



## **FRAMEWORK FOR DECISION MAKING PROCESS AND COMMITTEE STRUCTURE**

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## Introduction

**The National Caravan Council, known as the NCC, is the national trade association representing companies operating within the UK caravan industry.**

The NCC is organised through four distinct Product Sector Groups, each covering a specific area of members' interests: Tourers, Motorhomes, Holiday Homes and Park Homes.

### 1. Name and Scope

- i. The National Caravan Council shall be called the NCC
- ii. The NCC is a trade association with a particular interest in all product sectors in trade activities in the UK leisure vehicle and park home industries.

### NCC Vision

“To be the most effective business partner for each of our members”

### NCC Mission

“That the NCC is the recognised and respected authoritative trade body for the UK leisure vehicle and park home industries providing leadership through a centre of expertise offering support, products and services to members for the successful evolution of their businesses.”

### 2. Aims and Objectives

#### Interests

- i. The NCC will represent the collective interests of its members within each product sector of the UK leisure vehicle and park industry including, for example:
  - Suppliers and specialist service providers to the UK leisure vehicle and park home industries
  - Tourer, motorhome, holiday home and park home manufacturers
  - Dealers of tourers, motorhomes and distributors of holiday homes
  - Touring, holiday home and residential parks

#### Interfaces

- ii. The NCC shall promote close co-operation by interfacing with:
  - Other trade associations
  - Government departments
  - Regulatory bodies.

#### Focus

- iii. The main areas of focus for the NCC will be:
  - Health, safety and the environment
  - Legislation affecting members
  - Training, certification, competence
  - Statistics
  - Research and development of new technology
  - Technical matters relating to the UK leisure vehicle and park home industries.

#### Objectives

- iv. The main objectives will be-:
  - To act as the main co-ordination and representative body for companies and organisations involved in the UK leisure vehicle and park home industries;
  - To represent the UK leisure vehicle and park home industries' interests in UK and regional Parliaments and the European Union;
  - To initiate, improve, promote, monitor and maintain standards of excellence in manufacturing, health, safety and environment with a balance of risk and cost;
  - To initiate, improve, promote, monitor and maintain NCC guidelines/ Codes of Practice;

- To initiate, improve, promote, monitor and maintain NCC competence schemes;
- To provide the framework for training to sustain the industry sectors;
- To represent members where there is a common interest;
- To resolve industry issues;
- To provide forums for discussion;
- To publish Codes of Practice, guidance notes and other media;
- To promote the use of common and practical industry good practice;
- To promote co-operation across the industry

### 3. Legal Compliance

- i. In meeting the above aims and objectives the NCC, the NCC's Board, Sector Group Strategic Panels and all committees will comply with all applicable UK competition law (competition and similar laws) including those of the European Union.
- ii. The NCC shall maintain guidelines to comply with competition law (see Annex 1)

### 4. Membership

#### i. Classes of membership

There shall be three classes of membership, namely:

- a. **Full Membership (see articles 65/66) – with voting rights**
- b. **Associate Membership (see articles 69/70) – without voting rights**
- c. **Probationary Members (see article 67) – without voting rights**

Probationary Members will not be permitted to use the NCC logo or attend NCC functions until Full Membership is granted. Subject to a review process and the approval of the Board as specified in article 67, Probationary Members will be upgraded to Full Membership status at the end of the periods specified below:-

- i. Up to 3 months - Supplier/Service Provider
- ii. Up to 6 months - Park Operator/Dealer/Holiday Home Distributors
- iii. Up to 9 months - Manufacturer (all products approved under the Approved Products Scheme)

The probationary stage of membership may be extended by permission of the Director General and with the approval of the Board if it is deemed necessary and with good cause.

#### ii. Sector Groups

The NCC shall have the following clearly identifiable Sector Groups:

- ◆ Tourer Sector Group
- ◆ Motorhome Sector Group
- ◆ Holiday Home Sector Group
- ◆ Park Home Sector Group

Further Sector Groups may be added from time to time in response to market conditions if decided by the Board.

Every member of a Sector Group must be a member as defined in the Articles of Association. A member can be a member of more than one Sector Group.

#### iii. Membership Categories

The NCC comprises the following membership categories:

- TM Tourer Manufacturer
- MHM Motorhome Manufacturer
- HHM Holiday Home Manufacturer
- PHM Park Home Manufacturer
- TD Tourer Dealer

- MHD Motorhome Dealer
- HHD Holiday Home Distributor
- TP Tourer Park
- HHP Holiday Home Park
- RP Residential Park
- S Supplier
- SP Service Provider

Also, the associate membership category:

- P Press

**iv. Rules of membership**

Full, Associate and Probationary Members must join and at all times remain in membership of at least one Sector Group. Members may also, at their option, join any other Sector Group where the NCC rules allow on payment of the additional subscription involved. Where member companies operate in two sectors e.g. holiday and residential parks, they will be required to join both sectors.

Associate and Probationary Members shall have no voting rights, nor be eligible for appointment of individuals to the Board of the NCC or of any committees in the NCC.

All members of the NCC agree to abide by the Memorandum and Articles of Association of the NCC and any amendments that may be agreed upon in general meetings; and to pay on demand all subscription and other dues that may be levied upon them from time to time, as determined by the Board of the NCC.

If at any time:

- the member is a company and there is any change in the directors or other officers of the company or there is any substantial change in the ownership (i.e. a change in shareholding affecting more than 10 percent of the issued share capital of the member); or
- the member is a firm and there is any change in the partners of the firm; or,
- the member is a company which either acquires other businesses in the sector/field of operation, or disposes of businesses in the sector/field of operation; or
- in the case of any member there is any change in the type of business carried on by the member, or if there is any change in the trade name(s) used by the member in connection with its business (then the member shall immediately notify the NCC in writing of any such change).

On receiving such notice the NCC shall be entitled to review the membership of such member and may in its discretion terminate or suspend membership and/or impose terms or conditions upon the membership of such member or vary the class of membership and/or amend by variation addition or deletion any terms or conditions already imposed on the membership of such member and/or take any other steps in relation to its membership as the NCC shall in its discretion think fit. This power is in addition, and without prejudice, to the powers to terminate a member's membership in the circumstances set out at articles 76 to 79 inclusive.

All members of the NCC agree to abide by their specific Rules of membership as detailed in Annex 2.

## **5. Conduct**

- i. All members shall act in a professional manner and shall strive to achieve the highest standards of integrity and competence.
- ii. Members shall endeavour to enhance the standing and public recognition of the NCC at all times.
- iii. Members shall not make false, unsubstantiated or misleading claims regarding the performance or capabilities of services or products.
- iv. Members shall not denigrate or make remarks of a defamatory or derogatory nature concerning the NCC or other members, or their personnel, services or products.

## **6. Disciplinary action**

- i. Any member company found to be in breach of their Terms of Membership, the Articles of Association, recognised industry Approved Scheme Codes of Practice or any other terms decided by the Board, or who brings discredit to the NCC or the UK leisure vehicle and park home industries, may be subject to disciplinary action by the NCC which may result in expulsion from membership.
- ii. The Disciplinary Procedure is detailed in Annex 3.

## **7. Breach of Confidentiality, Fraudulent Practice and Legal Proceedings**

- i. Any member found to be using confidential information regarding the NCC, howsoever obtained, or which is found to be involved in fraudulent, dishonest practice, shall be subject to disciplinary action by the NCC which may result in expulsion from membership.
- ii. The Board shall have the power to institute legal proceedings or other appropriate action to recover unpaid membership fees, to defend against misuse of the NCC name and logos and/or to restrain the actions of members who may be bringing the NCC into disrepute. The Board shall have the power to seek to recover any legal costs and expenses in this regard from the member or members concerned.

## **8. Complaints Procedure**

- i. Any person, firm or company who has a complaint regarding the administration or management of the NCC may submit the complaint in writing to the Director General, who will investigate the matter and take appropriate steps to resolve the issue – See Grievance Procedure in Annex 5. The Director General shall report his findings to the complainant in writing within three months of receiving the complaint, or within such further period as may be reasonably necessary to investigate the complaint fairly.
- ii. Where the matter is not resolved to the satisfaction of the complainant an appeal may be made to the Chairman to resolve the matter at the next Board meeting. The Complaint will then be determined by a majority decision of the Board, whose decision shall be final.

## **9. Appeals**

- i. Any member may appeal against any decision of the Board to suspend or terminate that member's membership. The Appeals Committee procedure is detailed in Annex 4.

