

To: Paul Osborn (Chairman)	David Gardner	Mary Sartin
Derrick Ashley (Vice Chairman)	Steven Heather	George Savva MBE
David Andrews	Ross Houston	Simon Walsh
Ken Ayling	Heather Johnson	Terry Wheeler
John Bevan	Denise Jones	John Wyllie
Frances Button	Christopher Kennedy	3 x Vacancies
Rowena Champion	Graham McAndrew	
Rokhsana Fiaz OBE	Valerie Metcalfe	Debbie Jones (EA)
Ricki Gadsby	Gordon Nicholson	Sam Anderson-Brown (C&RT)
Mike Garnett	Nigel Quinton	

A meeting of the **AUTHORITY** (Quorum - 7) will be held by remote access on:

**THURSDAY, 22 OCTOBER 2020 AT 14:00**

at which the following business will be transacted:

## **A G E N D A**

### **Part I**

1 To receive apologies for absence.

2 **DECLARATION OF INTERESTS**

Members are asked to consider whether or not they have disclosable pecuniary, other pecuniary or non-pecuniary interests in any item on this Agenda. Other pecuniary and non-pecuniary interests are a matter of judgement for each Member. (Declarations may also be made during the meeting if necessary.)

3 **MINUTES OF LAST MEETING**

To approve the Minutes of the meeting held on 2 July 2020 (copy herewith).

4 **PUBLIC SPEAKING**

To receive any representations from members of the public or representative of an organisation which concerns any area of the Authority's business. Subject to the Chairman's discretion a total of 20 minutes will be allowed for public speaking and the presentation of petitions at each meeting.

- 5      **WORK PROGRAMME UPDATE**      Paper A/4288/20  
Presented by Shaun Dawson, Chief Executive
- 6      **AMENDMENT OF FINANCIAL REGULATIONS**      Paper A/4287/20  
Presented by Beryl Foster, Deputy Chief Executive
- 7      **HUMAN RESOURCES POLICIES UPDATE**      Paper A/4286/20  
Presented by Victoria Yates, Head of HR
- 8      **INFORMATION TECHNOLOGY POLICIES UPDATE**      Paper A/4285/20  
Presented by Simon Clark, Head of IT
- 9      **DATE OF NEXT MEETING OF THE AUTHORITY**  
To note that the next meeting of the Authority will be held on Thursday, 21 January 2021 at 2.00pm.
- 10     Such other business as in the opinion of the Chairman of the meeting is of sufficient urgency by reason of special circumstances to warrant consideration.
- 11     Consider passing a resolution based on the principles of Section 100A(4) of the Local Government Act 1972, excluding the public and press from the meeting for the items of business listed on Part II of the Agenda, on the grounds that they involve the likely disclosure of exempt information as defined in those sections of Part 1 of Schedule 12A of the Act as are listed on the Agenda.

**A G E N D A**  
**PART II**  
**(Exempt Items)**

- 12     **UPDATE ON LEE VALLEY LEISURE TRUST LTD MATTERS**      Paper A/4289/20  
Presented by Shaun Dawson, Chief Executive  
Not for publication following the principles of the Local Government Act 1972, Schedule 12A, Part I, Section 3
- 13     Such other business as in the opinion of the Chairman of the meeting is of sufficient urgency by reason of special circumstances to warrant consideration.

## LEE VALLEY REGIONAL PARK AUTHORITY

### ANNUAL AUTHORITY MEETING 2 JULY 2020

<b>Members in remote presence:</b>	Paul Osborn (Chairman)	Christopher Kennedy
	David Andrews	Graham McAndrew
	Derrick Ashley	Valerie Metcalfe
	Ken Ayling	Gordon Nicholson
	John Bevan	Nigel Quinton
	Frances Button	Mary Sartin
	David Gardner	Simon Walsh
	Mike Garnett	Terry Wheeler
	Ricki Gadsby	John Wyllie
	Ross Houston	David Stocker (Deputy for Steven Heather)
	Heather Johnson	James Beckles (Deputy for Rokhsana Fiaz)
	Denise Jones	

Apologies Received From: Rowena Champion, Steven Heather, Rokhsana Fiaz

<b>Officers in remote presence:</b>	Shaun Dawson	- Chief Executive
	Beryl Foster	- Deputy Chief Executive
	Simon Sheldon	- Director of Finance & Resources
	Dan Buck	- Corporate Director
	Jon Carney	- Corporate Director
	Paul Roper	- Head of Project & Funding Delivery
	Paul Coates	- Head of Active Communities
	Jessica Whitehead	- Volunteer Officer
	Keith Kellard	- Head of Finance
	Victoria Yates	- Head of HR
	Sandra Bertschin	- Committee & Members' Services Manager

Also in remote attendance: Ian Kemp – Deputy Member, East Herts District Council  
Julian Cheyne – Save Lea Marshes

#### Part I

#### 40 MEMBERSHIP OF THE AUTHORITY

NOTED membership of the Authority:

<b>Constituent Council</b>	<b>Member</b>
Essex County Council	Ricki Gadsby Mike Garnett Valerie Metcalfe Simon Walsh
Hertfordshire County Council	David Andrews Derrick Ashley Frances Button Nigel Quinton

# ANNUAL AUTHORITY MINUTES

## 2 JULY 2020

Broxbourne Borough Council	Ken Ayling
East Hertfordshire District Council	Gordon Nicholson
Epping Forest District Council	Graham McAndrew
London Borough of Barnet	John Wyllie
London Borough of Camden	Mary Sartin
London Borough of Enfield	Steven Heather
Royal Borough of Greenwich	Ross Houston
London Borough of Hackney	Heather Johnson
London Borough of Haringey	vacant
London Borough of Harrow	David Gardner
London Borough of Islington	Christopher Kennedy
London Borough of Newham	John Bevan
London Borough of Tower Hamlets	Paul Osborn
London Borough of Waltham Forest	Rowena Champion
Non-Riparian London Boroughs	Rokhsana Fiaz OBE
	Denise Jones
	Terry Wheeler
	3 Vacancies
Co-opted Members:	
Environment Agency	Debbie Jones
Canal & River Trust	Sam Anderson-Brown

### 41 DECLARATIONS OF INTEREST

There were no declarations of interest.

The Vice Chairman took the Chair.

#### 1 (a) APPOINTMENT OF CHAIRMAN OF THE AUTHORITY

**(1) Paul Osborn was appointed Chairman of the Authority.**

The Chairman took the Chair.

#### 1 (b) APPOINTMENT OF VICE CHAIRMAN OF THE AUTHORITY

**(1) Derrick Ashley was appointed Vice Chairman of the Authority.**

### 2 MINUTES OF LAST MEETING

**THAT the minutes of the meeting held on 23 April 2020 be approved and signed.**

Gordon Nicholson joined the meeting.

### 3 PROPOSED COMMITTEES AND GROUPS FOR 2020/21 - APPOINTMENT OF MEMBERSHIP AND CHAIRMEN

Paper A/4282/20

**(1) membership of Committees and Groups for 2020/21 as agreed at the meeting and set out as Addendum A to these minutes was approved; and**

## **ANNUAL AUTHORITY MINUTES 2 JULY 2020**

- (2) any appointments unfilled at this meeting will be agreed through Group Leaders and reported to the next Authority meeting or Executive Committee was noted.**

**4 APPOINTMENT TO OUTSIDE BODIES FOR 2020/21 Paper A/4283/20**

The Chairman advised that an appointment to Waltham Abbey Town Partnership had been made as it was understood that the Partnership may start to meet again as a consequence of the pandemic.

Members considered that given the Leisure Services Contract with Lee Valley Leisure Trust Ltd had terminated there was no rationale for the continuation of Authority appointments to the Trust Board. Members expressed their thanks to the Authority appointed Trustees for their service.

- (1) subject to the appointment of Steven Heather to the Waltham Abbey Town Partnership; the proposals for appointments to outside bodies for 2020/21 as set out in Appendix A to Paper A/4283/20; and**
- (2) termination on 31 July 2020 of Authority appointments to the Board of Lee Valley Leisure Trust Ltd as set out in paragraph 10 of Paper A/4283/20 was approved.**

**5 CALENDAR OF MEETINGS 2020/21 Paper A/4284/20**

Members commented that following the easing of social distancing and a possible return to in person meetings consideration should be given to holding hybrid meetings.

Members recognised that the lack of scheduled Member Visits this year because of social distancing was not helpful to new Members as the visits enabled Members to familiarise themselves with the wide ranging activities of the Authority and to meet staff. The Chief Executive advised that a virtual induction for new Members would be provided.

- (1) the calendar of meetings for 2020/21 as shown in Appendix A to Paper A/4284/20 was approved.**

**6 UPDATE ON KEY STRATEGIC PROJECTS/INITIATIVES**

The Chief Executive gave a presentation on Work Programme Update, including:

- Budget Position and Recovery Plans;
- Re-opening of Venues July/August;
- Covid Security;
- Financial Viability;
- Managing the Venues Re-opening Process;
- Major Projects;
- Development Opportunity – Rammey Marsh; and
- Leisure Services Contract.

# **ANNUAL AUTHORITY MINUTES**

## **2 JULY 2020**

In response to questions from Members, it was advised:

- revenue reduction planning scenarios continued to be developed to inform budget discussions in the autumn;
- investment was key to business planning going forward and borrowing would only be undertaken for projects that will deliver a return; and
- the largest capital project coming forward was the Ice Centre development and there was a natural pause following the planning process for reassessment of the project in the current circumstances.

Members commended staff for their efforts during this operationally and fiscally challenging time. Open spaces staff were highlighted as making a vital contribution in keeping parklands open to enable wellbeing during lock-down. The Regional Park had proven its role as London's green lung.

### **7 VOLUNTEERING**

The Volunteers Officer gave a presentation on Volunteers Programme 2019, including:

- Volunteers and Covid-19;
- Volunteers Programme;
- Partnerships in 2019;
- Volunteer Hours;
- Individual Hours Highlights 2019;
- Monetary Value;
- Demographics;
- Reward and Recognition; and
- Investing In Volunteers 2020.

In response to questions from Members, it was advised:

- liaison was undertaken with volunteer centres and educational establishments across the region to promote volunteering opportunities;
- whilst being in line nationally with other organisations in regard to diversity statistics, it was recognised that BAME communities were under-represented when compared to London's ethnicity profile; and
- every effort was made to encourage volunteers from a diverse background.

A Member encouraged other Members to participate in volunteering events like he had.

### **8 WILDLIFE DISCOVERY CENTRE**

The Head of Project & Funding Delivery gave a presentation on the Wildlife Discovery Centre, including:

- Programme Update;
- Photographic record showing build progress;
- Video showing views and outlook; and
- Opening Plans.

Members looked forward to visiting the Wildlife Discovery Centre when opened.

# ANNUAL AUTHORITY MINUTES

## 2 JULY 2020

### 9 ACTIVE COMMUNITIES

The Head of Active Communities gave a presentation on Active Communities, including:

- Events;
- Event Delivery 2019/20
- Events Future Planning;
- Youth & Schools;
- Youth & Schools Delivery 2019/20;
- Youth & Schools Future Planning;
- Sports & Active Recreation;
- Sports & Active Recreation Delivery 2019/20; and
- Sports & Active Recreation Future Planning.

Members commended the wide range of community activities delivered, recognised the benefits of the Community Access Fund and offered to assist in promoting activities in local areas.

In response to Member questions it was advised that:

- the Park's sites and facilities offered many opportunities for learning by a wide range of groups including those with disabilities and mental health issues;
- many groups repeatedly visited the Park as they found the experience supportive with real impactful work taking place after 2 or 3 visits;
- the Community Access Fund had been used by various groups to enable visits to the Park;
- liaison with Local Authority lead officers was undertaken to contact hard to reach communities; and
- opportunities to work with charities and government-led strategies were welcomed.

### 10 NEXT MEETING OF THE AUTHORITY

It was noted that the next meeting of the Authority will be held on Thursday, 22 October 2020 at 2.00pm.

### 11 RETIREMENT OF DIRECTOR OF FINANCE & RESOURCES

On behalf of Members the Chairman expressed thanks to the Director of Finance & Resources for his long standing and valuable contribution to the Authority and wished him a happy retirement.

