should not be used for personal benefit.

7.3 Travel by sea

You can use high speed ferry or vehicle ferry where it is the most efficient and economic method of travel. Travel should be standard class and if you travel overnight on official business you are entitled to standard class sleeping berths.

Travel by high-speed ferry or vehicle ferry must be booked in advance and must be authorised in advance by the CEO.

7.4 Travel by car

If you drive to continental Europe because there is not suitable public transport, you must have the appropriate car insurance, you may be asked to provide your insurance certificate. You can claim mileage in accordance with the UK mileage rates for the most direct route. WorldSkills UK will also pay any ferry charges and passage if receipts are provided and it meets to criteria set out in the travel by sea section.

7.5 Additional travel costs

You can claim for any additional travel costs when overseas, such as taxis or trains, on the basis of actual expenditure. Claims should be itemised and receipts or appropriate proof of payment retained. You cannot claim for tips or gratuities given to taxi drivers, airport staff etc. Expense claims should be submitted in the original foreign currency and WorldSkills UK Finance and Procurement team will convert it to home currency when processing the claim at that day's rate. Alternatively, if the proof of the rate at the time of exchange can be demonstrated, it should be used instead to avoid any foreign exchange gains or losses.

7.6 Travel insurance

If you are travelling overseas on business, it is your responsibility to look after your health and safety - before, during, and after your travel.

WorldSkills UK will arrange suitable travel insurance for the duration of your travels. The Senior Corporate Services Manager must be made aware of all trips taken on behalf of WorldSkills UK including destination, duration, number of travellers and any pre-existing medical conditions. Staff should contact the Senior Corporate Services Manager directly. Other individuals travelling on behalf of WorldSkills UK should provide this information via their main WorldSkills UK contact.

7.7 Cash advances

Cash advances can be agreed for international travel where appropriate, and the Finance and Procurement team will provide agreed rates for this expenditure. Receipts must be provided for this. Cash advances will not usually be provided for UK travel and subsistence but may be considered in exceptional circumstances. WorldSkills UK endeavours to pay expenses claims as promptly as possible.

7.8 Requests for non-work travel diversions

Requests for non-work travel diversions should be made in writing to your line manager and the Senior HR Manager. This may include staying at a location longer or choosing an alternative route home for personal reasons such as visiting friends and family. These will be considered by the Executive Office, to ensure consistency across the organisation, on a case-by-case basis taking in to account the needs of the organisation and the individual. Any difference in costs will be paid by the employee.

8. Hospitality provided

Expenditure on meals and/or refreshments at events or meetings for both external parties and, in certain circumstances, WorldSkills UK employees is defined as official hospitality provided.

External hospitality can only be provided where the intended external guests equal or outnumber WorldSkills UK staff. Where WorldSkills UK staff outnumber external guests, this is defined as internal hospitality. Internal hospitality is limited to business lunches, staff conferences or team away days.

All such expenditure must:

- have valid business justification and must be for the sole purpose of building and enhancing working relationships
- be appropriate, reasonable and represent value for money
- be fully and properly authorised and accounted for
- for external hospitality the number of WorldSkills UK staff present should be reasonable in relation to the nature of the event
- any benefit to WorldSkills UK staff must be incidental and, where relevant, be abated by adjustment to any subsistence claim.

8.1 Permissible expenditure

The only permissible classes of hospitality expenditure are:

light refreshments:

- permissible only for meetings held with third parties where the claimant is representing WorldSkills UK
- meetings must be irregular and appropriate to the necessary progression of WorldSkills UK business; and
- includes expenditure on light refreshments such as tea, coffee only. Alcohol is not permitted.

working lunches:

- permissible for both internal and external meetings
- meetings must be irregular and appropriate to the necessary progression of WorldSkills UK business and must have a defined agenda demonstrating the need to extend over lunch
- includes expenditure on buffets, self-service canteen or restaurant lunches etc. Alcohol is not permitted.

business dinners:

- permissible only for meetings held with third parties where the claimant is representing WorldSkills UK
- evening meetings which must be irregular and appropriate to the necessary progression of WorldSkills UK business where the business may suffer if hospitality is not allowed

- includes expenditure on evening meals plus moderate expenditure on alcohol taken with the evening meal. Moderate expenditure on alcohol is regarded as two to three units (approx. half a bottle of wine) per person. Must be approved in advance by the budget holder.

drinks only events:

- permissible for external meetings only
- meetings which must be irregular and appropriate to the necessary progression of WorldSkills UK business where the business may suffer if hospitality is not allowed; and
- a budget for the event must be agreed and approved in advance by a member of the Executive Office.

Away Days/Staff Conferences:

- internal hospitality though may be facilitated externally
- must be a necessary part of running WorldSkills UK and must be structured as a proper training event
- cost of travel to and from the event can be claimed through the staff expenses route
- where meals are provided subsistence must not be claimed.

Annual events:

Staff annual events hosted by WorldSkills UK such as winter and summer celebrations will be communicated centrally to the whole team via email. The budget for such event is managed centrally by the Executive Office. The scale of such celebrations may vary from year to year. WorldSkills UK may not be able to host and fund such events if it is not appropriate to do so due to:

- budget constraints and/or funding restrictions
- the organisation's overall financial circumstances
- external social or economic condition or environment.

8.2 Expenditure not permitted

The following expenditure is not permitted:

- tips and gratuities are given at the claimant's discretion and will only be reimbursed where it is reasonable to do so (e.g. tipping is part of the culture and is expected in the USA). Service charges automatically included in the overall cost of a meal and included on the receipt for the meal will be reimbursed so long as they are no more than 12.5% of the cost of the meal (or as appropriate and reasonable in that location)
- restaurant lunches and dinners for WorldSkills UK staff other than: as part of an away day or staff conference; an irregular working lunch with a defined agenda; or a staff party agreed in advance with the Executive Office and within the HMRC allowed limit
- hospitality provided for friends or business acquaintances where there is no business obligation or where the business element is incidental

- corporate hospitality at events such as sporting occasions, art or social gatherings including the provision of tickets, seats or boxes at such events
- an individual's expenditure on meals or refreshments whilst on a business journey – this is subsistence
- promotional expenditure that is being met from a programme's marketing budget
- any form of hospitality not covered in this policy.

8.3 Rates

The maximum rates for permissible hospitality provided are (where in an exceptionally expensive country these rates are inappropriate, HMRC rates for that country should be used):

Hospitality Type	Maximum cost per head	Documentation Required
Light refreshments – external only	£5.00	Purchase order, headcount, meeting agenda and VAT receipts.
Working lunches – internal	£10.00	Purchase order, headcount, meeting agenda and VAT receipts.
Working lunches – external	Buffet - £15.00 Meal - £25.00	Purchase order, headcount, meeting agenda and VAT receipts.
Business dinners – external only	£35.00	Purchase order, headcount, meeting agenda and VAT receipts.
Drinks events – external only	Budget for the event to be approved by Executive Office.	Purchase order, headcount, meeting agenda and VAT receipts.
All staff event – internal only	Budget for the event to be approved by Executive Office.	Purchase order, headcount, meeting agenda and VAT receipts.

9. Hospitality received

In accepting hospitality, including invitations to sporting and social events, you must be satisfied that the hospitality is normal and reasonable in the circumstances under which it has been offered. If in doubt you should not accept the hospitality. When deciding whether to accept hospitality consider the following:

- Is acceptance in the interests of WorldSkills UK? For instance, is there an opportunity to discuss official business? Does WorldSkills UK need to be represented?

- What is the value of the hospitality offered? Is it sufficient to give rise to criticism?
- What is the frequency – is it more frequent or regular than would be regarded as normal or reasonable?
- Is there a potential for embarrassment or risk to WorldSkills UK if the hospitality is accepted?

All hospitality received other than items under the value of £10 must be registered in WorldSkills UK Hospitality Book and approved by a director (only applies to staff). The Hospitality Book is available from the Executive Office.