## **10. Use of NCC Member and Associate Member logo**

**This section is currently under review for merging with the NCC Brand Guidelines**

- i. Full Members and Associate Members shall be entitled to use and display the respective NCC logo on their company stationery, marketing and advertising literature in accordance with clause 4, subject to any terms and conditions thereon prescribed by the NCC and notified by the NCC to members from time to time.  
Members are not entitled to use the NCC logo on any product packaging to avoid the possibility of any misinterpretation of product endorsement, certification, or performance guarantee.
- ii. No category of member of the NCC other than a paid up Full or Associate Member shall be permitted to use the NCC logo in its business or in any way whatsoever without the express prior written permission of the NCC.
- iii. It is expressly agreed and understood that the NCC may from time to time in its discretion impose terms and/or conditions in relation to the use of the NCC logo which may apply either to all Full or Associate Members or to specific Full or Associate Members
- iv. It is expressly agreed and understood by all Full or Associate Members that the right to use the NCC logo as set out may only be exercised by the Full or Associate Member itself and not by any other person or company connected or associated with that member including (but not limited to) any partner, wholly or partly owned subsidiary, joint venture partner, franchisee, franchisor, licensee, licensor, employee, director or other officer or any other associated person whatsoever. The member shall not in any circumstances permit or allow or license any other person to use the NCC logo, and shall not itself use the NCC logo, for the benefit of any other person nor in relation to any business of the Full or Associate Member other than that in respect of which its membership has been granted without the express prior written consent of the NCC, which the NCC shall be entitled to grant or withhold at its sole discretion.
- v. Any breach by a member of any terms and/or conditions applying to that member's use of the NCC logo, either as set out herein or as may be prescribed by the NCC from time to time, shall without prejudice to any other rights or remedies of the NCC entitle the Board to terminate, suspend, alter the category of membership or otherwise review the membership of such member.
- vi. Upon termination of membership (howsoever arising) the member shall immediately cease to use the NCC logo and shall not at any time thereafter hold itself out as a member of the NCC. If the member's membership is suspended, then the member shall not use the NCC logo nor hold itself out as a member of the NCC during the period of such suspension. The Board of the NCC shall be entitled to determine the duration of such period of suspension and to impose such terms and conditions during such period of suspension as it in its discretion thinks fit. The remedies of the NCC set out herein and otherwise are expressly without prejudice to any other rights or remedies that the NCC may have either in law or in equity.

## **11. Finance**

The NCC shall keep and operate Bank Accounts and all monies paid to the NCC shall be paid into such accounts and all cheques drawn on such accounts shall be signed by any two persons appointed by the Board.

The Director General shall be responsible for reporting to the NCC Board of Directors on all financial matters. Audited accounts shall be presented as at the end of each financial year and the auditors shall be appointed annually by the Board of Directors, and their fees shall be at the discretion of the Board.

The management of the financial affairs of the NCC shall be by the Director General, who shall submit recommendations for the approval of the Board in respect of:

- Annual Membership fees
- Joining Fees
- Financial reports for the consideration of the Board
- Recommendation for the appointment or termination of the Auditors

i. **Financial Year**

The Financial Year of the NCC shall terminate on 31 October in each year.

The membership year will be the same as for the Financial Year.

ii. **Annual Subscription**

Subscription rates for "Full" and "Associate" Members as defined in Clause 4.1 above will be based on such scales as may be decided from time to time by the Board of the NCC.

All subscriptions shall be paid within 30 days of invoice date. If a subscription has not been paid within 90 days of invoice date, and if the member has been sent at least one formal written reminder to the member's last known address, then the Board may, in addition to any legal action which it may wish to take to recover such sums, expel or suspend the member if no reasonable explanation for non-payment is forthcoming.

New members on being accepted into membership of the NCC will be invoiced for a proportion of the relevant annual subscription equal to the number of full months outstanding in that year. If this falls within 3 months of the end of the financial year the remaining proportion shall be added to the next year's subscription e.g. if within 2 months the member will be invoiced for 15 months' subscription.

If a member resigns from the NCC then it shall still be liable to pay that proportion of the relevant annual subscription equal to the number of months elapsed since the beginning of that year. If a member resigns part way through a year and if it has already paid its full annual subscription, then it will not qualify for a rebate.

iii. **Auditors**

An auditor will be appointed by the Board of Directors. An audit shall be carried out at the end of every financial year. Re-appointment and/or termination of the auditors will be decided by the Board of Directors and the appointment minuted.

## 12. The Board of Directors

- i. The Board of Directors shall consist of the Chairman and Vice-Chairman of the Council, the Director General for the time being, the current past Chairman, and up to three nominated representatives from each Sector Group. Each of the representatives from a given Sector Group must be from different membership categories.
- ii. The role of the Board is primarily strategic, to include:
  - Determining overall industry strategy
  - Determining NCC strategy to meet the needs of the industry
  - Determining NCC financial strategy and approval of NCC budget
  - Determining NCC Directorate staffing strategy – the Board should not be involved in the recruitment or management of staff, which is the responsibility of the Director General
  - Identification and debate of lobbying issues
  - Appointment of the Management Panel
  - Resolution of recommendations from the Management Panel
  - Appointment of the Director General



- iii. It shall have overall responsibility for the strategic direction of the NCC, co-ordinating the activities of the NCC, for determining key priorities and for ensuring that there is no duplication of effort.
- iv. The Board delegates decision making on Sector Group related issues to the relevant Strategic Panel. The Sector Group Strategic Panels are accountable to the Board and have a duty to keep the Board fully informed. Clear definitions of these delegated powers and defined areas of recommendation are as follows:
  - The execution of Sector Group specific projects
  - Sector Group specific lobby strategy
  - In consultation with the Director General, the allocation of funds for Sector Group specific projects
- v. It shall set annual income and expenditure budgets, membership subscriptions and agree project expenditure as proposed by the Director General.
- vi. It should meet at least three times per annum.
- vii. It shall have no management role in the affairs of the Directorate, other than to appoint the Director General. However, it shall give guidance and support where necessary.
- viii. The Board shall receive and if approved adopt a statement of the NCC's accounts up to the end of the preceding financial year.
- ix. The Chairman and the Vice-Chairman of the Council shall be elected by the Board members. The duration of both offices should normally be two years.
- x. The Chairman, Vice Chairman and/or the Director General may, from time to time, invite individuals to attend for all or part of a Board meeting and to report to the Board as appropriate.
- xi. Noting Directors' legal responsibilities to the NCC and concerns with regard to transparency, the Board receives all agendas and minutes of all NCC meetings (whether or not they are members of that committee). Confidential issues (for example staffing issues) are addressed through correspondence rather than minutes.
- xii. Whilst the Board will always aim for either unanimous or consensus agreement, if it is necessary for a vote to be taken on a specific issue then all Directors who are present shall be entitled to one vote. The Chairman shall exercise a casting vote in the event of an equality of votes.
- xiii. The presence of four Directors in person shall constitute a quorum for the transaction of business at Board meetings.
- xiv. Board meetings may be called at 14 days' notice by any Director giving notice to the Directors, or by authorising the Director General, to give such notice. However, if a majority of Directors confirm that they are willing to attend a meeting at less than 14 days' notice then the Director General may convene a Board meeting.
- xv. The Board shall appoint a Management Panel to work with the Director General to oversee the activities, membership, and effectiveness of individual committees and the Committee System in general.

### 13. NCC Chairman

The NCC Chairman has a minimum two year term in office, in a non-executive role.

The NCC Chairman is responsible for leading and managing the Board; to be the guardian of members' interests, and to exercise the NCC's responsibilities in respect of the employment of the Director General. No financial compensation (above direct expenses) is provided by the NCC.

The role of the NCC Chairman is defined in Annex 6.

### 14. Director General

- i. The Director General of the NCC shall be appointed by and shall report to the Board. The Director General shall have overall responsibility for the day-to-day running of the NCC and shall report to the NCC Chairman on a day-to-day basis.
- ii. The Director General shall have power to enter into contracts for the purposes of the NCC on behalf of the members of the NCC and shall be entitled to an indemnity out of the assets of the NCC for all expenses and liabilities properly incurred by him/her in the management of the affairs of the NCC within the agreed annual budget.
- iii. Decision making by the Director General includes:
  - Detail of lobbying tactics
  - Detailed operational issues
  - Authority to make and be accountable for adjustments within budget as circumstances dictate in accordance with agreed strategy
  - Any such adjustments from budget to be reported to the Board
  - Authority and accountability to purchase information and communications equipment necessary to the continued working of the NCC to be reported to the Board as necessary.
  - Authority, responsibility and accountability for staff management
  - Authority and accountability for staff recruitment
  - Capital expenditure (subject to Board approval)

#### iv **Appraisal of the Director General**

It is a contractual obligation on the part of both the Director General and the NCC to engage in an annual process of appraisal and remuneration package review. The responsibility for appraising the Director General and conducting a salary review thereafter lies with the Chairman.

The appraisal cycle should take place on a predetermined date to which the Chairman may extend an invitation to the Vice-Chairman to participate. Following the appraisal the Chairman and Vice Chairman shall review the remuneration package of the Director General, as authorised by the Board:-

- Review and approve the Director General's performance-based remuneration by reference to their achievements against the performance criteria and by reference to market norms. In exercising this function the Chairman shall be bound by commitments made by his predecessor;
- Chairman to consult with predecessors as he considers necessary;
- Engage external professional advisors to assist and/or advise as they consider necessary;
- Conform to any requirement, direction, and regulation that may from time to time be prescribed by the Board of Directors or contained in the constitution of the NCC or imposed by legislation.

If any alteration is made to the remuneration package the Chairman shall advise the Director General accordingly in writing. The content of appraisal interviews and remuneration reviews is to be treated as confidential to the participants involved. The Chairman shall pass over all relevant papers to his successor.