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Chairman

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Date

The meeting started at 2.06pm and ended at 3.48pm

# ANNUAL AUTHORITY MINUTES 2 JULY 2020

## ADDENDUM A

### MEMBERSHIP OF COMMITTEES AND GROUPS 2020/21

#### COMMITTEES

<b>EXECUTIVE COMMITTEE – 8 Members (at least 50% to be London Members),</b> 1 Member nominated jointly by the non-majority groups preferably from one of the London Olympic Boroughs. <b>MEETINGS: 12 per year or as required</b>		
<b>Labour (3)</b>	<b>Conservative (5)</b>	<b>Substitutes</b>
Ross Houston	David Andrews	Denise Jones
Heather Johnson	Derrick Ashley	
Chris Kennedy	Valerie Metcalfe	
	Paul Osborn	
	Mary Sartin	
<b>Chairman: Paul Osborn</b>		<b>Vice Chairman: Derrick Ashley</b>

<b>AUDIT COMMITTEE – 7 Members</b> <b>MEETINGS: 3 per year</b>		
<b>Labour (3)</b>	<b>Conservative (4)</b>	<b>Lib Dem (0)</b>
John Bevan	Frances Button	
David Gardner	Graham McAndrew	
Terry Wheeler	John Wylie	
	Simon Walsh	
<b>Chairman: Frances Button</b>		<b>Vice Chairman: Vacancy</b>

<b>REGENERATION &amp; PLANNING COMMITTEE – 11 Members</b> <b>MEETINGS: 6 weekly or as required</b>		
<b>Labour (5)</b>	<b>Conservative (6)</b>	<b>Lib Dem (0)</b>
John Bevan	David Andrews	
David Gardner	Valerie Metcalfe	
Heather Johnson	Gordon Nicholson	
Denise Jones	Paul Osborn	
Chris Kennedy	Mary Sartin	
	Graham McAndrew	
<b>Chairman: David Andrews</b>		<b>Vice Chairman: Chris Kennedy</b>

<b>SCRUTINY COMMITTEE – 9 Members</b> <b>MEETINGS: 3 per year</b>		
<b>Labour (3)</b>	<b>Conservative (5)</b>	<b>Lib Dem (1)</b>
John Bevan	Ken Ayling	Nigel Quinton
David Gardner	Mike Garnett	
Terry Wheeler	Gordon Nicholson	
	John Wylie	
	Steven Heather	
<b>Chairman: John Bevan</b>		<b>Vice Chairman: Vacancy</b>



# ANNUAL AUTHORITY MINUTES

## 2 JULY 2020

### TASK AND FINISH GROUPS

<b>ICE CENTRE PROJECT WORKING GROUP – 10 Members</b>		
MEETINGS: As required		
<b>Labour (4)</b>	<b>Conservative (5)</b>	<b>Lib Dem (1)</b>
Ross Houston	Derrick Ashley	Nigel Quinton
Heather Johnson	Valerie Metcalfe	
Chris Kennedy	Paul Osborn	
Terry Wheeler	Mary Sartin	
	Frances Button	
<b>Chairman: Paul Osborn</b>		

<b>LAND &amp; PROPERTY REVIEW WORKING GROUP – 7 Members</b>		
MEETINGS: As required		
<b>Labour (3)</b>	<b>Conservative (4)</b>	<b>Lib Dem (0)</b>
Ross Houston	Derrick Ashley	
Heather Johnson	David Andrews	
Chris Kennedy	Valerie Metcalfe	
	Paul Osborn	
<b>Chairman: Paul Osborn</b>		

<b>LEVY STRATEGY WORKING GROUP – 8 Members</b>		
MEETINGS: As required		
<b>Labour (3)</b>	<b>Conservative (5)</b>	<b>Lib Dem (0)</b>
Heather Johnson	Derrick Ashley	
Chris Kennedy	David Andrews	
John Bevan	Frances Button	
	Valerie Metcalfe	
	Paul Osborn	
<b>Chairman: Paul Osborn</b>		

<b>LEISURE SERVICES CONTRACT REVIEW WORKING GROUP – 8 Members</b>		
MEETINGS: As required (to disband at the end of 2017)		
<b>Labour (3)</b>	<b>Conservative (5)</b>	<b>Lib Dem (0)</b>
Ross Houston	Derrick Ashley	
Heather Johnson	David Andrews	
Chris Kennedy	Valerie Metcalfe	
	Paul Osborn	
	<b>Vacancy</b>	
<b>Chairman: Paul Osborn</b>		<b>Vice Chairman: Derrick Ashley</b>

### APPOINTMENT TO OUTSIDE BODIES

Waltham Abbey Town Partnership	Steven Heather
Six Authorities Liaison Group (Formerly Enfield, Essex & Herts Border Liaison Group)	David Andrews Ken Ayling Valerie Metcalfe Gordon Nicholson

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## **WORK PROGRAMME UPDATE**

Presented by the Chief Executive

### **SUMMARY**

This report provides an update on Covid-19 in relation to activities of the Authority and an update on the 2020/21 Work Programme.

### **RECOMMENDATION**

Members Note: (1) the report.

### **COVID-19 UPDATE**

- 1 Members have been kept apprised of the Authority's response to COVID over the past 6 months.
- 2 The COVID oversight group has continued to meet weekly to ensure all changes and updates from Government are implemented as required and that there is an Authority-wide, well communicated, coordinated strategic approach to how COVID related matters are dealt with.
- 3 A venue re-opening structure was implemented in June to ensure that a robust well planned and coordinated approach was undertaken regarding the re-opening plans of all Authority venues and services. This is formed of three specific working groups with a steering oversight group chaired by the Chief Executive which has to sign off all activity, re-opening and any un-Furloughing of venue staff. This approach has been underpinned by three guiding principles:
  - activities must make a surplus;
  - COVID safe to the highest standard; and
  - not to negatively affect the Authority's reputation.
- 4 **Providing support for the Covid-19 Emergency**

The Authority has since 22 April 2020 leased an area of the car park at Lee Valley Leisure Complex as a drive through Covid-19 Testing Centre, see Appendix A to this report.

- 5 The Covid-19 Testing Centre has operated well, the Authority has had no issues with how operations have been conducted by Serco (the operators on behalf of the Government) and negotiations have started to allow an extension until 31 March 2021. The Authority also received a thank you letter from the Secretary of State (see Appendix B to this report.)

**6 Venues**

All of the sports venues reopened between Aug and Sept and have been operating a reduced programme, both in terms of operational hours and activities available. The programmes and activities on offer are being reviewed weekly to ensure that nothing is being undertaken that causes the Authority a financial concern. As time has gone by more activities have been added to the venue programmes, but the reduced opening hours will remain in place for the rest this financial year.

- 7 Recent government changes to COVID-19 regulations have not affected the venues activities, which in the main have continued. The Authority has put in extra measures around face coverings and how activities are booked but due to the venues operating to such a high COVID-19 standard disruption has been kept to a minimum. All venue Risk Assessments relating to any activity have been updated to ensure all areas are covered and the Authority venues continue to operate a COVID-19 safe environment to the highest standard.

**8 Managing and supporting Staff**

Working from home or being furloughed has meant a major adjustment for staff. Senior officers have been keen to ensure that staff have all of the support they need, from IT equipment to regular contact with colleagues. Emails, video briefings, video conferencing and e-bulletins are all being used.

- 9 Over the summer we surveyed staff to see how both furloughed and non-furloughed staff were coping, and how we can better support them. Overall the survey results were very positive. The feedback suggests that staff feel they have been well looked after by the Authority, with the majority of staff feeling that they are in a good place mental health wise and on the whole, communications have been regular and well received. Staff who are currently at work feel safe and are happy with the measures that have been put in place, such as screens, masks, sanitiser stations and manager support. Most staff who are furloughed are looking forward to returning, however as can be expected some are worried and anxious about this and the Authority will provide support here where necessary.
- 10 There was a lot of feedback around working from home and equipment, so in order to find out people's individual requirements in this area, the working from risk assessment (RA) has been reviewed and sent round for completion, so that any issues can be highlighted and resolved and the appropriate support given.
- 11 Technologies will be explored to see if they can be used to overcome some of the technical issues identified in the survey.

Some staff suggested more personal contact from line managers was needed, so this will be followed up with managers.

The feedback on all staff remote briefings was very positive, so these will continue on a regular basis to keep staff up to date and give them the opportunity to ask

any questions they may have.

- 12 We regularly remind staff about all our support mechanisms, such as the Employee Assistance Programme, which are available for them to use if they are finding these times difficult.
- 13 With the furlough scheme ending on 31 October, we are looking forward to welcoming back all staff to the Authority with a virtual all staff briefing on 2 November. Managers will be making sure they are integrated back into the Authority with clear objectives and any support they need.
- 14 **Emergency Budget 2020/21**

The Authority's budget has been significantly affected by the impact of COVID. The main income generators, the venues, were closed for the beginning of the peak season (April-October). 70% of the venues annual income is earned during this period. In addition, the Authority's rental income has been impacted as tenants seek a rent holiday or deferral.
- 15 An Emergency Budget was approved at Executive Committee in May, and forecast a reduction to the Authority's cash reserves of £7million for the current financial year.
- 16 With venues now being able to be opened with limited capacity, due to COVID regulations, we have been able to take some income. Along with keeping a close rein on expenditure, we expect the final outturn for the year to be between £2million - £3million better than expectations. However, this will still see a reduction in cash reserves of £5mill from £10mill to around £5million.
- 17 The Authority has benefited from the 100% business rates relief that all leisure venues are to receive in 2020/21.
- 18 The Authority has also benefited from the Government's Job Retention Scheme, which has allowed organisations to claim up to 80% of salaries for employees that have been furloughed. In total we anticipate that the Authority will claim over £1million once the scheme ends in October. We also expect to be able to claim an additional £150k for the Job Retention Bonus, to cover furloughed employees retained until the end of January 2021.
- 19 The Government recently announced a new Job Support Scheme for six months from November, whereby it will contribute up to a third of salaries for employees brought back part time from furlough. The Authority is currently assessing the criteria for acceptance into the scheme and whether it qualifies to claim. In addition, on 9 October the Government announced that this scheme would be expanded to support businesses forced to close as a result of Covid restrictions. The support will comprise of 67% of each employees' salary being paid by the Government, up to a maximum of £2,100 a month.
- 20 The Authority does have reserves to enable it to get through 2020/21 and has been able to manage its short-term cash flow. We have now started work on the budget for 2021/22 and 2022/23 and how cash reserves can be rebuilt to be able to sustain the organisation in the longer term.

## 21 2021/22 Budget Planning

The Chief Executive and officers have started the process of budget planning for 2021/22 and revising the Medium Term Financial Plan. The budget for 2021/22 needs to address the impact on the Authority's reserves in 2020/21 and the strong likelihood of reduced income across the Park's activities. The focus for 2021/22 budget is recovery and resilience.

### Budget Assumptions

- Cash reserves reduced from £10mill to £5mill
- Little capacity for capital investment
- Reduced demand and income as a result of:
  - lower operating capacities;
  - customer caution re: indoor venues;
  - economic climate,

### Key Budget Objectives

- Develop budget capacity in response to a projected fall in income
- Achieve a cash reserves position which enables the Authority to deal with further financial shocks
- Increase income where possible eg non LSC venues
- Minimise expenditure across all activities

The main focus for recovering the Authority's budget position is reducing the Authority's cost base. A number of areas are being looked at:

- staffing efficiencies;
- Head Office costs;
- asset management programme; and
- new operating arrangements for Hayes Hill Farm and the Water Works.

On the income side opportunities will be more limited in the short term, but an officer group has been set up to look at possible areas for income growth. The levy of course is a mechanism the Authority can consider to increase income to assist its budget position.

Budget options for 2021/22 will be developed over September/October and Member discussions will start in late autumn.

## AUTHORITY WORK PROGRAMME

- 22 The Authority's work programme has naturally been affected by the Covid emergency. The sports venues are operating on a limited basis and a range of other activities and services have been paused, either as a direct result of Covid or in response to the need to rein in expenditure, conservation work, Park activation (events, youth and schools, community programmes) and asset management. On the other hand there has been enormous pressure on the Park's open spaces over the past 6 months, with the Ranger teams having to respond to high levels of use and associated adverse impact e.g. litter and anti-social behavior.

Despite the extraordinary challenges presented since March, officers have managed to progress some key investment projects.