10. Bribery

The Bribery Act 2010 defines bribery as:

Giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so. This could cover seeking to influence a decision-maker by giving some kind of extra benefit to that decision maker rather than by what can legitimately be offered as part of a tender process.

Therefore, it is an offence under the Bribery Act for a person to offer, promise or give financial or other advantage to another person where:

- the person making the offer intends the advantage to bring about the improper performance by another person of a relevant function or activity or to reward such improper performance
- the person making the offer knows or believes that the acceptance of the advantage offered, promised or given in itself constitutes the improper performance of a relevant function or activity
- the person making the offer intends to provide an advantage during and related to any tender process or contracting agreement.

Failure to register gifts and hospitality as required by this policy is a disciplinary offence.

Gifts or hospitality that might be seen to compromise your personal judgement or integrity should not be accepted.

11. Receipt of gifts

The receipt of gift applies to staff or those acting on behalf of WorldSkills UK. The guiding principles governing the acceptance of gifts and hospitality are:

- your conduct should not create suspicion of a conflict between your official duty and your private interest
- you should not give the impression that you have been influenced by a gift or hospitality
- if in doubt about whether you should accept a gift or hospitality, you should refuse it
- you should consult with your line manager or Director when deciding whether or not to accept a gift or hospitality.

All gifts received other than those listed below as non-declarable items must be registered in the WorldSkills UK Gifts and Hospitality Register and approved by a Director (only applies to staff). The Gifts and Hospitality Register is available from the Executive Officer.

Gifts or hospitality with a value of £50 or more should not be accepted unless agreed with the CEO. However, in some Asian countries where refusal would be considered as a significant insult the gift should be accepted even if its value is over £50 and CEO should be notified after the fact. In other cases, polite refusal can be given by explaining that you are unable to accept gifts other than those of a trivial value.

Gifts or hospitality with a value of less than £50 should only be accepted where they are occasional and would not give rise to public or organisational concern.

For the avoidance of doubt the following items are **not** considered to be declarable items, and can be accepted:

- free upgrades in chargeable accommodation
- bottles of water
- incidental refreshments (for example coffee, tea, biscuits, glass of wine, small bottle of wine under 40cl)
- parking
- Wi-Fi
- leisure facilities during overnight stays
- incidental stationery (e.g. pens and paper)
- hospitality that is normal and reasonable in the circumstances under which it has been offered whilst on WorldSkills UK business. "Normal and reasonable" is taken to mean a level of service that WorldSkills UK could be expected to reciprocate.

Gifts from colleagues that are personal friends may be accepted provided that they do not breach the principles set out above.

11.1 Awards and prizes

Employees may enter competitions and retain any prize as long as the competition is open to the general public. Where an award or prize is offered connected with official WorldSkills UK business you will normally be allowed to retain it if:

- it is under £50
- it is given to recognise special personal merit or achievement including staff awards given by WorldSkills UK to individuals in recognition of long service or special efforts
- it does not look like a gift, inducement or payment.

11.2 Provision of gifts by WorldSkills UK

WorldSkills UK may provide gifts in the following circumstances:

- courtesy and compassionate gifts – low value gifts costing no more than £50 in recognition of individuals that have helped or contributed to WorldSkills UK, approved in advance by the CEO (see other occasions)

- promotional gifts – low value items as part of a marketing or promotional campaign which are excluded from the terms of this policy
- gifts in return for gifts provided – only if:
 - the gift given in return costs no more than £50
 - is less than the value of the gift received
 - is approved in advance by the CEO.
- Other occasions at the Executive Office’s discretion may include:
 - marriage or civil partnership
 - birth or adoption of a child
 - recognition of length of service
 - retirement
 - recovery from surgery or a major illness
 - hospitalisation of an employee
 - death of an employee’s close relative.

12. Related policies

- Employee Handbook.
- Time of in lieu (TOIL) policy.
- Health and safety at work policy.
- Disciplinary policy.