#### 15. Management Panel (MP)

- i. The duties of the MP include recruiting membership through special outreach efforts and staffing committees; reviewing and revising Committee Standards and Practices; assisting committees in achieving their goals by reviewing their mission statements, plans and activities; creating new committees and combining committees with complementary or similar functions and dissolving non-functioning committees. The MP will be responsible to the Board on all matters.
- ii. The MP will be chaired by the NCC Vice-Chairman and will include a Director from each of the Sector Group Strategic Panels, the Director General and the Committee Coordinator.
- iii. The Committee Coordinator is the Deputy Director General and acts as liaison between the MP and committees, staff and NCC membership. The Deputy Director General is responsible for the day-to-day maintenance of committees and member service records. Members with committee concerns or a general interest in committee service should address them in writing to the MP via the Committee Coordinator.
- iv. The MP shall:
  - determine and make recommendations for the NCC committee system to the Board for decision.
  - appoint committees within the NCC.
- v. Meetings of the MP shall be convened by the MP Chairman as often as he may consider necessary. The majority of business will be carried out electronically (ex-committee) via email.
- vi. The formation of new committees must be approved by the MP. New committees must serve a useful function within the NCC.
- vii. In December of every odd-numbered year, the MP will forward its committee systems plan together with suggested nominees for committees to the Board for publication on the NCC's website (in the Members Only section) for 30 days. Any member who wishes to be considered should apply by making contact with the Committee Coordinator and complete the necessary documentation, which shall be considered by the MP.
- viii. If there have been more than the prescribed maximum nominations to serve as members of a Panel/Committee, a ballot will be held. Ballot papers in the form prescribed by the Council from time to time, shall be circulated to all members eligible to vote. Those members eligible, and wishing to vote, must vote for the maximum number of candidates from the list provided. To be valid, the completed ballot papers must then be sealed in the special envelope provided for that purpose and returned to the NCC for the attention of the Committee Coordinator to arrive by the date shown on the ballot paper, which will be not less than 14 days from the date that the papers were sent out. Ballot papers not completed and/or returned in the correct manner may be declared void.
- ix. The secret postal ballot will be conducted as follows:
  - such officer or officers of the Council as shall be so instructed by the Director General of the Council shall count the votes;
  - any one of the Director General, Chairman or Vice-Chairman of the Council ("the Scrutineer") shall check the result by examination of the postal ballot sheets and confirm the outcome to the Committee Coordinator.
  - within 14 days of closing the ballot the Committee Coordinator shall advise all members within the membership category of the appointed nominees

- the number of votes that each candidate received and how members voted will continue to be confidential;
- three years after the date of the notification of the appointed nominees, details of the postal ballot will be made available for any member wishing to see the same; and
- in the event of a tie situation a second ballot of those involved in the tie shall be held under the same rules as apply to the initial ballot.
- if any vacancy occurs within a committee the Committee Coordinator must be informed immediately. Subject to the agreement of the MP any such vacancy may be filled by the Committee.

## 16. Committee System

The NCC is a strong, viable organisation due to the active participation of its members. The internal processes of the NCC provide numerous opportunities for member involvement. The NCC's Committee System is comprised of committees that are either:

- Sector Group Strategic Panels
- Advisory Committees
- Regulatory Committees
- Specialist Section Committees

Committees function under the authority of the Board of Directors. The Board has delegated the oversight of all committee activities to the Director General. All committee agendas and minutes will be posted on the NCC's website for members to access. The NCC's committees shall prepare for publication codes of practice, guidance notes or similar material relating to their particular activities in their sector. Sole authority for publication shall rest with the NCC Board.

Committee Guidelines are detailed in Annex 7

The NCC Committee System is detailed in Annex 8.

## 17. Sector Group Strategic Panels

The following Panels are appointed by the MP:

- Strategic Panel - Tourer Sector Group
- Strategic Panel – Motorhome Sector Group
- Strategic Panel – Holiday Home Sector Group
- Strategic Panel – Park Home Sector Group

Further Strategic Panels may be added from time to time in response to industry conditions if decided by the Board upon a proposal from the MP.

Representatives shall be in a sufficiently senior position within their company or organisation to take decisions and to make commitments on behalf of their own company or organisation at meetings, e.g. formal support for a Code of Practice.

The Chairman of each Sector Group Strategic Panel shall be elected annually by the relevant Strategic Panel from amongst the members of such Strategic Panel.

The Vice-Chairman of each Strategic Panel shall be elected annually from amongst the members of such Strategic Panel.

Composition of Sector Groups Strategic Panels are detailed in Annex 9.

## **18. Advisory Committees**

The following advisory committees are appointed by the MP:

- Tourer & Motorhome Technical Panel
- Holiday Home & Park Home Technical Panel

Further Advisory Committees may be added from time to time in response to industry conditions if decided by the Board upon a proposal from the MP.

Representatives shall be in a sufficiently senior position within their company or organisation to take decisions and to make commitments on behalf of their own company or organisation at meetings.

The Chairman of each Advisory Committee shall be elected annually by such Advisory Committee from amongst the members of such Advisory Committee.

The Vice-Chairman of each Advisory Committee shall be elected annually by such Advisory Committee from amongst the members of such Advisory Committee.

Composition of Advisory Committees is detailed in Annex 10.

## **19. Regulatory Committees**

The only regulatory meeting is the Appeals Committee – See Annex 12.

## **20. Specialist Section Committees**

The MP may propose to the Board that Specialist Section Committees be formed for specific categories of membership. The MP shall determine the specialisations with which each Specialist Section Committee shall deal, and shall define terms for the composition, management and operation from time to time of such Specialist Sections as to the functions which they shall perform and shall have power to dissolve any Specialist Section Committee at any time.

Composition of Specialist Section Committees is detailed in Annex 10.

## **21. Open Forums**

Categories of membership may from time to time in consultation with the Director General set up a Forum covering one or more membership category or in a certain geographical area. Each Forum shall be constituted according to its needs.

Such Forums will be open to all members within the relevant category or categories and shall be self-financing.

Such forums will be responsible for ensuring a record of discussion is kept. Any actions proposed must be directed to the relevant Sector Group Strategic Panel for adoption.

## **22. Staff Grievance Procedure**

To ensure staff motivation and lines of reporting, and in accordance with legal requirements, a grievance procedure is in place to provide a framework for staff to raise grievance issues with regard to an individual within the NCC (against a staff member or a committee member). Discussion and reporting of grievances outside of the procedure is a disciplinary offence for staff and carries sanction by the Board against any committee member.

## **ANNEX 1 NCC Competition Law Compliance Guidelines**

### **Introduction**

These guidelines are compiled for members in accordance with the NCC's constitution. They will be circulated to all members.

### **Policy**

***The NCC, all committees and Open Forums will comply with all applicable competition law (competition and similar laws) including those of the European Union and the United Kingdom.***

All meetings will state this policy at the top of the business agenda.

### **General**

1. The Constitution and all committee objectives are written to comply with competition law.
2. Membership is open to all individuals, firms and companies active in the UK leisure vehicle and park home industries. Any action in rejecting a membership application or current member is reviewed for compliance with competition law.
3. The NCC has a formal document retention and disposal policy.
4. The NCC has a formal complaints procedure.

### **Rules for Meetings**

Members should comply with the following guidelines when meeting:

1. Written agendas for all meetings should be prepared and circulated in advance and reviewed for compliance with competition law.
2. Agendas will not include, where possible, open-ended terms such as 'miscellaneous'
3. Items not on the agenda will not be allowed if they raise issues which breach competition law (i.e. if they touch on commercial matters which are not already clearly historic or in the public domain).
4. All participants have the right to question any topic or discussion that might breach competition law. Any participant has the right to state their objection and leave a meeting if they feel that any topic or discussion breaches competition law. Such a decision should be recorded in the minutes of the meeting.
5. Records of all meetings should be accurate and should not be doctored or incomplete.
6. Records of all meetings should be reviewed for compliance with competition law. Minutes should also include statements to show compliance with competition law. Members may be asked to sign a reminder at the beginning of each meeting to acknowledge the need to comply with competition law.
7. All meetings should be scheduled and no unscheduled, informal, ad-hoc or side sessions should be held.

The following guidelines should be adhered to by all members during any meetings:

1. Do not discuss current, future prices or specification.
2. Do not discuss profit levels or mark-ups.
3. Do not discuss any anticipated price changes, including any increase or decrease in price.
4. Do not discuss payment terms.
5. Do not discuss standardising or stabilising prices.
6. Do not discuss pricing procedures.
7. Do not discuss discounts.
8. Do not discuss credit terms.
9. Do not discuss controlling sales.
10. Do not discuss allocating markets, commercial details about sites, regional/local areas and type of services.
11. Do not discuss changes in production, capacity or inventories
12. Do not discuss tenders and bids for contracts or procedures for responding to bid invitations.
13. Do not discuss market shares.
14. Do not discuss allocation of customers, customer lists and customer contracts
15. Do not discuss company specific business plans, marketing initiatives and industry pricing policies.
16. Do not discuss individual company information (unless this information is clearly in the public

- domain) and terms on which each company usually does business.
17. Do not complain to a competitor that its prices constitute unfair trade practices.
  18. Do not discuss refusing to deal with a company because of its pricing or distribution policies.
  19. Do not attend unscheduled, informal, ad-hoc or side sessions.
  20. Do not exchange information that contains any of the above information, in particular data which has a bearing on price and volumes.
  21. Do not discuss or exchange any sensitive information (as outlined above) during social gatherings before, after or incidental to the official NCC meetings.