**23 a) Ice Centre**

The new Lee Valley Ice Centre scheme obtained planning permission at the London Borough of Waltham Forest's Planning Committee on 6 October. As this is a major strategic facility the application now needs to go before the Mayor for planning consent. This process will take up to 6 weeks.

The procurement process for a building contractor has started with 5 major companies progressing from the pre-qualification stage to the invitation to Tender stage of the OJEU process. It is hoped that such a high profile project and the depressed economic climate will see competitive bids and a good price. This process will be completed by early spring 2021.

Officers have been exploring the funding model for delivering the new Ice Centre. Discussions have taken place with the London Borough of Enfield (LBE) (as part of the financial support Service Level Agreement) and the London Borough of Waltham Forest with regard to borrowing options. In addition, with planning approval hopefully almost there, officers will start to explore funding support from the Government, GLA and the London Borough of Waltham Forest, along with funding agencies such as Sport England and the London Marathon Trust.

The proposed funding package along with the conclusion of the building contractor procurement exercise will go to Members for approval in Spring 2021. If approval is given the build programme will start Summer 2021 with estimated completion Summer 2023.



**24 b) Wildlife Discovery Centre**

The new Wildlife Discovery Centre has been completed, replacing the Bittern Watchpoint in the River Lee Country Park. Construction was completed for the £897k development on 7 September. Despite challenges presented by the Covid-19 situation the project was completed 9 weeks after the original proposed completion date. The habitat works and Kingfisher bank were completed on 29 September and the overall project is now at practical completion stage. The centre is currently being prepared for safe opening under Covid Safety Guidelines and we are expecting to be open to the public late October or early November. We have a total of 37 volunteers interested in working at the Wildlife Discovery Centre made up of existing volunteers and new volunteers to the building, all have been trained in Covid safe operation and the opening procedure arranged. A booking system will be put in place to allow groups to visit the centre with clean down by volunteers in between. Opening is expected to be

from the weekend of 31 October/1 November. Due to the availability offered by the volunteers the centre will currently be open from 10am to 4pm at weekends and on Mondays and Bank Holidays. Officers are also looking at the possibility of redeployed staff opening the centre for more days of the week. The intention is of course that this wonderful new facility does become open to the public 7 days a week. A Member's visit is arranged for 15 October.





25 c) **The Wave**

The Wave project at Picketts Lock has been on pause for the last 6 months. The Wave opened the UK's first next generation inland surfing venue in Bristol November 2019. Following a very successful winter and early spring season, the fledgling venue had to close in March, not reopening until August. Despite suffering what was a major financial blow The Wave Bristol has bounced back with a busy August-October period. The Wave is now keen to re-engage the Authority on the Picketts Lock scheme and a meeting will take place towards the end of the calendar year.

As part of the Exclusivity Agreement the Authority has with The Wave, the golf course and campsite on the Picketts Lock site were due to close 31 March 2021, with The Wave taking occupation of the site. However due to the delay it has been agreed that both facilities will continue to operate for 2021/22.



26 d) **Land and Property**

A planning appeal has been lodged with the Planning Inspectorate against the decision by Epping Forest District Council to refuse planning permission on the site of the former Mile and Langley nursery. The appeal has been validated and the Authority awaits a start date for the process which should be received in the next couple of months.

Officers have now been advised that the LBE do not wish to proceed with the agreed land swap which would have exchanged land at Harbets Hump (Authority owned) for land that LBE own as part of the Rammey Marsh West area. LBE require the land at Harbets Hump for flood alleviation in connection with the Meridian Water development and have now issued a Compulsory Purchase Notice to the Authority to seek to acquire Harbets Hump. The Authority has lodged an objection to the CPO. Senior officers have been invited to engage with LBE in a joint meeting so that LBE can explain the decision taken to withdraw from the land exchange and put forward proposals on how the Council and the Authority can potentially work together on Rammey Marsh.

27 **Discussions with Broxbourne Borough Council (Broxbourne) on the**

development of a masterplan for the 200 acre Spitalbrook site have been on hold. Earlier this year Broxbourne shared some high level scenarios for the site. These will be discussed with Members at the next Land & Property Working Group and it is hoped that discussions on Spitalbrook will re-start over the next few months.

**28 e) The Leisure Services Contract**

Following cessation of the Lee Valley Leisure Trust Ltd's legal claim against the procurement process for the Leisure Services Contract (LSC), officers have been in weekly discussions with GLL to progress the process to enable GLL to commence the LSC on 1 April 2021.

**ENVIRONMENTAL IMPLICATIONS**

29 There are no environmental implications arising directly from the recommendations in this report.

**FINANCIAL IMPLICATIONS**

30 There are no financial implications arising directly from the recommendations in this report.

**HUMAN RESOURCE IMPLICATIONS**

31 There are no human resource implications arising directly from the recommendations in this report.

**LEGAL IMPLICATIONS**

32 There are no legal implications arising directly from the recommendations in this report.

**RISK MANAGEMENT IMPLICATIONS**

33 There are no risk management implications arising directly from the recommendations in this report.

**EQUALITY IMPLICATIONS**

34 There are no equality implications arising directly from the recommendations in this report.

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Author: Shaun Dawson, 01992 709 848, sdawson@leevalleypark.org.uk

**APPENDICES ATTACHED**

Appendix A Plan of Covid-19 Testing Centre at Lee Valley Leisure Complex  
Appendix B Letter from Matt Hancock

**PREVIOUS COMMITTEE REPORTS**

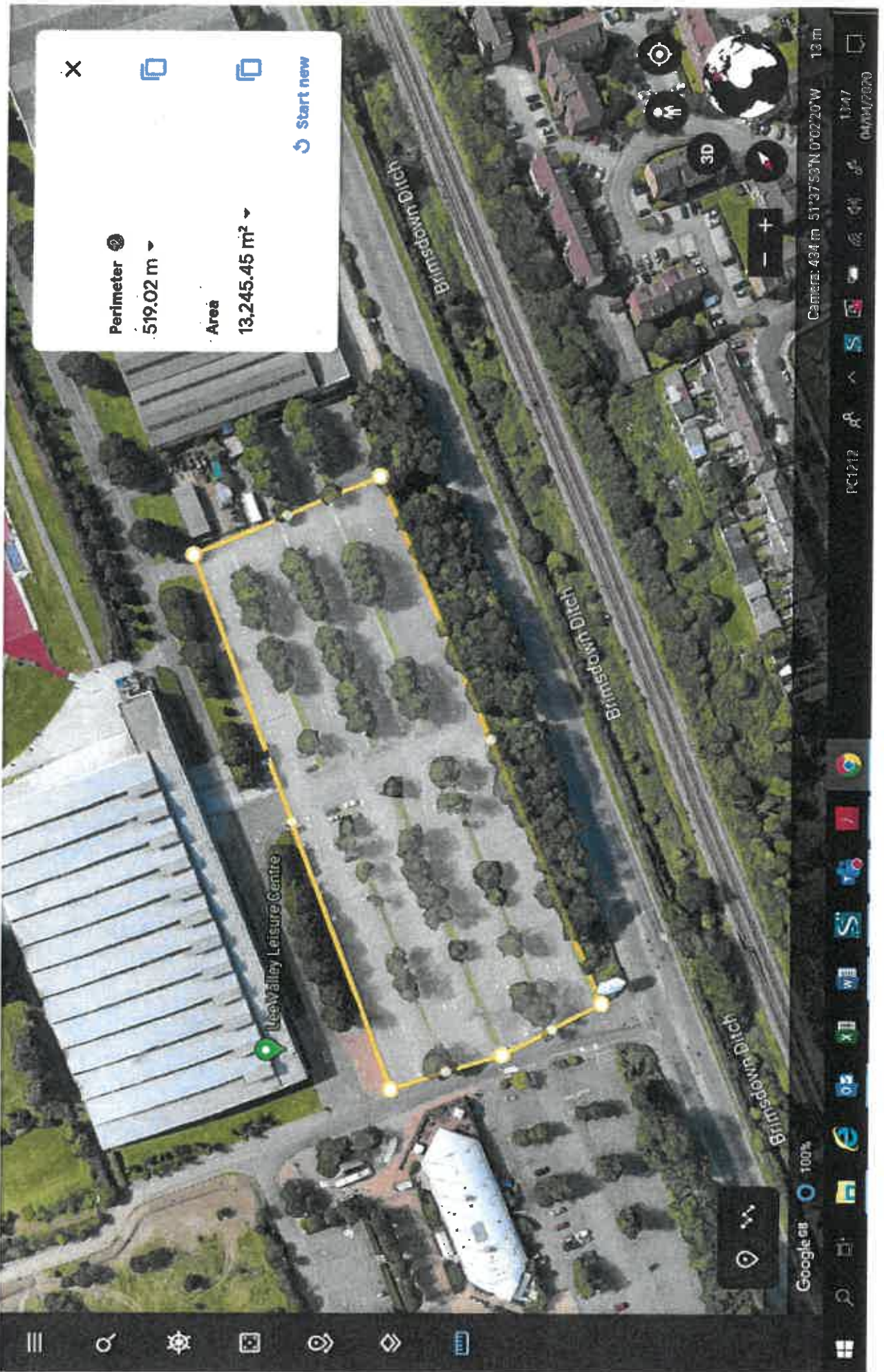
Authority	A/4281/20	Covid-19 Response and Work Programme Update	22 April 2020
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Authority A/4274/19 Work Programme: Progress Update 17 October 2019

**LIST OF ABBREVIATIONS**

the Trust	Lee Valley Leisure Trust Ltd (trading as Vibrant Partnerships)
LBE	London Borough of Enfield
LBWF	London Borough of Waltham Forest
Broxbourne	Broxbourne Borough Council
LSC	Leisure Services Contract

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**Department  
of Health &  
Social Care**

*From the Rt Hon Matt Hancock MP  
Secretary of State for Health and Social Care*

*39 Victoria Street  
London  
SW1H 0EU*

Dan Buck  
By email to: [dbuck@leevalleypark.org.uk](mailto:dbuck@leevalleypark.org.uk)

October 2020

Dear Dan,

I am writing to personally thank LVAC for your support in making Lee Valley Athletics Park available for the UK's coronavirus testing programme.

The threat to public health posed by coronavirus has been the gravest the country has faced in peacetime. Testing is a key weapon in our armoury in combatting and ultimately defeating this terrible disease.

Our goal has been to provide a test to anyone who needs one. With your support, we have been able to create the largest network of diagnostic testing facilities in British history. Thanks to the huge national effort, we now have a network of 76 drive-through sites, 125 walk-through sites, 258 mobile units, home testing and satellite kits and five mega laboratories across the UK.

From the very first site we have made huge strides. The regional test sites have played in a vital part in the completion of over 20m tests. This is a feat which would not have been remotely possible without the commitment, determination and selflessness shown by the brilliant collaboration of public and private sectors, in which your business played a crucial part.

On behalf of the government, I want to express our sincere gratitude for your time, flexibility and support in this unprecedented national effort. We have made great strides so far, but we know the fight is far from over. Thank you in advance for any continued support you are able to provide.

Yours ever,

**MATT HANCOCK**

## **AMENDMENT OF FINANCIAL REGULATIONS**

Presented by the Deputy Chief Executive

### **SUMMARY**

This report asks Members' approval to amend Financial Regulations as a result of the retirement of the Director of Finance & Resources and the terms of the proposed new Service Level Agreement with the London Borough of Enfield for the provision of financial management and accountancy support including undertaking the role of Section 151 officer on behalf of the Authority. The terms of the Service Level Agreement were approved by the Executive Committee in June 2020 (paper E/679/20).

Financial Regulations were last amended in April 2020 (Paper A/4279/20) to reflect a new management structure

### **RECOMMENDATIONS**

- Members approve:
- (2) the proposed changes to Financial Regulations as detailed in Appendix A to this report; and
  - (3) delegation to the Deputy Chief Executive and/or the Head of Finance to make any minor changes to Financial Regulations to assist in interpretation or clarification or to correct any administrative errors or omissions that have been overlooked.

### **BACKGROUND**

- 1 The Lee Valley Regional Park Authority was created by a private act of parliament, the Lee Valley Regional Park Act 1966 (the Park Act), which provides that the Authority may make Financial Regulations with respect to the operation of its finances.
- 2 The Authority's present Financial Regulations were last revised in April 2020 (Paper A/4279/20) following the establishment of a new management structure.