Communications policies and guidance

This document sets out the expectations of WorldSkills UK for the use of various forms of communication for carrying out its business operations.

1. Social media policy

1.1 Overview

WorldSkills UK recognises that there are legitimate business reasons for using social media in the context of its business operations and the international event framework. However, it must be recognised that any such service is being used in a business context and therefore must adhere to brand communication guidelines, contractual terms, safeguarding and acceptable use policies. WorldSkills UK policy permits the use of social media for business purposes within the guidelines specified below.

1.2 What do we define as social media?

Social media includes any website on which visitors are able to publish content to a larger group. Content shared may include (but is not limited to) personal information, opinions, research, commentary, video, pictures, or business information. Examples of such destinations include entities such as Facebook, Twitter, YouTube, and LinkedIn. However, online learning environments, blogs, special interest forums, user communities are also considered social media.

1.3 Social media authorisation

Posting of content to corporate sponsored social media (e.g. the corporate Facebook page) is permitted only for the employees who are authorised to publicly represent WorldSkills UK.

1.4 Inappropriate content policy

Within the context of messaging and chat services usage for any WorldSkills UK business purpose it is important to recognise the content which is inappropriate at any time includes but is not exclusive to nudity, violence, abusive commentary, sex, and gambling. Neither inappropriate content nor links to inappropriate content should ever be shared via any messaging channel associated with WorldSkills UK.

1.5 Social media policy

The following are policy guidelines regarding what you should and should not do when publishing content into the public domain¹ on any social media or educational delivery platform. **Individuals are responsible for content they publish in the public domain**

¹ 'Public Domain' is defined as any content published referring to WorldSkills UK business operations or related to educational services and engagement and competitions.

and can be held personally liable for content published. These guidelines only cover a sample of all possible scenarios and are not a substitute for good judgment.

- It is the administrator of the group's responsibility to ensure that the language, tone and content of any posts/messages are kept professional at all times.
- Be mindful of disclosing confidential or proprietary information or details of private conversations.
- **Do** identify yourself. **Do not** post anonymously, use pseudonyms or false screen names.
- **Do** be professional.
- **Do** use your best judgment – remember that there are always consequences to what enters the public domain. If a message stream contains anything that makes you even the slightest bit uncomfortable, ask yourself if you would be willing to defend it in a legal situation. If you are the group administrator, be prepared to close down any unacceptable conversations quickly and politely.
- **Do not** disclose or use WorldSkills UK confidential or proprietary information or that of any other person or company. For example, ask permission before posting someone's picture in a social network or publishing in a comment a conversation that was meant to be private.
- **Do not** cite or reference competitors or any other suppliers without their written approval in the public domain.
- **Do not** use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in the WorldSkills UK or your own workplace. You should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory.
- **Do not** discuss individual competitor performance

2. Messaging and text-based chat services policy

2.1 Overview

WorldSkills UK recognises that there are legitimate business and personal reasons for using OTT² messaging services in the context of its business operations and the international event framework. However, it must be recognised that any such service is being used in a business context and therefore must adhere to contractual terms, safeguarding and acceptable use policies. WorldSkills UK policy permits Training Managers, Assistant Training Managers and Team Leaders to use its prescribed messaging services within the guidelines specified below.

2.2 What do we define as messaging services?

Messaging services include any App or downloaded format which enables participants to see one another's contact information; where individuals can be added to a group to

² OTT – Over the Top services are defined as audio, video, and other media content delivered **over** the Internet without the involvement of a multiple-system operator (MSO) in the control or distribution of the content. Examples of this are Snapchat, WhatsApp, Skype, WeChat, Facebook Messenger

participate in a single conversation and where details of this conversation are retained by service provider.

WorldSkills UK authorises the use of the following for all business operations:

- WhatsApp
- Microsoft Teams.

The use of any other tool within the context of WorldSkills UK business purposes is prohibited unless agreed in writing.