Members can discuss the following during their meetings:

1. Government and/or European policy
2. Industry lobbying and promotional initiatives
3. Legislative, regulatory/legal changes and compliance
4. Health and safety issues
5. Industry employment, training initiatives and best practice
6. Research and development
7. Any other information about the industry that is not commercially sensitive or company specific (i.e some commercial information, including on pricing, may be acceptable if it is genuinely historic or highly aggregated and does not divulge each Members' current or future strategy – see advice)

All members must remain free to take independent commercial decisions.

All members must not be restricted from independently advertising their prices and/or discounts, soliciting for business or otherwise competing with other members.

All members should be free to use different contractual conditions from NCC's developed standard conditions, if they wish to do so, albeit this does not prevent the NCC from making standardised documents available.

### **Conclusion**

Trade associations can be targets for government agencies enforcing compliance with competition law. By conducting its business openly and avoiding even the appearance that it is engaging in activity that might seem to have an effect on prices or competition, the NCC and its members can protect themselves from charges of breaches of competition law.

## ANNEX 2 Rules of Membership

### Residential Parks

1. Each member agrees to comply with:
  - the Guidelines of Good Practice for the Transportation, Siting and Commissioning of Single and Twin-unit Caravan Holiday Homes and Park Homes; and
  - ensure that used park homes stocked and offered for sale shall comply with the relevant British Standards/European Norms in effect at the date of manufacture of the residential park homes;
  - all relevant legislation and regulations; and
  - that refurbished park homes stocked and offered for sale shall comply with the current regulation, relevant British Standards/European Norms
2. Each member agrees that all residential park homes offered for sale, sited, and made available for hire, have been approved under the NCC Approved Product Scheme or an industry recognised equivalent scheme to the following standard BS 3632 (and all associated standards).
3. Each member (which for this purpose includes any applicant for membership) shall:
  - register for, and offer the Gold Shield Ten Year Warranty Scheme or an industry recognised equivalent on all new Park Homes offered for sale on a park home estate, or offer a recognised alternative; and
  - provide a copy of the current industry model Written Statement under the relevant Mobile Homes Acts in force across the UK to each home owner; and
  - file monthly statistical returns and other statistical information where applicable and as requested; and
  - make all consumers aware of the Alternative Dispute Resolution service operated by the NCC in the event that a business to consumer dispute cannot be resolved by the member's in-house processes or is outside the scope of referral to the First-Tier Tribunal (Property Chamber)
  - register all parks and pitches in the ownership and control of:
    - the member, and/or
    - any relative, spouse, relative's spouse or business partner of the member and/or any firm, company or companies which the member or his relatives, spouse or any business partner represents, owns or controls— see 4 below; and
    - comply with the standards of membership of the NCC at all times, which includes refraining from any conduct which the Board may in its absolute discretion determine to be unworthy of a member and/or which may bring the NCC and/or the leisure vehicle and park home industries into disrepute.
4. All applications for Full Membership must be accompanied by all of the following:
  - i. one or more recent photographs of the park and the website address of the applicant
  - ii. copies of any trade/consumer literature e.g. park brochure or leaflet
  - iii. a photocopy of the Planning Permission (or authorised Exemption Certificate) detailing the number of pitches (if specified)
  - iv. a photocopy of the current Site Licence
  - v. a photocopy of the Site Plan
  - vi. a copy of the standard form of Written Statement under the relevant Mobile Homes Acts in force across the UK used by the applicant
  - vii. a copy of the current Park Rules as deposited with the relevant local authority
  - viii. (in the case of a company) a list of the names and addresses of all directors
  - ix. (in the case of a partnership) a list of the names and addresses of all partners
  - x. a list of all park businesses and pitches in control/ownership of the applicant and/or his spouse and/or business partner(s) and/or companies
  - xi. a copy of the applicant's complaints handling procedure
  - xii. a completed questionnaire as may be determined by the Board from time to time.



## Holiday Parks

1. Each member agrees to:
  - Comply with the NCC Holiday Park Holiday Home Ownership Scheme and Code of Practice 2013 (or later versions in force at the time) (for all parks that offer private holiday home ownership on their parks)
  - Comply with the Guidelines of Good Practice for the Transportation, Siting and Commissioning of Single and Twin-unit Caravan Holiday Homes and Park Homes; and
  - the principles, contents and minimum standards of the NCC Combined Purchase and Licence Agreement for Holiday Home Owners, and to issue written agreements to all consumers; and
  - maintain a record of the purchase and licence agreement issued to each holiday home owner; and
  - file monthly statistical returns and other statistical information where applicable and as requested
  - make all consumers aware of the Alternative Dispute Resolution service operated by the NCC in the event that a business to consumer dispute cannot be resolved by the member's in-house processes; and
  - that new and used holiday homes stocked and offered for sale shall comply with the relevant British Standards/European Norms in effect at the date of manufacture of the holiday homes; and
  - that refurbished holiday homes stocked and offered for sale shall comply with current regulations, relevant British Standards/European Norms.
2. Each member agrees that all caravans offered for sale, sited, and made available for hire, have been approved under the NCC Approved Product Scheme or an industry recognised equivalent scheme to the following standards:
  - BS EN 1647 for Caravan Holiday Homes; or
  - BS 3632 for Residential Park Homes (where the site licence permits the use of park homes/holiday lodges for holiday use).
3. Each member (which for this purpose includes any applicant for membership) shall:
  - Register all parks and pitches in the ownership and control of the applicant, and or owned jointly with the member, and/or
  - any relative, spouse, relative's spouse or business partner of the member and/or
  - any firm, company or companies which the member or his relatives, spouse or any business partner represents see 5 below; and
  - comply with the standards of membership of the NCC at all times, which includes refraining from any conduct which the Board may determine to be unworthy of a member and/or which may bring the NCC and/or the leisure vehicle and park home industries into disrepute.
4. All applications for membership must be accompanied by all of the following:
  - i. One or more recent photographs of the park and website address
  - ii. copies of trade/consumer literature
  - iii. a photocopy of the Planning Permission (or authorised Exemption Certificate) detailing the number of pitches (if specified)
  - iv. a photocopy of the current Site Licence
  - v. a photocopy of the Site Plan
  - vi. a copy of the Purchase and Licence Agreement for Holiday Home Owners and all other relevant documentation affecting customers' rights
  - vii. a copy of the current Park Rules; and (in the case of a company) a list of the names and addresses of all Directors
  - viii. (in the case of a partnership) a list of the names and addresses of all partners
  - ix. a list of all park businesses and pitches in control/ownership of the applicant and/or his spouse and/or business partner(s) and/or companies
  - x. a copy of the applicant's complaints handling procedure
  - xi. a completed questionnaire as may be determined by the Board from time to time.

## Suppliers

1. Each member shall where applicable:
  - submit approval certificates for appliances/components covered by the scope of the NCC's list of Approved Components
  - comply with the Guidelines of Good Practice for the Transportation, Siting and Commissioning of Single and Twin-unit Caravan Holiday Homes and Park Homes
  - make all consumers aware of the Alternative Dispute Resolution service operated by the NCC in the event that a business to consumer dispute cannot be resolved by the member's in-house processes
  - File monthly statistical information and other statistical information as appropriate and where requested
2. Each member shall comply with the standards of membership of the NCC at all times which includes refraining from any conduct which the Board may in its absolute discretion determine to be unworthy of a member and/or which may bring the NCC and/or the UK leisure vehicle and park home industries into disrepute.
3. All applications for membership must be accompanied (where applicable) by the following:
  - i. copies of all trade/consumer literature
  - ii. the applicant's website address
  - iii. copy of any consumer credit licence held by the applicant
  - iv. FSA firm registration number
  - v. a completed questionnaire as may be determined by the Board from time to time
  - vi. (in the case of a company) a list of the names and addresses of all its directors
  - vii. a list of all businesses operating within the leisure vehicle and park home industries industry in control/ownership of the applicant
  - viii. a copy of the applicant's complaints handling procedure.

## Service Providers

1. Each member shall where applicable:
  - comply with the Guidelines of Good Practice for the Transportation, Siting and Commissioning of Single and Twin-unit Caravan Holiday Homes and Park Homes
  - be a member of the Approved Workshop Scheme (AWS) and abide by Tourer and Motorhome Workshop Standards
  - ensure refurbished holiday homes or park homes stocked and offered for sale shall comply with or shall have been approved under the current relevant British Standards / European Norms
  - ensure refurbished tourers and motorhomes stocked and offered for sale shall comply with or shall have been approved under the current relevant British Standards / European Norms and be reregistered under NCC CRiS
  - comply with the standards of membership of the NCC at all times which includes refraining from any conduct which the Board may in its absolute discretion determine to be unworthy of a member and/or which may bring the NCC and/or the caravan industry into disrepute
  - make all consumers aware of the Alternative Dispute Resolution service operated by the NCC in the event that a business to consumer dispute cannot be resolved by the member's in-house processes
  - file monthly statistical information and other statistical information as appropriate and where requested
  
2. All applications for membership must be accompanied (where applicable) by the following:
  - i. copies of all trade/consumer literature
  - ii. the applicant's website address
  - iii. a copy of any consumer credit licence held by the applicant
  - iv. any FSA firm registration number
  - v. a completed questionnaire as may be determined by the Board from time to time.
  - vi. (in the case of a company) a list of the names and addresses of all its Directors
  - vii. a list of all businesses operating within the caravan industry in control/ownership of the applicant
  - viii. a copy of the applicant's complaints handling procedure.