## **FINANCIAL REGULATIONS**

- 3 Financial Regulations should be relevant and up to date and continue to meet requirements under the Chartered Institute of Public Finance & Accountancy's (CIPFA) Code of Practice.
- 4 The last full review of Financial Regulations was completed in 2015. To ensure that the Regulations remain current and relevant and to reflect the change in S151 officer responsibility following the retirement of the Director of Finance & Resources a further review of the Regulations has been completed.
- 5 The proposed changes fall into the categories below:
  - change in S151 responsibilities;
  - minor corrections; and
  - changes in legislation.
- 6 The Service Level Agreement will be completed between the Authority and the London Borough of Enfield over the next couple of months. It is proposed that these regulations will be reviewed again over the next 6 months and during the initial operation of the Service Level Agreement with the London Borough of Enfield to ensure that they meet the strategic and operational needs of the Authority during this interim period.

## **ENVIRONMENTAL IMPLICATIONS**

- 7 There are no environmental implications arising directly from the recommendations in this report.

## **FINANCIAL IMPLICATIONS**

- 8 There are no financial implications arising directly from the recommendations in this report.

## **HUMAN RESOURCE IMPLICATIONS**

- 9 There are no human resource implications arising directly from the recommendations in this report.

## **LEGAL IMPLICATIONS**

- 10 The Service Level Agreement between the parties will be completed as soon as possible but the parties are currently working under the Heads of Terms that have been agreed and that Members approved in the June report to the Executive Committee.

## **RISK MANAGEMENT IMPLICATIONS**

- 11 There are no risk management implications arising directly from the recommendations in this report.



## **EQUALITY IMPLICATIONS**

- 12 There are no equality implications arising directly from the recommendations in this report.
- 

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## **ABBREVIATIONS**

the Park Act            Lee Valley Regional Park Act 1966

## **PREVIOUS COMMITTEE REPORTS**

Authority	A/4279/20	Amendment of Standing Orders and Financial Regulations following emergency Coronavirus legislation	23 April 2020
Authority	A/4206/15	Review of Financial Regulations 2015	30 April 2015
Authority	A/4154/12	Financial Regulations Review	19 April 2012

## **APPENDIX (TO FOLLOW)**

Appendix A            Proposed changes to Financial Regulations

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## **HUMAN RESOURCES POLICIES UPDATE**

Presented by the Head of HR

### **EXECUTIVE SUMMARY**

The purpose of this report is to seek Member approval for the revised performance and conduct policy, grievance and problem solving policy and corporate travel policy that have been updated as part of a review of all the Authority's existing policies. The policies have been updated to take account of legislative changes, best practice and the Authority's business objectives. Executive Committee has approved the revised policies for recommendation to Authority (Paper E/688/20).

### **RECOMMENDATIONS**

- Members Approve:
- (1) the Performance and Conduct Policy attached at Appendix A of this report;
  - (2) the Grievance and Problem Solving Policy attached at Appendix B of this report; and
  - (3) the Corporate Travel Policy attached at Appendix C of this report.

### **BACKGROUND**

- 1 The Authority has a register of policies that ensure the organisation works efficiently and consistently towards delivering its Business Strategy. These policies are reviewed to ensure they are relevant and up to date with legislation and best practice.
- 2 There are a number of Human Resources policies and these are currently being updated and will be presented to Members for consideration and approval as and when they are reviewed.
- 3 It should be noted that the Authority implements legislative changes from the date they are introduced and there may be a time lag between this and the relevant policies being updated.

## **PERFORMANCE AND CONDUCT POLICY**

- 4 A draft of the Performance and Conduct Policy is attached at Appendix A of this report for Members' consideration and approval.
- 5 The Performance and Conduct Policy aims to ensure that all performance and conduct issues are dealt with fairly and consistently, and in line with statutory employment legislation, the Advisory, Conciliation and Arbitration Service (ACAS) Code of Practice and HR best practice.
- 6 This policy in conjunction with the Disciplinary Procedure and Capability Procedure should aid managers and employees to improve performance and/or conduct.
- 7 The aim of the proposed policy is to ensure that the Authority complies with the relevant legislation.

## **GRIEVANCE AND PROBLEM SOLVING POLICY**

- 8 A draft of the Grievance and Problem Solving Policy is attached at Appendix B of this report for Members' consideration and approval.
- 9 The Grievance and Problem Solving Policy aims to ensure that all grievances are dealt with fairly and consistently, and in line with statutory employment legislation, the ACAS code of practice and HR best practice.
- 10 The Authority will always seek to resolve grievance issues at the earliest opportunity; and where possible they will be resolved informally, through open conversations and/or mediation. However, when a grievance is not resolved at the informal stage, the Authority's formal grievance and problem solving procedure will apply.
- 11 The aim of the proposed policy is to ensure that the Authority complies with the relevant legislation.

## **CORPORATE TRAVEL POLICY**

- 12 A draft of the Corporate Travel Policy is attached at Appendix C of this report for Members' consideration and approval.
- 13 Travel expenses are incurred in order to further Authority objectives. It is therefore expected that due regard is given to cost effectiveness and the proper use of public money in making travel arrangements. Travel is only undertaken if essential for Authority business. The most economic method of travel should be used at all times. Business Travellers are expected to be prudent in their spending and must demonstrate that they have sought to obtain the lowest price for travelling.
- 14 The Corporate Travel Policy aims to ensure that all Business Travellers have a clear and consistent understanding of procedures for business travel and that the reimbursement of expenses is carried out in a fair and consistent manner across the Authority based on business need.
- 15 The Authority's mileage and meal rates are in line with HMRC rates.

- 16 There was discussion around the addition of the electric car mileage rate of 4p per mile at the Executive Committee in September. Officers have looked into this further and the 4p rate for electric cars is for company cars and not personal vehicles used for business use. Therefore, the 45p per mile rate will be used for petrol, diesel, electric and hybrid cars.
- 17 The Executive Committee also discussed looking at promoting the use of public transport more within the Travel Policy. However, due to the current pandemic, this will be reviewed in April next year.
- 18 The Authority has introduced a new expenses system which means that mileage can now be submitted on a post code to post code basis for accuracy and also allows receipts to be uploaded electronically, so the Policy now covers these areas.

#### **ENVIRONMENTAL IMPLICATIONS**

- 19 There are no environmental implications arising directly from the recommendations in this report.

#### **FINANCIAL IMPLICATIONS**

- 20 There are no financial implications arising directly from the recommendations in this report.

#### **HUMAN RESOURCE IMPLICATIONS**

- 21 The new policies will be communicated to all staff and the Authority will ensure that managers are adequately trained to implement the procedures in accordance with these policies.

#### **LEGAL IMPLICATIONS**

- 22 The legal implications are set out in the body of this report.

#### **RISK MANAGEMENT IMPLICATIONS**

- 23 There are no risk management implications arising directly from the recommendations in this report.

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#### **APPENDICES ATTACHED**

Appendix A	Performance and Conduct Policy
Appendix B	Grievance and Problem Solving Policy
Appendix C	Corporate Travel Policy

#### **LIST OF ABBREVIATIONS**

HR	Human Resources
----	-----------------

ACAS  
HMRC

Advisory, Conciliation and Arbitration Service  
HM Revenue & Customs

**PREVIOUS COMMITTEE REPORT**

Executive

E/688/20

HR Policies Update

24 September 2020



# Performance & Conduct Policy

August 2020

Reference: [Version 3]



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**i Document Information**

**Title:** Performance & Conduct Policy

**Status:** Draft

**Current Version:** v3.00

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<b>Consultation:</b>	SMT, Policy & Procedure Review Group
<b>Approved</b>	<b>Approved by:</b> Authority <b>Approval Date:</b> October 2020  <b>Review Frequency:</b> Every 5 Years <b>Next Review:</b> October 2025

Version History		
Version	Date	Description
2.0	October 2019	Statutory ACAS Code of Practice updated in 2015
2.0	October 2019	Updated relevant policies and procedures section
3.0	August 2020	Updated officer names and job titles

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## **1. Context**

- 1.1 An employees performance contributes to the goals of not only their team, but to the Authority as a whole. Every employee is expected to perform at the required level, ensuring that the team and business objectives are met.
- 1.2 All employees have a duty to work to the best of their ability, and to uphold the Authority's values.
- 1.3 This policy sets out the Authority's approach to dealing with performance and conduct issues.

## **2. Policy Aims**

- 2.1 The aim of this policy is to ensure that all performance and conduct issues are dealt with fairly and consistently, and in line with statutory employment legislation, The Advisory, Conciliation and Arbitration Service (ACAS) Code of Practice. This policy in conjunction with the Disciplinary Procedure and Capability Procedure should aid managers and employees to improve performance and/or conduct.

## **3. Content**

- 3.1 This policy is aligned to the ACAS Code of Practice, with should be referred to in the absence of guidance within this policy.
- 3.2 The policy is based on the following core principles:
  - The primary aim of any disciplinary action is to encourage and support employees to improve their performance;
  - Matters should be resolved informally in the first instance wherever practically possible;
  - Managers should aim to resolve matters as speedily as possible;
  - Employees will be informed of the complaint against them, and given an opportunity to state their case before decisions are reached;
  - Employees can be accompanied at formal meetings by either a workplace colleague or an accredited Trade Union official;
  - Sanction, if any, will not be imposed until the matter has been fully investigated;
  - Employees will always be given a written explanation for any such sanctions taken, so they know what improvement is expected;
  - Employees will have an opportunity to appeal at every formal stage;

- All matters relating to this policy should be treated as confidential by all those concerned;
- Issues will be dealt with thoroughly, promptly and consistently.

#### **4. Responsibilities**

- 4.1 Managers are required, when dealing with a performance or conduct issue, to follow the Authority's Disciplinary Procedure and Capability Procedure and to take all necessary steps to bring the matter to a satisfactory conclusion, within the timescales identified.
- 4.2 Managers must also ensure that all employees are able to readily access copies of the Disciplinary Procedure, Capability Procedure and the Authority's Performance & Conduct Policy, when the employee does not have access to the Authority's intranet.
- 4.3 The Senior Management Team are accountable for ensuring that this policy is implemented across the Authority, ensuring it is communicated and understood, translated into practice and enforcing its contents.
- 4.4 The Human Resources Team are responsible for implementing this policy across the Authority.

#### **5. Legal Considerations**

- 5.1 The primary legislation that influences this policy is the Employment Act 2008 and the **Statutory ACAS Code of Practice 2015**.

#### **6. Relevant Policy & Procedures**

- 6.1 This policy operates in conjunction with the following policies, procedures and statements:
  - **The ACAS Code of Practice on discipline and grievance 2015**
  - Whistleblowing Policy
  - Anti-Fraud, Bribery and Corruption Policy
  - Sickness Absence Procedure
  - Some Other Substantial Reason (SOSR) Procedure
  - Disciplinary Procedure
  - Capability Procedure
  - Grievance & Problem Solving Policy
  - Grievance & Problem Solving Procedure
  - Appeals Procedure
  - Equal Opportunities Policy

## **7. Policy Implementation**

- 7.1 This policy will be available on the intranet pages for all employees to access. Once the policy has been approved HR and line managers will be responsible for ensuring on behalf of the Authority's Senior Management Team that this is carried out.

## **8. Monitoring & Evaluation**

- 8.1 This policy will be monitored and evaluated on effectiveness periodically.

## **9. Review**

- 9.1 This policy will be reviewed in light of any new legislation/regulations or every five years, whichever is the earlier.

## **10. Glossary of Terms**

<b>Term</b>	<b>Definition</b>
ACAS	Advisory, Conciliation and Arbitration Service

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# Grievance & Problem Solving Policy

August 2020

Reference: [Version 3].



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**i Document Information**

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## **1. Context**

- 1.1 Grievances are concerns, problems or complaints that an employee may raise through the normal line management chain or directly to Human Resources where appropriate. This policy sets out the Authority's approach to grievances and problem solving.

## **2. Policy Aims**

- 2.1 The aim of this policy is to ensure that all grievances are dealt with fairly and consistently, and in line with statutory employment legislation, The Advisory, Conciliation and Arbitration Service (ACAS) Statutory Code of Practice on discipline and grievance and HR best practice.