2.3 Inappropriate content policy

Within the context of messaging and chat services usage for any WorldSkills UK business purpose it is important to recognise the content which is inappropriate at any time includes but is not exclusive to nudity, violence, abusive commentary, sex, and gambling. Neither inappropriate content nor links to inappropriate content should ever be shared via any messaging channel associated with WorldSkills UK.

2.4 Messaging policy

The following are policy guidelines regarding what you should and should not do when publishing content into the public domain³ via a messaging service. **Individuals are responsible for content they publish in the public domain and can be held personally liable for content published.** These guidelines only cover a sample of all possible scenarios and are not a substitute for good judgment.

- Any group messaging used by staff which included young people/vulnerable adults will be set up on a designated business device. You must not do this on a personal mobile phone as it would mean storing their personal details on your personal device.
- When adding details of young people/vulnerable adults to a device, ensure that they are tagged in such a way that they can be identified and deleted at the end of the event/project.
- The group will be deleted once the purpose for creating it has ended, i.e. the event has finished.
- It is the administrator of the group's responsibility to ensure that the language, tone and content of any posts/messages on a group are kept professional at all times.
- Be mindful of disclosing confidential or proprietary information or details of private conversations.
- **Do** identify yourself. Do not post anonymously, use pseudonyms or false screen names.
- **Do** be professional.
- **Do** use your best judgment. Remember that there are always consequences to what enters the public domain. If a message stream contains anything that makes you even the slightest bit uncomfortable, ask yourself if you would be willing to defend it

³ 'Public Domain' is defined as any content published in the context of WorldSkills UK business operations and includes messages intended solely for employees.

in a legal situation. If you are the group administrator, be prepared to close down any unacceptable conversations quickly and politely.

- **Do not** use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in the WorldSkills UK or your own workplace. You should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory.
- **Do not** engage in 'banter'.
- **Do not** discuss Competitor performance in any messaging service, this is easy to cut and paste into environments which you would not want it to appear.

In essence, when using text-based messaging to communicate with a group of people you should:

- include only the people necessary
- keep it short
- keep it polite
- delete the group when the reason it was created has ended.
- WhatsApp

2.5 WhatsApp Group messaging best practice

- Ensure you have written consent from all participants before setting up the group chat, making it clear that their phone number will be visible to other participants. If any participants are under 18, parental consent is required.
- Be clear on what the purpose of this WhatsApp group is in advance and state this clearly in the description of the group when setting it up.
- Inform all participants of the messaging policy and expectations of behaviour in the group (be professional at all times, no offensive language, abuse or bullying will be tolerated etc.).
- Chats should be set up by default as a "broadcast only" service whereby only administrators can post messages into the group.
- Ensure at least two of your team have administrator rights so that chat can be monitored and managed.
- If you ever need to open the chat up so all participants can post in the group, state clearly that this will be for a limited time only (perhaps you need to open the chat on the day of a qualifier to check in with competitors progress in terms of travelling to your event for example or participants need the opportunity to ask questions directly in the group).
- Close the group again to "broadcast only" within 24 hours of the event finishing.

3. Group emails acceptable use policy

3.1 Introduction

WorldSkills UK recognises that there are legitimate business and personal reasons for using email as a communication tool. To enable employees, contractors and contracted business partners to take advantage of the value of this and to promote an open, trusting, collaborative working environment, WorldSkills UK has issued the following guidance to ensure that any such communication falls within the current data protection and HR legal frameworks and good business practices.

3.2 Inappropriate content policy

Within the context of using email for any WorldSkills UK business purpose it is important to recognise the content which is inappropriate at any time and includes but is not exclusive to nudity, violence, abusive commentary, sex, and gambling. Neither inappropriate content nor links to inappropriate content should ever be shared via any email address associated with WorldSkills UK.

3.3 Acceptable use policy

The following are policy guidelines regarding what you should and should not do when using email in the context of WorldSkills UK business operations. **Individuals are responsible for the content of any email they author.** These guidelines only cover a sample of all possible scenarios and are not a substitute for good judgment.