## Holiday Home Distributors

1. Each member agrees:
  - that where distributors deal directly with a consumer on the sale of a holiday home they will complete the NCC model Purchase Agreement at the point of sale.. Distributors agree to encourage all holiday parks they do business with to offer their customers a written Licence Agreement to site the caravan on the park and, where appropriate, provide potential customers with clear and transparent advice about the importance of a written agreement; and
  - to apply for, be assessed under and comply with the NCC's Approved Holiday Home Distributor Scheme and Code of Practice; and
  - to file monthly statistical information and other statistical information as applicable and as requested; and
  - to comply with the Guidelines of Good Practice for the Transportation, Siting and Commissioning of Single and Twin-unit Caravan Holiday Homes and Park Homes; and
  - that new holiday homes stocked and offered for sale shall have been approved under the NCC Approved Product Schemes or industry recognised equivalent scheme to the following standard BS/EN 1647 for Caravan Holiday Homes or homes built to BS3632 for Residential Park Homes if the parks site licence permits such product for holiday use; and
  - that used holiday homes stocked and offered for sale shall comply with the relevant British Standards/European Norm in place at the date of manufacture of the holiday homes; and
  - that refurbished holiday homes stocked and offered for sale shall comply with current regulations, relevant British Standards/European Norms; and
  - to make all consumers aware of the Alternative Dispute Resolution service operated by the NCC in the event that a business to consumer dispute cannot be resolved by the member's in-house processes; and
  - to comply with the standards of membership of the NCC at all times which includes refraining from any conduct which the Board may in its absolute discretion determine to be unworthy of a member and/or which may bring the NCC and/or the UK leisure vehicle and park home industries into disrepute.
2. All applications for membership must be accompanied by all of the following:
  - i. one or more recent photographs of the Distributor's show ground and website address
  - ii. copies of trade/consumer literature
  - iii. a copy of the current industry model Purchase and Licence Agreement for Holiday Home Owners and all other relevant documentation affecting customers' rights where the distributor deals directly with the consumer
  - iv. copy of any consumer credit licence (where applicable)
  - v. any FSA firm registration number (where applicable)
  - vi. (in the case of a company) a list of the names and addresses of all its directors
  - vii. a list of all businesses operating within the caravan industry in control/ownership of the applicant
  - viii. a copy of the applicant's complaints handling procedure
  - ix. a completed questionnaire as may be determined by the Board from time to time.

## Tourer Dealers

1. Each member agrees that:
  - new caravans stocked and offered for sale shall comply with or shall have been approved under the NCC Approved Product Schemes or industry recognised equivalent to the following standard BS EN 1645 (and all its associated standards) for tourers
  - used caravans stocked and offered for sale shall comply with the relevant British Standards/European Norms, in effect at the date of manufacture of the tourers
  - on each occasion when it sells a caravan, it will, so far as such schemes are applicable, operate NCC CRiS in accordance with the requirements
  - each of its outlets retailing touring caravans shall be brought into NCC membership
  - each of its outlets retailing touring caravans shall be a member of the Approved Workshop Scheme (AWS) so far as such scheme is applicable or holds a current contractual agreement with a third party who is a member of the AWS which provides for pre-delivery inspection, warranty repairs and maintenance services
  - to apply for, be assessed under and comply with the NCC's Approved Touring Dealership Sales Code of Practice; and
  - they will make all consumers aware of the Alternative Dispute Resolution service operated by the NCC in the event that a business to consumer dispute cannot be resolved by the member's in-house processes
  - they will file monthly statistical information and other statistical information as applicable and as requested
  - they will comply with the standards of membership of the NCC at all times which includes refraining from any conduct which the Board may in its absolute discretion determine to be unworthy of a member and/or which may bring the NCC and/or the UK leisure vehicle and park home industries into disrepute.
2. All applications for membership must be accompanied by all of the following:
  - i. one or more recent photographs of the Dealer's show ground and website address;
  - ii. copies of trade/consumer literature;
  - iii. a list of all franchises available to the consumer
  - iv. copies of current handover procedures
  - v. a copy of the Company's current complaint handling procedure
  - vi. copy of any consumer credit licence held by the applicant
  - vii. any FSA firm registration number
  - viii. (in the case of a company) a list of the names and addresses of all its directors
  - ix. a list of all businesses operating within the caravan /leisure vehicles industry in control/ownership of the applicant
  - x. a completed questionnaire as may be determined by the Board from time to time.

## Motorhome Dealers

### 1. Each member agrees that:

- new motorhomes stocked and offered for sale shall comply with or shall have been approved under the NCC Approved Product Schemes or industry recognised equivalent to the following standard BS EN 1646 (and all its associated standards) for motorhomes; and
- used motorhomes stocked and offered for sale shall comply with the relevant British Standards/European Norms, in effect at the date of manufacture of the motorhome; and
- on each occasion when it sells a motorhome, it will, so far as such schemes are applicable, operate an appropriate NCC security initiative in accordance with the requirements; and
- each of its outlets retailing motorhomes shall be brought into NCC membership; and
- each of its outlets retailing motorhomes shall be a member of the Approved Workshop Scheme (AWS) so far as such scheme is applicable or holds a current contractual agreement with a third party who is a member of the AWS which provides for pre-delivery inspection, warranty repairs and maintenance services; and
- they will file monthly statistical information and other statistical information as applicable and as requested; and
- they will apply for, be assessed under and comply with the NCC's Approved Motorhome Motorhome Dealership Sales Code of Practice; and
- they will make all consumers aware of the Alternative Dispute Resolution service operated by the NCC in the event that a business to consumer dispute cannot be resolved by the member's in-house processes
- they will comply with the standards of membership of the NCC at all times which includes refraining from any conduct which the Board may in its absolute discretion determine to be unworthy of a member and/or which may bring the NCC and/or the leisure vehicle and park home industries into disrepute.

### 2. All applications for membership must be accompanied by the following:

- i. one or more recent photographs of the Dealer's show ground and website address;
- ii. copies of trade/consumer literature;
- iii. a list of all franchises available to the consumer
- iv. copies of current handover procedures
- v. a copy of the applicant's current complaint handling procedure
- vi. copy of any consumer credit licence held by the applicant
- vii. any FSA firm registration number
- viii. (in the case of a company) a list of the names and addresses of all its directors
- ix. a list of all businesses operating within the leisure vehicle and park home industries in control/ownership of the applicant
- x. a completed questionnaire as may be determined by the Board from time to time.

## Motorhome Manufacturers and Converters

### 1. Each member agrees to:

- accept complete responsibility for his products under English law, or other applicable law of the UK, including full compliance with the law governing road vehicle construction, lighting and use, and compliance with all appropriate British/European Standards; and
- comply with the provisions of the Type Approval Directive where appropriate for new and pre-owned product and where there is a change of use (conversion)
- operate the NCC's Approved Product Schemes and comply with all its rules, procedures as determined by the Board from time to time; and
- register all model names in accordance with the rules and procedures of the Model Names Register; and
- comply with the standards of membership of the NCC at all times which includes refraining from any conduct which the Board may in its absolute discretion determine to be unworthy of a member and/or which may bring the NCC and/or the leisure vehicle and park home industries into disrepute; and
- file monthly production and sales/despatch statistical information and other statistical information as applicable and as requested; and
- make all consumers aware of the Alternative Dispute Resolution service operated by the NCC in the event that a business to consumer dispute cannot be resolved by the member's in-house processes

### 2. All applications for membership must be accompanied by all of the following:-

- i. copies of trade/consumer literature and the applicant's website address
- ii. a list of all current motorhome models
- iii. if not covered above photographs of each type of motorhome which it manufactures
- iv. (in the case of a company) a list of the names and addresses of all its directors
- v. a list of all businesses operating within the leisure vehicle and park home industries in control/ownership of the applicant
- vi. a completed questionnaire as may be determined by the Board from time to time.

## **Tourer Manufacturers**

### 1. Each member agrees to:

- accept complete responsibility for his products under English law, or other applicable law of the UK, including full compliance with the law governing road vehicle construction, lighting and use, and compliance with all appropriate British/European Standards; and
- comply with the provisions of the Type Approval Directive where appropriate
- operate the NCC's Approved Product Schemes and comply with all its rules, procedures as determined by the Board from time to time; and
- comply with the current NCC's Model Year Rules with effect from each September
- operate the NCC Central Registration Identification Scheme (NCC CRiS) in accordance with the requirements; and
- register all model names in accordance with the rules and procedures of the Model Names Register; and
- file monthly production and sales/despatch statistical information and other statistical information as applicable and as requested; and
- make all consumers aware of the Alternative Dispute Resolution service operated by the NCC in the event that a business to consumer dispute cannot be resolved by the member's in-house processes
- comply with the standards of membership of the NCC at all times which includes refraining from any conduct which the Board may in its absolute discretion determine to be unworthy of a member and/or which may bring the NCC and/or the UK leisure vehicle and park home industries into disrepute; and

### 2. All applications for membership must be accompanied by all of the following:

- i. copies of trade/consumer literature and the applicant's website address
- ii. a list of all current touring caravan models
- iii. if not covered above, photographs of each type of tourer which it manufactures
- iv. (in the case of a company) a list of the names and addresses of all its directors
- v. a list of all businesses operating within the caravan industry in control/ownership of the applicant
- vi. a completed questionnaire as may be determined by the Board from time to time.