## **3. Protocols**

- 3.1 The Authority will always seek to resolve grievance issues at the earliest opportunity; and where possible they will be resolved informally, through open conversations and/or mediation. However, when a grievance is not resolved at the informal stage, the Authority's formal procedure will apply.

## **4. Responsibilities**

- 4.1 Managers are required, when receiving a complaint from an employee, to follow the Authority's Grievance and Problem Solving Procedure and to take all necessary steps to bring the matter to a satisfactory conclusion, within the timescales identified.
- 4.2 Managers must also ensure that all employees are able to readily access copies of the Grievance and Problem Solving Procedure and the Authority's Grievance and Problem Solving Policy, when the employee does not have access to the Authority's intranet.
- 4.3. The Senior Management Team are accountable for ensuring that this policy is implemented across the Authority, ensuring it is communicated and understood, translated into practice and enforcing its content
- 4.4. The Human Resources Team are responsible for implementing this policy across the Authority

## **5. Legal Considerations**

- 5.1 The primary legislation that influences this policy is the Employment Act 2008 and the ACAS statutory Code of Practice on discipline and

**grievance 2015** which is issued under section 199 of the Trade Union and Labour Relations (Consolidation) Act 1992.

## **6. Relevant Policy & Procedures**

6.1 This policy operates in conjunction with the following policies, procedures and statements:

- Equal Opportunities Policy
- Grievance and Problem Solving Procedure
- Performance and Conduct Policy
- Disciplinary Procedure
- Capability Procedure
- Appeals Procedure
- Some Other Substantial Reason (SOSR) Procedure
- **The ACAS Code of Practice on discipline and grievance 2015**

## **7. Policy Implementation**

7.1 This policy will be available on the Authority's intranet for all employees to access. Once the policy has been approved HR and line managers will be responsible for ensuring on behalf of the Authority's Management Team that this is carried out.

## **8. Monitoring & Evaluation**

8.1 The policy will be monitored and evaluated on effectiveness periodically.

## **9. Review**

9.1 This policy will be reviewed in light of any new legislation/regulation or every five years, whichever is the earlier.

## **10. Glossary of Terms**

<b>Term</b>	<b>Definition</b>
ACAS	Advisory, Conciliation and Arbitration Service
HR	Human Resources



# Corporate Travel Policy

**August 2020**

Reference: [Version 5]

This document is controlled by Lee Valley Regional Park Authority.

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**Lee Valley Regional Park Authority,**  
Myddelton House, Bulls Cross,  
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## i Document Information

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Version History		
Version	Date	Description
1	September 2008	Approved by Members 25/09/08 (Paper A/3998/08)
1.1	June 2012	Mileage rates and job titles updated in line with Authority changes, new sections on meals/entertainment and professional bodies/trade association meetings added
1.3	August 2013	Policy & Procedure Review Group
2	September 2013	Executive Committee
2	October 2013	Authority
3	October 2019	Rates and job titles updated & clarification in areas such as home to office miles, out of hours mileage
3	October/November 2019	Policy & Procedure review Group
3	August 2019	New expenses and mileage system introduced
4	September 2020	Policy & Procedure Review Group
5	October 2020	Removed 4p per mile for electric cars and changed to 45p

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## **1. CONTEXT**

- 1.1 This policy establishes procedures and provides guidelines for Officers who embark on Business Travel for the benefit of the Authority, while developing the concept of travel Best Practices.

## **2. POLICY AIMS**

- 2.1 This policy aims to ensure that all Business Travellers have a clear and consistent understanding of procedures for business travel.
- 2.2 To provide Business Travellers with a reasonable level of service and comfort at the lowest possible cost.
- 2.3 To ensure that the reimbursement of expenses is carried out in a fair and consistent manner across the Authority based on business need.
- 2.4 To maximize the ability to negotiate discounted rates with Travel Operators, leading to reduced travel expenses.
- 2.5 To acknowledge environmental issues and consider sustainable travel methods.

## **3. CONTENT**

- 3.1 Travel expenses are incurred in order to further Authority objectives. It is therefore expected that due regard is given to cost effectiveness and the proper use of public money in making travel arrangements. Travel should only be undertaken if essential for Authority business. The most economic method of travel should be used at all times. Business Travellers are expected to be prudent in their spending and must demonstrate that they have sought to obtain the lowest price for travelling.
- 3.2 The Authority will reimburse Business Travellers for all reasonable and necessary expenses (listed in this policy), while travelling on authorised Authority business.

The Authority assumes no obligation to reimburse Business Travellers for expenses that are not in compliance with this policy.

Business Travellers who do not comply with this travel policy, in extreme cases will be subject to delay or withholding of reimbursement.

### **3.3 Statement of General Policy**

Business travel should always be arranged to serve the Authority's best interests and must have a legitimate business purpose.

All business travel outside of the general movement between Authority-owned sites should be approved in advance by the Business Traveller's line manager whether paid.

in advance by Authority credit card or to be reclaimed at a later date by the Business Traveller.

In general, the quality of travel, accommodation and related expenses, should be governed by what is reasonable and appropriate to the business purpose involved and to the best endeavours of the Business Traveller.

Business Travellers should select the most economical route and the most economical mode of transport in terms of time and cost, taking into consideration travel time, expense, absence from normal working location, convenience and Personal Safety at Work procedures.

Business Travellers are reimbursed for authorised transport expenses and other reasonable expenses incurred while on travel status.

When Business Travellers interrupt travel or deviate from the direct route for personal convenience or personal leave, they will be reimbursed only at the rate for uninterrupted travel by the most direct route.

Business Travellers who chose to deviate from the most direct route for personal circumstances or personal leave must provide proof of the costs of the most direct route.

Business Travellers must follow the regulations in the table below:

<b>Destination</b>	<b>Type</b>	<b>Travel Time</b>	<b>Transport Class</b>
Greater London and the Park's boundaries	Personal vehicle and/or public transport *	Any amount of time	Personal vehicle (see Section 5). Oyster Card (see Section 6)
UK	Rail **	Any amount of time	Economy Class
UK	Air**	Any amount of time	1 <sup>st</sup> choice – Budget Airlines 2 <sup>nd</sup> choice - Economy Class
UK	Sea	Any amount of time	Economy Class
Europe	Rail	Any amount of time	Economy Class
Europe	Air	Any amount of time	1 <sup>st</sup> choice – Budget Airlines 2 <sup>nd</sup> choice - Economy Class
Europe	Sea	6 hours	Economy Class
Europe	Sea	6 or more hours	Economy Class with Cabin
Worldwide	Rail	No travel should be made using this type	No travel should be made using this type
Worldwide	Air	Outside of Europe or flights over 6 hours	Economy Class
Worldwide	Sea	No travel should be made using this type	No travel should be made using this type

**NOTES:**

\*It is important that Business Travellers consider the whole cost, such as related expenses, details, timings, methods, etc when choosing between a personal vehicle or public transport; as it may prove more cost-effective to use one method over the other.

\*\* It may be more economical to share a personal vehicle if more than one person is travelling (see Section 5.2).

3.4 When travellers must use premium transportation, such as Business Class instead of Economy Class for medical reasons, this must be affirmed by the Authority's occupational health provider, indicating how long the medical condition is expected to last. There must also be an official signed declaration by the Business Traveller and the Head of Finance and Head of HR.

3.5 If the condition is permanent or indefinite, the healthcare provider's certification must be renewed and revalidated each year.

### 3.6 Travel Status

Travel status begins when Business Travellers leave headquarters or their normal working venue (as per their contract of employment) to go directly to their destination. Travel status ends when Business Travellers return directly to headquarters or their normal working venue after completing the relevant business. Transportation between residence and regular place of employment is not a reimbursable expense, apart from in the case of emergency call out or Authority business that takes place outside of your (individual) working hours.

3.7 The following modes of transportation should be considered:

- Buses;
- Rail (including tube);
- Taxis (but only in exceptional circumstances – i.e. when suitable public transport is not available - and use must be reasonable and be approved by the employee's line manager);
- Hotel and airport shuttle services

### 3.8 Preferred Travel Operators

The Authority does not prefer one Travel Operator over another and selection must be based on the table above and cost only. However, the Business Traveller must arrive at their destination ready to carry out the appropriate task and not over-exhausted from travelling.

### 3.9 Frequent Traveller & Other Benefits

Any discount/frequent traveller coupons accumulated by a Business Traveller on Authority business, will remain the property of the Authority. Business Travellers shall not arrange more expensive travel in order to accumulate points or air miles.

### 3.10 Upgrades

Upgrades at the Authority's expense are NOT permitted. However, they are permitted at the traveller's personal expense and are his or her sole responsibility. Upgrades must NOT be charged to the Authority.

### **3.11 Spouse or Companion Travel**

The Authority will not reimburse travel expenses incurred by a spouse or other individual accompanying a Business Traveller on business unless the spouse or companion is an Authority Officer or Member and on Authority related business;

All spouse or companion travel must be approved in writing in advance by the Corporate Director.

### **3.12 Lost or Excess Baggage**

The ultimate responsibility for retrieving and compensating lost baggage lies with each individual Travel Operator. The Authority will not reimburse Business Travellers for personal items lost while travelling on business. Measures that can be taken to minimise baggage losses include:

- Always carry valuables or important/confidential documents on the person;
- Clearly label luggage with name, address and phone number (the Authority's details may be used);
- Retain baggage claim receipts for checked-in luggage.

#### **3.12.1 Procedures to follow for lost luggage en route:**

- Obtain a lost luggage report form from the Travel Operator;
- Itemise the contents of the luggage, including receipts wherever possible;
- Keep a copy of the report, travel ticket, and claim stubs.

#### **3.12.2 Business Travellers will be reimbursed for excess baggage charges in the following circumstances only:**

- When travelling with heavy materials or equipment necessary for business;
- The excess baggage consists of Authority records or property.

### **3.13 Overnight Delays**

Should a Travel Operator delay travel, the Business Traveller must first attempt to secure complimentary lodging from the Travel Operator. If unsuccessful, the Business Traveller should locate the closest and cheapest facility for the duration of the delay.

#### **3.13.1 The Business Traveller must report delays to the Authority as soon as possible.**

### **3.14 Cancellations**

When travel is cancelled after the ticket has been issued, the Business Traveller should cancel the ticket within the cancellation period where possible, or enquire about using the same ticket for future Authority travel. This cost may be reimbursed, dependant on the circumstances of each case.

### 3.15 Unused Travel Tickets

Unused travel tickets or flight coupons must never be discarded as they may have a cash value. Unused travel tickets must be returned to the Authority's **Head of Finance**.

### 3.16 Lost or Stolen Travel Tickets

The Business Traveller is responsible for the value of lost travel ticket(s) including fees charged by the Travel Operator for processing a lost ticket application. In such circumstances the Business Traveller must obtain and fill out a lost ticket application form with the relevant Travel Operator and retain a copy for the Authority.

### 3.17 Club Memberships

Membership and/or initiation fees for Travel Operator clubs are not reimbursable by the Authority. However, Officers may use their own personal club memberships to secure a cheaper fare.

## 4. VEHICLE RENTAL

### 4.1 Vehicle Rental Guidelines

Business Travellers should rent a vehicle at their destination if less expensive than other transportation modes such as taxis, airport coaches and airport shuttles. The most practical method should be used, unless it is uneconomical.

4.1.1 When picking up a rental vehicle, Business Travellers should check with the Travel Operator for any promotional rates, last-minute specials, or free upgrades.

4.1.2 At the time of rental, the vehicle should be inspected and any damage found should be noted on the contract before the vehicle is accepted.

4.1.3 The Authority recommends that Business Travellers opt for the highest level of insurance cover to reduce accident excess. All vehicle rentals should be fully covered for all damages.

4.1.4 Fuel purchased for a rental car should be paid for using a company credit card where possible. If this is not possible, the cost will be reimbursable with a receipt as proof of purchase.

### 4.2 Vehicle Size

The size of the rented vehicle should not be excessive and fuel consumption must always be considered. However, the Business Traveller should use a "common sense" approach to decide on the specification of the vehicle.

For example, the Business Traveller should rent a small vehicle with a small engine if the Business is local. If the Business Traveller is expected to travel over great distance with excessive Authority equipment then it may be appropriate to rent a larger, more powerful vehicle.