- It is all users' responsibility to ensure that the language, tone and content of any messages are kept professional at all times.
- Be mindful of who you are disclosing confidential or proprietary information or details of private conversations to.
- **Do** be professional.
- **Do** use your best judgment. Remember that there are always consequences to what enters the public domain. If a message chain contains anything that makes you even the slightest bit uncomfortable you should report it to your direct manager, a member of SLT or HR as appropriate. Be prepared to close down any unacceptable conversations quickly and politely.
- **Do not** disclose or use WorldSkills UK's confidential or proprietary information to any unauthorised individual outside of the organisation. Be aware of a whole email chain if forwarding a message to a new individual.
- **Do not** use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in the WorldSkills UK or your own workplace. You should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory.

3.4 Why do you need to 'bcc' email addresses?

Any entity that stores and uses personal data relating to identifiable living individuals, either on a computer or in a paper filing system, is a "data controller" for the purposes of the Data Protection Act. If you're sending an email to multiple recipients, unless you have the permission of each party, it would be potentially illegal to share those details, as this information could be used to identify those individuals. So, you may find that have failed in your responsibility to keep that data/information secure and private.

For more information: <https://ico.org.uk/for-organisations/guide-to-data-protection/encryption/scenarios/sending-personal-data-by-email/>

One other issue is the human failing known as 'reply all'. Too many people still use this to reply to emails; not only does this clog up inboxes with unnecessary and unwanted messages, but sometimes individuals accidentally get information they should not receive, and/or they miss the important messaging because it is buried among everything else.

3.5 Issues caused by using “BCC”

Filling the BCC field with recipients' email addresses can be a trigger for spam filters, which is why some recipients have issues with receiving emails that have been sent out this way. Nine times out of ten when we check why someone hasn't receive an email it's because it was flagged/trapped in the spam filter. It is very important that you ensure the **@worldskillsuk.org** and any other known email domain have been whitelisted either by your personal email server or by your organisation's IT department to ensure that the emails are not quarantined before they get to you.

3.6 Group emailing policy

The following are guidelines regarding what you should and should not do when using group emails in the context of National Competitions, Squad/Team UK. These are an outline of recommended procedures and are not a substitute for good judgment.

- Ensure @worldskillsuk.org and any other relevant email domain are whitelisted by your email service provider.
- Wherever competitors' information is involved, use the BCC field to ensure that all email addresses are kept confidential.
- Be aware that any individual's details which are included in the CC field will be visible to all recipients. Use this field with caution.
- Where appropriate, create a distribution list to enable Training Managers and Group Leaders to see who the information has been sent to. This data about individuals should be the minimum required to fulfil this task, i.e. if a competitor's name and educational establishment clearly identifies them, there is no need to include their email address, telephone number etc.
- Send the distribution list only to the individuals with a clear need to see it. Do not include in a general distribution email.
- Do not use 'reply all' as your default mechanism for replying to an email.
- Check whose details are in the 'To', 'cc' and 'bcc' fields before adding any attachments to your email.
-

4. Best practices for online video communications

Are you alone?

When you are connecting to competitors it is good practice to let them know if there is someone else in the room who can hear the conversation. You should wear headphones if possible, if you can't for some reason, alert everyone as to who might be listening.

Don't make private public

Don't participate in video call from 'private' spaces. Specifically, don't connect from what is obviously your bedroom. If you don't have a designated office or quiet space and your options are limited, let the other people on the call know you might be interrupted.

Be environmentally aware

Before you start have a good look behind you. What personal items are on show that tell a story about you that you don't necessarily want to share.

A blank wall is always the best background if you can make it work for you.

Do not record sessions

Don't record the sessions, no matter how tempting. Any follow up points should be made by email and if you need to go over something again, schedule another call.

What's in a view

Try to just video head and shoulders. Dress appropriately. Be aware of cultural sensitivities, just you would if you were in someone's home in person.

Think about what you have open on your device if you are going to share screens – there is some information or “stuff” you really don't need to share!