## **Holiday Home Manufacturers**

### 1. Each member agrees to:

- accept complete responsibility for his products under English law, or other applicable law of the UK, and compliance with all appropriate British/European Standards; and
  - operate the NCC's Approved Product Schemes and comply with all its rules, procedures as determined by the Board from time to time; and
  - register all model names in accordance with the rules and procedures of the Model Names Register; and
  - comply with the requirements of the Guidelines of Good Practice for the Transportation, Siting and Commissioning of Single and Twin-unit Caravan Holiday Homes and Park Homes; and
  - file monthly production and sales/despatch statistical information and other statistical information as applicable and as requested; and
- make all consumers aware of the Alternative Dispute Resolution service operated by the NCC in the event that a business to consumer dispute cannot be resolved by the member's in-house processes
- comply with the standards of membership of the NCC at all times which includes refraining from any conduct which the Board may in its absolute discretion determine to be unworthy of a member and/or which may bring the NCC and/or the UK leisure vehicle and park home industries into disrepute.

### 2. All applications for membership must be accompanied by all of the following:-

- i. copies of trade/consumer literature and the applicant's website address
- ii. a list of all current holiday home models
- iii. if not covered above, photographs of each type of holiday home which it manufactures
- iv. (in the case of a company) a list of the names and addresses of all its directors
- v. a list of all businesses operating within the UK leisure vehicle and park home industries in control/ownership of the applicant
- vi. a completed questionnaire as may be determined by the Board from time to time.

## **Park Home Manufacturers**

### **1. Each member agrees to:**

- accept complete responsibility for his products under English law, or other applicable law of the UK, and compliance with all appropriate British/European Standards; and
- operate the NCC's Self-Certification/Approved Product Scheme and comply with all its rules, procedures as determined by the Board from time to time; and
- register all model names in accordance with the rules and procedures of the Model Names Register; and
- comply with the requirements of the Guidelines of Good Practice for the Transportation, Siting and Commissioning of Single and Twin-unit Caravan Holiday Homes and Park Homes; and
- comply with the rules of the Gold Shield Ten Year Warranty Scheme or provide an industry recognised alternative scheme; and 1.6 comply with the standards of membership of the NCC at all times which includes refraining from any conduct which the Board may in its absolute discretion determine to be unworthy of a member and/or which may bring the NCC and/or the leisure vehicle and park home industries into disrepute; and
- file monthly production and sales/despatch statistical information and other statistical information as applicable and as requested; and
- make all consumers aware of the Alternative Dispute Resolution service operated by the NCC in the event that a business to consumer dispute cannot be resolved by the member's in-house processes

### **2. All applications for membership must be accompanied by the following:**

- i. copies of trade/consumer literature and the applicant's website address
- ii. a list of all current park home models
- iii. if not covered above photographs of each type of park home which it manufactures
- iv. (in the case of a company) a list of the names and addresses of all its directors
- v. a list of all businesses operating within the caravan industry in control/ownership of the applicant
- vi. a completed questionnaire as may be determined by the Board from time to time.

## **Associate Member – Press**

Open to all press and media related companies / individuals who satisfy the Director General that the business has a sufficient connection with the objects of the ‘Company’ (The NCC) or is otherwise connected with the interests of the Members of the Company.

Associate Members are entitled to participate in a restricted sub-set of the activities of the Company, as directed by the Board of Directors of the NCC.

Associate Members are not entitled to receive notice of, or attend and vote at, any general meeting of the Company or to stand as, or nominate, candidates in any election.

1. Each member shall where applicable:
  - comply with the standards of the Press Association and Press Complaints Commission as appropriate and all other relevant professional bodies linked to press and media
  - comply with all relevant legislation
  - comply with the standards of membership of the NCC at all times which includes refraining from any conduct which the Board may in its absolute discretion determine to be unworthy of a member and/or which may bring the NCC and/or the UK leisure and park home industries into disrepute.
  
2. All applications for membership must be accompanied (where applicable) by the following:
  - i. examples of relevant trade/consumer literature
  - ii. the applicant’s website address
  - iii. evidence of current membership of a relevant professional body
  - iv. in the case of a company a list of the names and addresses of all Directors
  - v. a list of all related businesses operating within the caravan industry in control/ownership of the applicant
  - vi. a copy of the applicant’s complaints handling procedure and relevant code of conduct or guidelines of best practice from the applicant’s professional body

### **ANNEX 3 Disciplinary Procedure**

The purpose of the disciplinary procedure is to ensure that the NCC behaves fairly in investigating and dealing with allegations of unacceptable conduct or a breach of the Rules of Membership. Accordingly, the NCC reserves the right to depart from the precise requirements of its disciplinary procedure where it is expedient to do so and where the resulting treatment of the member is no less fair.

All cases of disciplinary action under these procedures will be recorded and placed in the NCC's records. A copy of the NCC's disciplinary records concerning a member will be supplied to it at the member's request. The NCC reserves the right to publish details of any disciplinary action in a form appropriate to the action.

If any person alleges that a member has been guilty of misconduct, or that a member has committed any breach of, or failed to comply with, any of the Rules of Membership of the NCC in any category of membership, including adherence to an NCC Approved Scheme Code of Practice (where applicable), or if the Board considers that the conduct of a member is unworthy of a member and/or may bring the NCC and/or the caravan industry into disrepute, then the matter will be dealt with as set out in clause 4 below.

The following steps will be taken, as appropriate, in all cases of disciplinary action:

- Investigations: No action will be taken before a proper investigation has been undertaken by the Director General into the matter complained of, and his recommended actions have been agreed by the Board.
- Decision of the Board: The Board shall consider the recommendations of the Director General with regard to any proposed disciplinary action. After consideration, the Board may:
  - uphold the complaint and accept the Director General's recommendations in full;
  - uphold the complaint and accept the Director General's recommendations in part; or
  - dismiss the complaint.

In the event of the Board upholding the complaint the Board shall, subject to any decision of the Appeals Committee on any appeal against its decision, have power to take disciplinary action by way of any one or more of the following courses:

- reprimand the member by way of written warning;
- require an undertaking in such form as it shall decide that the member will not repeat the action or other matter giving rise to the complaint;
- require the member to rectify any misdemeanours relating to the complaint;
- impose a fine commensurate with the misdemeanour (and, without prejudice to the generality of the foregoing, the Board shall consider the imposition of a fine which prevents a member from profiting from the misdemeanour);
- suspend the member's membership for a period the Board considers reasonable;
- reduce the member's membership status to that of a Probationary member;
- terminate the member's membership;
- publish a report of the hearing and the findings of the Board.

A member shall pay any fine equating to twice their current membership subscription rate within 14 working days of the decision of the Board being notified to him unless notice of appeal is duly given, or within 14 working days of the decision of the Appeals Committee taking effect, as the case may be.

A member has the right to appeal to the Appeals Committee against any decision of the Board to impose sanctions against that member. Should the member wish to appeal, it must inform the Director General in writing of its wish to do so within 14 working days of the date of the decision of the Board which forms the subject of the member's appeal.

The Appeals Committee procedure is set out in full at Annex 4. The Appeals Committee has the authority to uphold, revoke or amend any decision of the Board.

## ANNEX 4 Appeals Committee

In hearing any appeal the procedure involved must be in accordance with the key principles of natural justice, including

- The right to be heard
- The right to a fair hearing
- The right to test the evidence
- The right for an unbiased hearing

The following procedure applies where a member notifies the Director General in writing, in accordance with the procedure and the time limits set out in Appendix 3 of the Core Terms and Conditions of membership of the NCC (as amended from time to time), of his intention to appeal against a decision of the Board of Directors of the NCC:-

1. On receipt of a valid written notice of the member's intention to appeal against a decision of the Board of Directors of the NCC ("the Board"), the Director General will write to the member within 14 days of receipt to acknowledge receipt of the notice.
2. Within 14 days of the date of receipt of a valid notice from the member the Chairman of the Appeals Committee will appoint any four of the Committee members ("the Appeal Panel") to hear the appeal as soon as is reasonably practicable. The members of the Appeal Panel will not, where possible, have any prior knowledge of the issues in the dispute. In addition, the members of the Appeal Panel must not have any direct interest in the subject matter of the appeal, nor will they have been involved in the decision to expel the member.
3. Once the Appeal Panel is convened the Chairman will fix a date, time and place when the hearing will take place. The date fixed for the hearing shall be not less than 28 days after the date when the member's notice of the appeal was received by the Board.
4. The Chairman of the Appeals Committee will write to the member, giving at least 14 days' notice, of the date, time and place fixed for the hearing of the appeal by the Appeal Panel.
5. The panel who will determine the outcome of the hearing will comprise the Appeal Panel plus the Chairman of the Appeals Committee.
6. The member may attend the hearing and present his/her case in person, or may be represented. Representation may be by a business colleague, a fellow member, a 'mackenzie friend', or a lawyer or other professional advisor.
7. The Board may be represented at the appeal hearing by the Director General, any other Director, or by a lawyer or other professional advisor.
8. The Appeal Panel may invite evidence from any third party (whether a member or not) having specialist knowledge of the matters being considered by it if (at its sole discretion) the Appeal Panel is of the opinion that such evidence would or may assist it in reaching a fair decision. Such evidence is to be at the request of the Appeal Panel only. If the Appeal Panel chooses to invite such evidence, it must notify both the Board and the member not less than seven days before the date fixed for the appeal hearing.
9. Both the Board and the member must notify the Chairman of the Appeals Committee in writing, not less than seven days before the date fixed for the appeal hearing, of the identity of the person who will be representing them at the appeal hearing, together with the identity of any witnesses which they may wish to call to give oral evidence at the hearing.