### **4.3 Returning Rental Vehicles**

Every reasonable effort must be made to return the rental vehicle:

- To the original rental location unless approved for a one-way rental;
- Intact (i.e. no bumps or scratches);
- On time (to avoid additional hourly charges);
- Subject to the rental Terms and Conditions (i.e. with a full tank of fuel if specified therein).

## **5. PERSONAL VEHICLE USE**

- 5.1 Business Travellers will be reimbursed for mileage only when using personal vehicles for business journeys within 30 miles of Park boundaries only. The Business Traveller's line manager has the option to agree to pay the mileage of a journey outside of the Park's boundaries if it is more than a standard class rail fare if the line manager considers the use of a car necessary for the employee's safety or practicality of travel.
- 5.2 Business Travellers should support the idea of multiple occupancy. For example, it is more economically efficient for three Business Travellers to use one personal vehicle instead of using public transport or individual personal vehicles. This method should be used wherever possible.
- 5.3 Business Travellers will be reimbursed at the rates shown in Appendix 1.
- 5.4 Business Travellers must adhere to the Authority's standard reimbursement policy.
- 5.5 Mileage between an employees home and regular place of employment is not a reimbursable expense as detailed in 3.6. For example home to normal office is 10miles, essential business trip miles incurred 40miles payment would be for 30miles if starting from a location other than the normal office and within normal working hours.
- 5.6 Mileage will be paid on a postcode to postcode basis. If a postcode is not known (i.e. at an open space) the nearest dwelling postcode should be used.
- 5.7 Business travel mileage will be paid at the shortest route from postcode to postcode (according to mapping software used in the Authority's expenses system). If a journey is interrupted or deviated from the direct route as a result of traffic or roadworks etc. the claim will still be paid at the shortest route from postcode to postcode.

## **6. OYSTER CARDS, CONTACTLESS CARDS AND MOBILE PAYMENTS**

- 6.1 The use of Oyster Cards, contactless cards and mobile payments are supported. However Business Travellers are responsible for procuring their own Oyster Travel Cards.
- 6.2 The responsibility of the Oyster Card lies solely with the Business Traveller.

- 6.3 **Business Travellers can be reimbursed for Business journeys (only) made by the use of an Oyster Card, contactless card or mobile payment by the normal method of expense claiming.**

## **7. ACCOMMODATION**

### **7.1 General Accommodation**

**Business Travellers should follow the guidance previously mentioned in this document and apply it to acquiring the correct accommodation.**

### **7.2 Size**

**Business Travellers must only use single room lodging typically occupied by other corporate business travellers. The minimum corporate rate or the lowest rate should be requested when available. Suites and other higher priced lodgings should not be used.**

### **7.3 Laundry**

**Expenses for laundry and dry cleaning are only allowed when the trip exceeds five consecutive days away from the Business Traveller's regular location or home. Receipts must be attached to the expense report.**

### **7.4 Other Miscellaneous**

**Any miscellaneous expense requires a receipt and must be compliant with the Authority's Financial Regulations.**

## **8. MEALS AND ENTERTAINMENT**

### **8.1 General – Meals**

**Meals are defined as expenses incurred by the Business Traveller when on an out-of-town business trip, where an employee has been undertaking qualifying travel for a period of at least 5 hours and has incurred the cost of a meal. To make a claim the Business Traveller must supply all receipts. The current rates are included in Appendix 2. All meal expenses should be approved in advance by the Business Traveller's line manager.**

**Meals will be reimbursed according to actual and reasonable cost up to the maximum allowed.**

#### **8.1.1 Personal Meals**

**The Authority will reimburse Business Travellers for breakfast, lunch and dinner meal expenses at the rates agreed by HMRC and as detailed in appendix 2.**

##### **8.1.1.1 Expenses will not be reimbursed for any of the following:**

- Alcohol
- Tips
- Entry to deluxe restaurants, nightclubs or private functions

8.1.2 Meals may also be purchased for other Business Travellers employed by the Authority in certain circumstances. Where this practice is employed, the bill is to be paid by the most senior member of management present. Whenever feasible, meal expenses must be paid using the Authority's Payment Card.

## 8.2 General – Business Entertainment

No business entertainment activity will be reimbursed.

8.2.1 All gifts of hospitality offered to Business Travellers are subject to the Authority's Officers' Code of Conduct and must be declined and reported in the Officers' Declaration of Hospitality and Gifts log located in the Committee and Members Services office.

## 8.3 Telephone Calls

Business Travellers must use a corporate mobile phone for all calls when in the UK or EU. Calls when outside UK or EU, should be done using services such as Skype for business or Whatsapp, where calls can be made over the internet for free\*. Calls from accommodation phones should be kept to a minimum, unless necessary (a VAT receipt must be obtained).

\*when connected to free public Wi-Fi

## 9. INSURANCE

All Business Travellers must make sure that they are suitably insured. This may include:

- Travel insurance;
- Vehicle insurance;
- Rental car vehicle insurance
- Accommodation insurance;
- Document insurance, if necessary.

The Authority will consider the reimbursement of Business Travellers for suitable insurance where the expenditure is solely for the benefit of the Authority.

## 10. EXPENSE REPORTING

Business Travellers must abide by the normal reimbursement practices of the Authority.



Business Travellers must remember that only the following will be accepted as genuine receipts:

- Original receipt completed by the vendor (can be scanned/photo or paper receipt);
- Officer and/or Member copy of Corporate Payment Card receipt.

The following will not be accepted as genuine receipts:

- Restaurant tear tabs;

Genuine/official VAT receipts are required for all expenses.

## 11. REIMBURSEMENT

Reimbursable Expenses:

- Business office expenses (copy services, etc.);
- Business Travel for Authority purposes;
- Food and beverages (see appendix 2);
- Fuel (vehicle rental);
- Hire of room for Authority business;
- Overnight delivery and postage;
- Parking and tolls;
- Visas;
- Congestion charging (only in exceptional circumstances).

## 12. FINES

The Authority will not be responsible for any traffic offence violations, speeding fines, parking fines or other costs incurred whilst on Authority business. Fines are not reimbursable and must be paid by the member of staff responsible whether incurred whilst driving an Authority-owned vehicle or their own private vehicle.

## 13. PROFESSIONAL BODIES & TRADE ASSOCIATIONS MEETINGS

If you are a member of a professional body or trade association you may from time to time attend meetings of that body as an Authority representative and in relation to the Authority's business. Where you do so and incur travel costs or charges for entry to meetings, such costs may be claimed as business expenses. Where you hold office in the body, any costs incurred in the capacity of office holder which are additional to costs, which you would have incurred as a representative of the Authority, may not be claimed from the Authority.

## 14. RESPONSIBILITIES

14.1 This policy will be overseen primarily by the Head of Finance.

14.2 Any deliberate breach of this policy will be treated as a disciplinary matter.

## 15. RELEVANT POLICY & PROCEDURES

This policy operates in conjunction with the Authority's Personal Safety at Work Policy and Financial Regulations as well as the Employee Guidance re Contracts and Gifts and the Code of Conduct.

## 16. MONITORING & EVALUATION

The policy will be monitored and evaluated on effectiveness periodically through regular audits.

## 17. REVIEW

This policy will be reviewed every five years.

## 18. GLOSSARY OF TERMS

Authority	Lee Valley Regional Park Authority
Best Value	The optimum combination of whole-life cost and quality to meet the user's requirement.
Budget Airlines	A low cost airline that generally does not issue tickets, does not have connections, sells journey 'legs' separately, has one class of budget, sells direct to the public, and does not have free meals or entertainment.
Business Travel	Any work related journey to and from a business appointment that enhances the performance of the Authority.
Business Traveller	Any Officer or Member who is embarking on a journey from their normal workplace (and back) to a business appointment that has a predetermined outcome for the Authority.
HMRC	Her Majesty's Revenue and Customs
Members	An elected and nominated non-employee of the Authority.
Local	London, Hertfordshire and Essex.
Officer(s)	An employee of Lee Valley Regional Park Authority.
Travel Operator	Any supplier of any travel type.

## 19. REFERENCES

HMRC Guidance: EIM05231 - Employment income: scale rate expenses: subsistence expenses: table of benchmark scale rates

## APPENDIX 1: MILEAGE RATES

### Mileage rates

Reimbursement for Business Travel includes:

- Mileage rates for both essential and casual car users are capped at 45p (the current HMRC rate) or as shown in the table.
- The payment of 5p per mile per passenger (the current HMRC rate) for employees carrying passengers on Authority Business
- The payment of 24p per mile (the current HMRC rate) for the use of motorcycles on Authority business; and
- The payment of 20p per mile (the current HMRC rate) for the use of bicycles on Authority business
- **Electric and Hybrid cars are paid at 45p per mile**

	Engine Size	Engine Size	Engine Size
<b>Essential car/van users</b>	<b>451-999cc</b>	<b>1000-1199cc</b>	<b>1200 and above</b>
Per mile first 10,000	36.9p	40.9p	45p
Per mile after 10,000	13.7p	14.4p	16.4p
<b>Casual car/van users</b>			
Per mile first 10,000	45p	45p	45p
Per mile after 10,000	13.7p	14.4p	16.4p

## APPENDIX 2: MEAL RATES

### Meal rates

The maximum amounts that can be claimed for subsistence are as follows:

Breakfast	£5.00
Lunch	£5.00
Tea	£0
Dinner	£15.00

The Breakfast and Dinner rates are for use in exceptional circumstances only (e.g. where the employee is staying away from home overnight on Authority business) and are not intended for employees with regular early or late work patterns.

The Lunch rate may be paid where the employee has been undertaking qualifying travel for a period of at least 5 hours and has incurred the cost of a meal.

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## **INFORMATION TECHNOLOGY POLICIES UPDATE**

Presented by the Head of IT

### **EXECUTIVE SUMMARY**

The purpose of this report is to seek Member approval for the revised IT Usage Policy and Information and Security Policy that have been updated as part of a review of all the Authority's existing policies. The policies have been updated to take account of legislative changes, best practice and the Authority's business objectives. Executive Committee have approved the revised policies for recommendation to Authority (Paper E/685/20).

### **RECOMMENDATIONS**

Members Approve:

- (1) the IT Usage Policy attached at Appendix A of this report; and
- (2) the Information and Security Policy attached at Appendix B of this report.

### **BACKGROUND**

- 1 The Authority has a register of policies that ensure the organisation works efficiently and consistently towards delivering its Business Strategy. These policies are reviewed to ensure they are relevant and up to date with legislation and best practice.
- 2 It should be noted that the Authority implements legislative changes from the date they are introduced; and there may be a time lag between this and the relevant policies being updated.

### **IT USAGE POLICY**

- 3 A draft of the revised IT Usage Policy is attached at Appendix A to this report for Members' consideration and approval.
- 4 The IT Usage Policy defines the acceptable use of IT equipment and related services, systems and facilities by providing clear guidance as to what is, and what is not, acceptable behaviour in the use of IT systems.

- 5 The most significant change to the IT Usage Policy is the removal of the procedural elements, for which separate procedures have now been created.
- 6 The procedural elements that have been removed and are now separate procedures are as follows:
  - Authority Email Procedure;
  - I.T User Access Procedure;
  - Mobile Phone Procedure;
  - Database Design Procedure;
  - Intranet guidelines;
  - Internet Usage Procedure; and
  - IT Hardware procedure.
- 7 Other changes include the Change of Author and Sponsor of the Policy, updating of terminology, consolidation of content and references to post names, where they have been changed following the recent restructure (for example I.T Manager has been changed to Head of IT).
- 8 The aim of the proposed policy is to ensure that staff use IT systems and equipment in the proper and appropriate manner and to reduce the risk of Cyber-attacks.

## **INFORMATION AND SECURITY POLICY**

- 9 A draft of the revised Information and Security Policy is attached at Appendix B of this report for Members' consideration and approval.
- 10 The Information and Security Policy sets out the Authority's high level requirements for the management of Information Security across the organisation in relation to the storage, processing and transmission of payment card data.
- 11 The policy has been updated to reflect the changes in ownership of Payment Card Industry (PCI) compliance following the end of the Leisure Services Contract with Lee Valley Leisure Trust Ltd.
- 12 One significant change is the removal of the use of carbon paper slips to support card transactions when used for emergencies (i.e. when there is no network connection for Chip & Pin), as they are no longer acceptable under the PCI standards of compliance. This was previously referenced under the storing of card data section of the Policy.
- 13 Other changes include:
  - change of Author and Sponsor of the Policy;
  - update to the reporting structure (section 5.1) and associated teams (section 5.2) to the appropriate Authority officers;
  - updated who can approve what card payment systems (Card payment systems section 4.2);
  - the requirement of third party vendors to provide a valid Attestation of Compliance (AOC) as proof of their PCI/DSS compliance (Data Confidentiality for Service Providers / Third Parties section); and
  - added the statement that card details must never be sent unencrypted (Transmitting card data section).

- 14 The aim of the proposed policy is to ensure that the Authority complies with the relevant legislation.

#### **ENVIRONMENTAL IMPLICATIONS**

- 15 There are no environmental implications arising directly from the recommendations in this report.

#### **FINANCIAL IMPLICATIONS**

- 16 There are no financial implications arising directly from the recommendations in this report.

#### **HUMAN RESOURCE IMPLICATIONS**

- 17 The new policies will be communicated to all staff and the Authority will ensure that managers are adequately trained to implement the procedures in accordance with these policies.

#### **LEGAL IMPLICATIONS**

- 18 The legal implications are set out in the body of this report.

#### **RISK MANAGEMENT IMPLICATIONS**

- 19 There are no risk management implications arising directly from the recommendations in this report.

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#### **APPENDICES ATTACHED**

Appendix A	IT Usage Policy
Appendix B	Information and Security Policy

#### **LIST OF ABBREVIATIONS**

IT	Information Technology
PCI	Payment Card Industry
Carbon paper slips	Carbon paper slips are used with credit card imprinter machines for the bank, merchant and customer as proof of purchase
AOC	Attestation of Compliance

#### **PREVIOUS COMMITTEE REPORT**

Executive	E/685/20	Information Technology Policies Update	24 September 2020
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Appendix A to Paper A/4285/20



**IT Usage Policy**  
Issue 7

**IT Usage Policy**  
Information Technologies (IT)  
Lee Valley Regional Park Authority



# IT Usage Policy

Issue 7

## Detail

This procedure covers the following points:

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**IT Usage Policy**  
Issue 7

**Version Control**

Updated on	Details	Updated by	Issue No
September 2008	Approved by Members 25/09/08 (Paper FA/175/08)		1.0
October 2013	Circulated to Policy and Procedure Review Group for discussions		1.0
November 2013	Comments from P&P Review Group		1.0
December 2013	Version for Exchange to review.		1.0
May 2015	Updated Backup Section	Simon Clark	1.1
09/07/15	Updated Mobile device section	Simon Clark	2
18/09/15	Updates following Policy working group meeting	Simon Clark	3
26/10/15	Updated with details and changes made by Simon Sheldon	Simon Clark	4
12/12/17	Major update to document, including information and layout	Simon Clark	5
17/10/19	Review and update	Simon Clark	6
04/09/20	Review and update	Simon Clark	7

**Document Information**

Consultation: Policy & Procedure Review Group

Approved by: Authority Members

Approval Date:

Review Frequency: Every 3 Years

Next Review: October 2023

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<b>Consultation:</b>	Legal & Information Officer HR Manager Policy & Procedure Review Group
<b>Approved</b>	Approved by: Authority Approval Date: XXXXXXXXX  Review Frequency: Every Year Next Review: September 2014

Commented [CS1]: Was previously IT Manager Point 7

Commented [CS2]: Was previously Corporate Director of Finance Point 7



## IT Usage Policy Issue 7

### Overview

The purpose of this policy is to describe the acceptable use of IT equipment and related services, systems and facilities by providing clear guidance as to what is, and what is not, acceptable behaviour in the use of IT systems.

The Policy is maintained and regulated by Lee Valley Regional Park Authority (LVRPA) and is cross-referenced to, and by, a number of other LVRPA policies and regulations, in particular, the Data Protection Act 1998, the Regulation of Investigatory Powers Act 2000, the Freedom of Information Act 2000 and the Human Rights Act 1998.

Users are reminded that this policy has been written in the context of the basic laws of the land, which have been strengthened over the past few years to cover these areas.

The Chief Executive of LVRPA is responsible for ensuring that this policy and related procedures are up-to-date, relevant and are adhered to by all users of IT equipment within LVRPA.

The Policy will be made available to users of any IT system (email and related services and facilities) and will be reviewed every three years, or before if there is a need i.e. legislation. This will be necessary with regard to the expected development of the system, the operational use of the system and generally recognised best practice.

### Introduction

This policy applies to everyone who has access to Information Technology (IT) systems used by LVRPA whether in the work place or at home, whether employee, contractor, volunteer or any other designated user.

All IT assets are owned, managed and operated by LVRPA and are for use in relation to work carried out for the Authority. Users of IT systems and equipment, must understand and accept responsibility for the security and protection of IT assets (whether use of IT systems, mobile phones, IT equipment, confidentiality of data, or the processing of paper documents), by signing this IT Usage Policy.

The following procedures must be read in conjunction with the IT Usage Policy before signing the declaration:

- Authority Email Procedure
- I.T User Access Procedure
- Mobile Phone Procedure
- Database Design Procedure
- Intranet guidelines
- Internet Usage Procedure
- IT Hardware procedure

Commented [CS3]: These procedures were previously included within the Policy. They have now been removed and had individual procedures created.  
Point 6



## IT Usage Policy

Issue 7

### Definitions

For the purpose of this document, the term 'IT', 'IT Equipment' or 'IT Systems' will cover; desktop computers, laptops; notebooks, tablets, telephones (including mobile phones and iPhones), printers, routers, servers, e-mail accounts and any other associated hardware and software in use both directly or indirectly.

For the purpose of this document, the term 'users' and 'staff' will mean; employees, agency staff, voluntary workers, LVRPA Members and contractors.

### Statement of Trust

This policy is intended to detail the rules of conduct for all users of LVRPA who use IT equipment. This policy applies to the use of any IT system, including hardware, software and networks, provided by LVRPA. The Policy is applicable to all users.

Only authorised users of LVRPA are entitled to use its IT equipment. All users of LVRPA, who agree and abide by LVRPA regulations, are able to use computing facilities and email systems at all times when the network is available.

LVRPA complies with and adheres to all its current legal responsibilities including Data Protection, Electronic Communication, Regulation of Investigatory Powers (RIP), Human Rights, Computer Misuse, Copyright and Intellectual Property.

### Statement of Responsibilities

All Managers will be responsible for ensuring their staff are aware of this policy.

Individual users are responsible for their own actions. The use of IT equipment by individuals within LVRPA assumes and implies compliance with this policy, without exception, and those Acts, Policies and Regulations referenced above and enacted or authorised by LVRPA or other regulatory bodies. Every user has a duty to ensure they practice appropriate and proper use and must understand their responsibilities in this regard.

IT equipment and software should only be used in accordance with this policy and associated policies and not in any way that will bring LVRPA into disrepute.

IT equipment should be looked after as if it were the users own property and kept secure when not in use. Only designated users of LVRPA are authorised to use LVRPA equipment. This means it must not be used by either family or friends.

Any loss or damage to LVRPA IT equipment must be reported to the IT section immediately. Any loss or damage of equipment which is attributable to the negligence or irresponsible use by the user will require that individual to reimburse LVRPA for the full replacement cost of that equipment.

The IT equipment available is provided for the efficient performance of LVRPA business. Irresponsible use of IT or failure to take reasonable care will become a disciplinary matter.

## IT Usage Policy Issue 7

### General Computer Usage

IT equipment is issued to allow users to undertake their work duties and should be considered as work equipment. Any equipment can be removed by IT without notice or recompense.

### Acceptable Use of IT Equipment

Users must look after and/or maintain any IT equipment that is issued to them. It will be deemed to be inappropriate to use the equipment in a way that is not befitting of the item.

Users must not access, download, upload, post (on websites) or transmit any material which might reasonably be considered to be obscene, abusive, sexist, racist, defamatory, libellous, intentionally false or inaccurate or inappropriate. If a user receives such material, they should report the matter to the IT Manager immediately, who will then contact the relevant line manager to make them aware of the situation. Disciplinary action will be taken against anyone who is found to be sending such material.

PC's and associated equipment must be kept clean and in good general physical condition. Cleaning materials can be purchased from LVRPA stationery suppliers, the cost of which will be paid for out of individual department budgets. Personalisation of IT equipment is not permitted, this includes use of stickers and markings.

Food and drink should not be placed on any IT equipment and users should take care when consuming food and drink when in close proximity to IT equipment. Food and Drink must not be consumed in any of the venues server rooms.

When transporting IT equipment, for example, a laptop in a user's car, it must be stored in the boot of the vehicle and be out of visible sight. The boot of the car must, where possible, be kept locked at all times even when you are driving. On arrival at the destination the IT equipment should be removed from the vehicle as far as is practically possible.

The ability to connect to other computer systems through the network does not imply a right to connect to those systems or to make use of those systems unless authorised to do so. Users must not alter or copy a file that is write protected (belonging to another user) without first obtaining written permission from the creator of the file.

Any perceived intended or intentional damage caused to any IT equipment will be viewed as unacceptable and will result in access to that equipment being removed completely and any damage paid for.



## **IT Usage Policy**

**Issue 7**

### **User Information**

It is the responsibility of the user to ensure that information such as name, job title, phone number etc. is correct. Changes to job titles must be approved by HR before being applied by IT.

### **Compliance**

Failure to comply with any of the provisions of this usage policy will result in disciplinary action in accordance with the normal procedures of LVRPA.

### **Incident Handling and Data Protection**

LVRPA will investigate complaints received from both internal and external sources, about any unacceptable use of IT equipment or resources. User accounts may be closed or disabled and email may be blocked or disabled to prevent further damage or similar incidents occurring.

### **Queries**

If you have any queries about this policy or IT usage generally, please contact the IT Manager.

Please now sign the IT Usage Policy declaration and return (only the signed declaration) to the IT Department.



**IT Usage Policy**  
Issue 7

**IT Usage Policy Declaration**

The IT Usage Policy may alter from time to time and the updated IT Usage Policy will be available on Compass. Please review the IT Usage Policy regularly to ensure you are aware of any changes. Your continued use of IT equipment, services and systems after changes are posted means you agree to this IT Usage Policy as updated and/or amended.

I confirm that I have read, understood, accept and will abide by the requirements as set out in the IT Usage Policy and associated procedures.

I confirm that any personally owned equipment that I may use to carry out LVRPA work has up to date Antivirus/Malware software installed, which I will ensure is regularly kept up to date.

User accounts will not be activated until this declaration has been received.

**Declaration**

Print Name (Capital letters).....

Department/Venue.....

Signature.....Date.....

Please return this signed declaration

Email scanned copy to:  
helpdesk@leevalleypark.org.uk

or

Hard Copy to:  
IT Department,  
Lee Valley Regional Park Authority,  
Myddelton House,  
Bulls Cross,  
Enfield, EN2 9HG





# Information Security (Electronic Payments) Policy

September 2020

Reference: [Version 1]

This document is controlled by Lee Valley Regional Park Authority.

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Lee Valley Regional Park Authority,  
Myddelton House, Bulls Cross,  
Enfield, Middlesex, EN2 9HG

**Appendix B to Paper A/4285/20**

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**Appendix B to Paper A/4285/20**

**I Document Information**

**Title:** Information Security (Electronic Payments) Policy

**Status:** Final Version

**Current Version:** v1 (September 2013)

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<b>Consultation:</b>	Legal & Information Officer HR Manager Policy & Procedure Review Group
<b>Approved</b>	Approved by: Authority Approval Date: XXXXXXXXX  Review Frequency: Every Year Next Review: September 2014

Commented [CS1]: Change of Author (Point 13)  
Was Nigel Foxall

Commented [CS2]: Change of Sponsor (Point 13)  
Was Kulvinder Sihota

<b>Version History</b>		
<b>Version</b>	<b>Date</b>	<b>Description</b>
0.1	5 August 2013	First draft document prepared
0.2	2 September 2013	Circulated for comment
1	9 September 2013	Executive
1	October 2013	Authority
2	September 2020	Review and revision of Policy

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## Appendix B to Paper AJ4285/20

### 1. Introduction

- 1.1 This document details the security policy for the Authority in relation to the storage, processing and transmission of payment card data. Its aim is to provide a detailed understanding of Information Security responsibilities for all levels of staff, contractors, partners and third parties who access the Authority payment card processing network.
- 1.2 As part of the Authority's Payment Card Industry (PCI) Compliance programme, consideration has been made to payment card processing operations. Guidelines and controls form an essential part of the Authority's compliance status against the PCI Data Security Standard.