No other oral evidence shall be permitted at the hearing without the consent of the Appeal Panel.

10. The only persons who shall be permitted to speak at the hearing shall be:
  - the member **and/or** his nominated representative;
  - the nominated representative for the Board;
  - any witnesses who have been notified by the parties in accordance with paragraph 9 above; and
  - any third party having specialist knowledge of the matters being considered in accordance with paragraph 8 above.
11. The Board and the member shall each be permitted to rely on written evidence at the appeal hearing. If either party wishes to adduce written evidence they must send copies of such evidence to the other party, and to the Chairman of the Appeals Committee, not less than 7 days before the date fixed for the appeal hearing. Any written evidence received after that date may only be admitted with the permission of the Appeal Panel.
12. At the hearing, the Appeal Panel will first consider evidence (both oral and written) from the representatives of the Board in support of its decision.
13. The Appeal Panel will then consider evidence (both oral and written) from the member or his representative in support of the appeal.
14. There will be an opportunity for each party to cross-examine the witnesses/representatives. The Appeal Panel shall determine the length of time that may be devoted to such cross-examination, but shall permit both sides an equal opportunity of testing the evidence of the other.
15. Members of the Appeal Panel may put questions to any party or their witnesses at any time. Although the appeal hearing is not a Court and witnesses will not be giving evidence under oath, the parties and their witnesses will be expected to answer questions truthfully, honestly and fully to the best of their ability. The Appeal Panel may take into consideration in making their decision any relevant factors, including the conduct of the parties and their witnesses both before and during the hearing.
16. A contemporaneous written note of the hearing will be taken.
17. If it appears that there will be insufficient time to conclude the appeal hearing, or if the Appeal Panel considers that further evidence is necessary to enable it to make a fair decision, the Appeal Panel may in its absolute discretion adjourn the appeal hearing to such later date as it considers reasonable. If the hearing is adjourned the Chairman of the Appeals Committee shall notify the parties in writing of the date, time and place of the adjourned hearing as soon as practicable, and in any event not less than 14 days prior to the date fixed for the adjourned hearing.
18. Each party will bear its own costs in preparing for and attending the hearing and engaging any representatives or professional advisors.
19. The result and findings of the hearing will be communicated to the member and the Board in writing by the Chairman of the Appeals Committee within seven days of the hearing. The decision of the Appeal Panel is final. The Appeal Panel is not obliged to give written reasons for its decision but may choose to do so.

## **ANNEX 5 Grievance Procedure**

If a member has a grievance relating to its membership it should raise the matter initially with the Director General. The member shall be required to put any such grievance in writing if he/she wishes the Director General to consider it formally. If the member's complaint relates to the Director General, the grievance should be raised with, and will be considered by, another Director of the NCC.

On receipt of a written complaint from the member, the Director General will make such enquiries as he considers appropriate to establish whether he considers the complaint to have merit. Having enquired into the member's grievance the Director General will discuss it with the member, and will then notify the member in writing of his decision. The Director General may decide to uphold or reject the complaint.

If the member is not satisfied with the decision of the Director General he may then refer the matter in writing to the Board to ask them to review the Director General's decision. No Director who is the subject of, or in any way connected with, the complaint may participate in the Board's discussion of the complaint, the decision-making process or any vote on the complaint. The decision of the Board will be final and binding.

If the member's complaint concerns the conduct of the Board as a group, the complaint shall be referred to the Appeals Committee to consider. The decision of the Appeals Committee will be final and binding.

## **ANNEX 6 Role of the National Chairman**

The role of the National Chairman is defined as follows:

Job Title: National Chairman

Responsible to: The Board of the Council

Main Purpose of Job: To be responsible for leading and managing the Board; to be the guardian of members' interests, and to work with the Director General for the benefit of the Council.

Nature of Job: The Chairman's role is non-executive. The Chairman needs to have an excellent working relationship with the Director General who is responsible for the management of the Council. The Chairman and the Director General will agree and document a working relationship (see below) and will regularly review the operation of that relationship.

### Summary of Chairman's Responsibilities

- Leadership to the Board on policy formation.
- Guidance to the Board on distinguishing between Board problems and management problems.
- Providing liaison with Directors between meetings.
- Providing liaison between Board/Director General, in and between meetings.
- Follow up to see that Board decisions are acted on.
- Reviewing the performance of the Board and its committees.
- To agree the Councils financial budgets with the Board and then to ensure they are achieved.
- With the Director General, to monitor the Councils cash flow on an on-going basis.

### Main Duties/Tasks

1. To lead the Board in exercising its responsibilities and to manage Board meetings and the business of the Board generally efficiently and impartially.

*The role of the Chairman is to take the chair at meetings of the Board, including in this function not only the orderly conduct of the meetings, so that everyone who should have a say, does have a say of appropriate length, but also the careful, appropriate allocation of time to the various agenda items. The Chairman should direct discussion towards the emergence of a consensus view. The Chairman should sum up decisions so that everyone understands clearly what has been agreed on policy and action. To achieve this, the Chairman will need to carefully consider the agenda and its presentation beforehand and discuss with the Director General what needs to be achieved and the decisions to be taken.*

### Chairman's Board Check List

- Apply rules of order.
- Decide who has the floor.
- Ensure proper sequence of business.
- Summarise wording of motions.
- Stimulate Board discussion.
- Help the Board to stay objective and in good humour.
- Identify any misunderstandings.
- Guide members in clearing up statements.
- Be alert to discover when 'sense of meeting' is reached.
- Has responsibility to convene Board meetings.
- Plan schedule of meeting with Director General.
- Arrange and prepare agenda with Director General.
- Check minutes prior to circulation.



The Chairman is responsible to ensure that:

- The Board provides leadership and vision.
- The Board sets the aims, strategy and policies of the Council and having set them, adheres to them.
- The Board monitors the achievement of the aims.
- The Board is fully aware of the resources available to achieve its aims and that those aims are practicable.
- The Board is fully in touch with the membership.
- The Board has the information it needs for it to be effective.
- He/she has a thorough grasp of the company's financial circumstances.

2. To motivate the elected officers and members of the Board.

*The Chairman is responsible for ensuring the Board and its various supporting committees are harmonious and work as an effective team. In achieving this, the Chairman should be aware that the duty of the Directors is to serve the interests of members, but **legally** Directors owe their duty to the company.*

3. To be the guardian of the interests of the members by ensuring that the Council pursues its agreed objectives.

*The Chairman should give the closest attention to membership surveys and their conclusions and ensure the objectives/priorities of the Board reflect the needs of the membership. Also the Chairman will need to assist the Board in reconciling these objectives appropriately with other outside influences; such as Central Government departmental policies and the action of agencies e.g. Competition and Markets Authority, Chartered Institute of Trading Standards, Environmental Agency, European Commission etc.*

4. To be responsible for all aspects of the Council's relationship with the Director General, including terms and conditions of employment, and annual appraisal and salary review in consultation with the Board. In exercising this function the Chairman shall be bound by commitments made by his/her predecessors and shall, as far as possible, consult his/her predecessors, and when known, successor. The Chairman shall pass over all relevant papers to his/her successor.

5. To deal with any grievances against the Director General in accordance with the Council's grievance procedure.

*The Chairman may be called upon to act as arbiter or umpire over disputes that have arisen internally or externally. Provided the Chairman has not been involved in the decision which generated the dispute, he/she can look at the facts with reasonable impartiality and may be able to settle problems which might otherwise lead to a public row or to litigation.*

6. To maintain regular contact with the Director General and elected officers.

7. To preside over all general meetings and major social functions.

8. To lead the Council's representation at meetings when required.

*The Chairman is the Board's leading representative in dealing with the outside world and should reflect the consensus view of the Board and the company in general.*

*'Speaking for the Board' implies the need for the Chairman to be close enough to the Board's thinking to know how to respond on its behalf to issues which may emerge without notice.*

9. To take the lead responsibility for identifying suitable nominations are brought forward for his/her successor at the appropriate time.

10. The Chairman may take whatever decisions, or effect any action, delegated to the Board to him/her between the meetings of the Board.

11. The Chairman's role is non-executive. The Chairman should help the Director General interpret Board policy where clarification is necessary with adjustments in changing circumstances. The Chairman is the Board's link to the Director General.
12. The Chairman should not be involved in the function of the NCC's office itself, nor with management of the staff which are the responsibility of the Director General.
13. The Chairman should aim to convey a responsive Council to membership via the committees and set a high priority on membership recruiting and membership retention – being personally involved in this role, with the assistance of the Directorate.
14. The Chairman is seen as the guardian of the company's character and conduct. It is for the Chairman and the Board to ensure that everyone knows what the company stands for and what standards of conduct are expected from them.