### 2. Policy Statement

- 2.1 This Lee Valley Regional Park Authority (Authority) Information Security Policy:
  - Sets out the Authority's high level requirements for the management of Information Security across the organisation in relation to the storage, processing and transmission of payment card data.
  - Defines the Information Security Policy for the organisation in line with Requirement 12 of the Payment Card Industry Data Security Standard (PCI DSS), to "maintain a policy that addresses information security for all personnel".
  - Applies to all Payment Card Processing operations for the organisation.
- 2.2 This policy should be read in conjunction, with the Financial Regulations and Quality Management System (QMS) processes for:
  - Cash and banking
  - Cash Transactions

*Note: wherever a statement in this policy refers to 'Card', the statement applies to credit, debit and charge cards, unless specifically stated otherwise.*

### 3. Scope

- 3.1 This document should be reviewed by staff involved with the Authority's payment card processing operations. Specifically:
  - Day-to-day payment card processing operations (including IT systems).
  - Implementation of new payment card processing systems.
  - Maintenance of existing payment card processing.
- 3.2 This document should also be used for reference purposes when the Authority undertakes its annual PCI compliance review.

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### 4. Requirements

4.1 This policy deals with the controls required over the transmission, processing, and storage of all cardholder data and information received in respect of all card transactions accepted by the Authority. It applies to all entities that store, process and/or transmit cardholder data and covers technical and operational system components included in or connected to cardholder data

4.2 Key controls for controlling this cardholder data are as follows:

➤ **Card payment systems:** only E-PoS, E-Commerce and Pin Entry Devices (PED's) approved by the Head of Finance and compliant with PCI DSS systems can be used for Authority card payments.

Commented [CS3]: Updated who can approve what card payment systems from Corporate Director of Resources to Head of Finance: Point 13

➤ **Receiving or obtaining card data:** Card data must only be received by the methods of:

- Customer Present (chip & pin) transactions, where the customer is able to enter their card details directly into the PED; or
- Customer Not Present, via telephone where the card details are received and entered immediately into the card terminal; or
- Via the online e-commerce system.

➤ **Transmitting card data:**

- Card details must never be sent/received by email or by any other electronic method,
- Card details must never be sent unencrypted,
- Card details must never be entered into any online payment system other than that approved by the Authority.

Commented [CS4]: New addition to Policy: Point 13

➤ **Storing Card Data:**

- Sensitive card data must never be retained on Authority computers after being used for processing,
- No records of card security details or Authentication data, such as the 3-digit security card verification codes (CVC), and any other authentication data may be kept on Authority computers or in paper form,
- No other records of customer's card details (e.g. database/spread sheet incorporating customer card information) are to be kept on Authority computers.
- No track data (card electronic data) may be stored,
- Card security details must never be stored in any computer application.

Commented [CS5]: Updated from: Till rolls and carbons (when used for emergencies) supporting card transactions can be stored, as long as they are held with access restricted to authorised personnel only. Ref on report: Point 12

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- **Card data received and processed online:**
  - Only the Authority approved online payment facility may be used for payment by credit card online.
  - The E-commerce system must be compliant with PCI DSS requirements and this policy.
- **Obtaining card details in other circumstances:** In certain cases, where prior approval has been received, card details may be taken as follows:
  - By post, on an order form, in which case the details should be immediately processed through an E-PoS and the card transaction processed, the card detail's part of the order form is then immediately destroyed by shredding.
  - By fax, in which case the faxed card details should be received directly by the Customer Services Assistant (CSA) and then immediately processed onto an E-PoS and the card transaction processed, the fax with the card details should then be destroyed.
- **Following card machine instructions:** As part of any card transaction the device may instruct an action by the operator which must be followed.
- **Staff with cardholder data access:**

Access to any booking system and the associated payment card system and cardholder data will be limited to those staff whose job requires such access. Training will be provided to ensure these staff are aware of the significance of the data being held and the repercussions of disclosing it to those who do not need to know. Each such user will be issued with unique ID to access the booking system which must be used solely by the issued user.
- **Irregularities detected:**

Any non-compliance with this policy document, or any other irregularities detected in respect of a payment card and the use of payment cards and PED's, must be reported immediately to the Corporate Directors.
- **Data Confidentiality for Service Providers / Third Parties:**

The Authority has a duty of care to its customers and a PCI Compliance obligation to ensure that Service Provider and Third Parties processing or given access to sensitive card data uphold suitable Data and Information Security Practices and Policies and follows the PCI DSS.  
Third party vendors should provide a valid Attestation of Compliance (AOC) as proof of their PCI/DSS compliance.

Commented [CS6]: New addition to policy: point 13

## 5. Information Security Framework

### 5.1. Reporting Structure for the Business

- 5.1.1 Within the Authority the Head of Information Technology is responsible for matters relating to Information Security and PCI compliance.

Commented [CS7]: Was previously Head of Performance and Information: Point 13

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5.1.2 This role has responsibility for:

- Overall responsibility for Information Security and related Issues.
- Development and maintenance of Information Security Policy and Procedures (including distribution to; and training of, staff in policies).
- Communication and review of Information Security Policy.
- Coordination of PCI Security Audit Tasks.
- Coordination with PCI Accredited Security Auditors (QSA's and ASV's).
- Overall monitoring and analysis of security alerts, and distribution to appropriate Authority personnel.
- Keeping IT staff and management updated on all security related issues.

5.1.3 Venue managers are responsible for ensuring that this policy is adhered to, in particular with regard to:

- Receiving card data
- Transmitting card data
- Processing card transactions/data and
- Storage of card data
- Notification of fraud
- Staff Training and Induction

5.1.4 Staff operating the booking system, specifically processing payment using cards must follow this policy especially for the:

- Checking PED's daily for any form of tampering
- Receiving of card data
- Processing of card transactions/data and
- Storage of card data
- Notification of fraud

### 5.2. Associated Teams

5.2.1 The following teams are directly involved in the Authority's PCI compliance programme.

Name	Functions (with respect to PCI)	Team Contact Details
Booking Systems	Head of IT	Simon Clark, 01992 709893 <a href="mailto:sclark@levalleypark.org.uk">sclark@levalleypark.org.uk</a>
PCI review	Head of IT	Simon Clark, 01992 709893 <a href="mailto:scclark@levalleypark.org.uk">scclark@levalleypark.org.uk</a>
Hardware & Network	IT Section	IT Department <a href="mailto:helpdesk@levalleypark.org.uk">helpdesk@levalleypark.org.uk</a>
Internal Audit	Mazars	

Commented [CS8]: Was previously ELMS expert users: Point 13

Commented [CS9]: Was previously Nigel Foxall: Point 13

Commented [CS10]: Was previously June Darrington: Point 13



### **5.3. Annual Policy Review**

- 5.3.1 This policy is reviewed and where necessary updated on at least an annual basis. The review process ensures that:
- Perceived threats facing the Authority are identified and consideration included in procedural documentation.
  - Any new legal issues are identified that require changes in current policy or practice.
  - The Authority meets its compliance obligations to the Payment Card Industry Data Security Standard (the PCI DSS).
  - It maintains its relevance to the organisations' current and planned payment card processing operations.
  - Any changes to network configuration or new applications are included in Authority's Information Security and IT Usage Policy's.
- 5.3.2 A formal documented risk assessment process should also be completed annually to identify key business assets (including payment card data stores and supporting networks), and potential threats and vulnerabilities which could impact on the security of those assets.

### **5.4 Individual Policies**

The policies listed below also have a relationship with the current version of the PCI Data Security Standard. Specific policies are listed below:

- IT Usage Policy
- Anti-Fraud, Bribery and Corruption Policy
- Business Continuity Policy
- Data Protection Policy
- Records Management Policy
- Disciplinary Policy
- Anti-Fraud, Corruption and Bribery Policy

### **6. Policy Communication**

- 6.1 This policy will be circulated to all employees who transact card payments or who have responsibilities for the processing of card payments, and third parties who are authorised to access cardholder data. Changes to, removal of, or the introduction of policies are circulated to relevant parties following their approval by Authority meeting.

### **7. Training**

- 7.1 Staff are kept aware of policies via the following Authority methods of communication:
- Staff meetings
  - Emails, Intranet or Staff Bulletins
  - Posters
  - Workshops

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- 7.2 Data security awareness training, including authentication procedures and policies, will be conducted for all staff, at least annually to make all personnel aware of the importance of cardholder data security. Users will be made familiar with the password procedures and will be offered training if necessary.
- 7.3 The Authority shall also ensure that vendors, contractors, and business partners covered by this policy are familiar with its requirements.
- 7.4 All staff must accept compliance of the Information Security Policy. This ensures that they have read and understood the policy (or changes) and accept any consequences should they fail to adhere to them.

### 8. Employment Checks

The Authority shall ensure that any new employee directly hired by the Authority who process card payments shall be subjected to pre-employment checks.

### 9. Policy Breaches

The Authority's Disciplinary Policy and Procedures will be followed where an employee is suspected of breaching this policy and/or any supporting policies or standards. This may include dismissal. Sanctions are covered in more detail in the next section of this Policy.

#### Sanctions

Where financial impropriety is discovered, the Authority's expectation is that the Police will be involved. Any referral of a case or decision on Police involvement will only be taken by the Corporate Directors.

Any referral to the Police will not prohibit action being taken under the Authority's Disciplinary Policy and Procedures, and it should be noted that an individual could be subject to all, or elements of the following:

- Criminal prosecution;
- Civil Court action to recover money, cost and interest; and
- The Authority's Disciplinary Policy and Procedures.

### 10. Definitions and References

#### 10.1 Definitions

- **IS:** Information Security
- **Payment Card Industry Data Security Standard (PCI DSS):** Currently referenced directly from The PCI Security Standards Council's online resource at <https://www.pcisecuritystandards.org>
- **AOC:** Attestation of Compliance. The AOC is a form used by merchants and service providers to attest to the results of a PCI DSS assessment

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- **PED:** Pin Entry device. A chip and pin device that is used to take card payments.
- **QSA:** Qualified Security Assessor. A third party assessor that conducts onsite PCI audits for Service Providers and Merchants. The QSA is certified annually by The PCI Security Standards Council.
- **ASV:** Approved Scanning Vendor. A third party assessor that conducts quarterly PCI scans against the external card processing environment. The ASV is certified annually by The PCI Security Standards Council.
- **Card Schemes:** Credit Card Associated companies that include Visa, MasterCard, Amex, JCB, Diners.
- **Merchant:** For the purposes of the PCI DSS, a merchant is defined as any entity that accepts payment cards bearing the logos of any of the five members of PCI SSC (American Express, Discover, JCB, MasterCard or Visa) as payment for goods and / or services. Note that a merchant that accepts payment cards as payment for goods and / or services can also be a service provider, if the services sold result in storing, processing, or transmitting cardholder data on behalf of other merchants or service providers. For example, an ISP is a merchant that accepts payment cards for monthly billing, but also is a service provider if it hosts merchants as customers.
- **Service Provider:** Business entity that is not a payment card brand member or a merchant directly involved in the processing, storage, transmission, and switching or transaction data and cardholder information or both. This also includes companies that provide services to merchants, services providers or members that control or could impact the security of cardholder data. Examples include managed service providers that provide managed firewalls, IDS and other services as well as hosting providers and other entities.
- **Acquirer:** Bankcard association member that initiates and maintains relationships with merchants that accept payment cards.
- **Cardholder data:** Full magnetic stripe or the PAN plus any of the following: Cardholder name, Expiration date, Service Code.
- **Cardholder Data Environment:** Area of computer system network that possesses cardholder data or sensitive authentication data and those systems and segments that directly attach or support cardholder processing, storage, or transmission.

Commented [CS11]: Added to report

### 10.2 References

- Information Security Policy
- Audit Policy
- Business Continuity Policy & Management Procedure
- IT Use Policy
- Information Policy
- Information Policy
- Data Protection Policy
- Records Management Policy
- QMS
- Disciplinary Policy
- Disciplinary Procedure
- Anti-Fraud, Corruption and Bribery Policy

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