## **ANNEX 7 NCC Committee Guidelines**

### **Board Policy**

It is the constant purpose of the Board to involve the general membership as much as possible in the management of their own affairs. In staffing committees, the Board strives to select the best qualified candidates, as well as to include individuals who have never previously served on committees. The formation of new committees must be approved by the MP. New committees must, of course, serve some useful function within the objects of the NCC Constitution. The formation by committees of sub-committees for special purposes is in order; and may provide opportunities to involve non-committee members in the work in hand.

### **Authority**

The authority of most committees derives directly from the Board. A committee is limited to specific delegated functions. No committee has any authority beyond these limits, nor may it authorise expenditures, mailings to the membership, or reports to the Press without approval from the Board or the Director General. Any report of a committee's deliberations or recommendations is premature until it has been presented and approved by the Board. Even discussions of work in progress can often be misleading, tending to generate pros and cons before appropriate action is required.

The Director General is responsible for, and has the authority necessary to supervise and correlate the work of every committee.

### **Committee Handbook**

The MP will develop a Committee Handbook in order to clarify the roles, duties, responsibilities and purview of the Board, staff liaisons, committee chairs and members. Activities such as note taking, mailings, reporting procedures and conduct of meetings will be included. The Handbook will provide helpful information about the process through which committee projects and activities can be approved and funded; committee budgets; also included will be procedural rules about nominations for committee, appointment of new members and removal of inactive members.

### **Responsibilities**

In general, a committee is appointed in anticipation that it will make a recommendation for appropriate action. It is the responsibility of the committee to arrive at such a recommendation, even if it should be for no action of any kind. This responsibility includes the obligation of knowing and promoting the interests and desires of the membership. A committee may be partisan in its own field, recommending what it considers the best interests of the membership. It remains for the Board to assess priorities among possible competing recommendations from many committees, or to override a committee's recommendations completely in the light of some larger NCC interest.

Each committee bears the responsibility of developing its recommendations in reasonable detail. Committee reports and recommendations shall be sent to the Committee Coordinator in written form.

The responsibility of the individual committee member is carried out by attending meetings,\* studying the matters assigned to the committee, and making his or her own ideas, for or against a resolution, a definite part of the deliberative process of committee work. Rubber-stamp committee members are harmful to a committee, the Board and ultimately to the membership.

*\* If meetings are not called, the member should feel free to consult the Chairman to ascertain the reason.*

### **Committee Self-Rule and Regulation**

The work processes of any committee are a matter of give-and-take within the group itself. In practical terms, a committee must find its own methods of working productively.

If a member misses three consecutive meetings without just cause, that member will be notified and asked whether or not he/she intends to serve on the committee. If the member does not intend to serve further on the committee, that member shall be replaced. The Committee Coordinator must notify the MP of these changes for possible replacement.

A committee is expected to police itself in terms of sub-committee assignments, meeting places, agendas, minutes, etc. The NCC staff are available for special purposes by arrangement of the Chairman with the Director General.

### **Chairman's Responsibilities**

The Chairman is expected to have a reasonable knowledge of NCC procedures to be applied moderately but firmly when the occasion warrants. A ruling of the Chairman is final in matters of orderly procedure at all times. A committee meeting should, however, be informal in nature, and the Chairman will encourage individual discussion leading to a consensus before calling a vote. The Chairman is expected to make a particular effort to elicit an expression of opinion from every member of a committee on a key issue before voting. The Chairman has a right to expect common courtesy from committee members, toward the chair and toward each other.

The first order of business of any committee is to set a target date for accomplishment of its work. At the end of each meeting, the Chairman will set the date, time and place for the next meeting. Action notes (i.e., of a brief summary nature only) will be kept of each meeting (and forwarded to the Committee Coordinator), an agenda stated, attendance records kept and sub-committees assigned to specific tasks.

Generally, a Chairman may speak on either side of a discussion, but may not vote except to break a tie. In no event will a Chairman use his office, or permit others to use devices, to suppress reasonable debate or dissent. Each committee elects a Chairman, Vice-Chair and secretary.

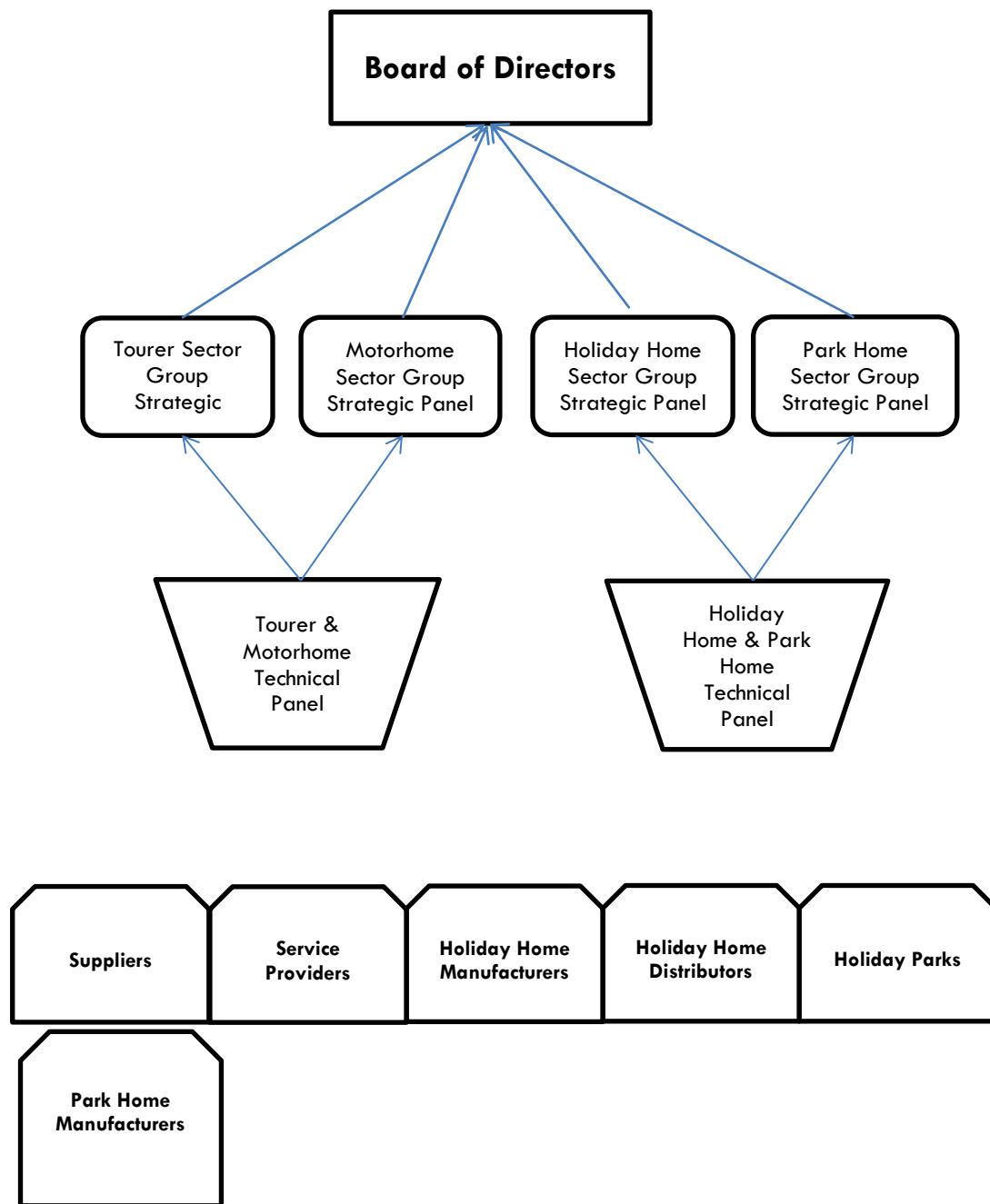
### **The Committee Member**

Committee work is of vital importance to the NCC and it must retain continuity of knowledge on committees. In the history and experience of the NCC, a service record in committee work is one of the primary requisites. Therefore, a copy of a member's service record is made available to the MP at the appropriate time and is available to the general membership. Since service on a committee should reflect only active participation, the committees on which such member is not active shall be deleted. Committee work is demanding, but creative - a privilege as well as a responsibility. The committee member's ultimate compensation is the knowledge that responsible committees affect a tangible and direct influence on the successful management of members' interests as represented by the NCC.

### **Staff Liaison Responsibility**

An NCC staff member will attend each Committee meeting, serve as a resource to the committee, help coordinate committee activities and provide advice and information.

**ANNEX 8 NCC Committee System**



## ANNEX 9 Sector Group Strategic Panel

### MOTORHOME SECTOR GROUP STRATEGIC PANEL

<i>Chair</i>	Panel member (as appointed)
<i>Vice Chair</i>	Panel member (as appointed)
<i>Ex Officio</i>	The Chairman of the Council The Vice-Chairman of the Council
<i>The Committee</i>	As appointed by the MP Motorhome Manufacturers x 4 Motorhome Dealers x 2 Motorhome Converters x 1 ( Suppliers x 1 (one of which must be from a base vehicle manufacturer) Services x1 Parks x1 (the park representative must have motorhome pitches)
<i>Deputising</i>	Not allowed
<i>In Attendance</i>	The Director General
<i>Quorum</i>	4 Panel members
<i>Meetings per year</i>	3 (minimum)
<i>Location</i>	Decided by the Panel
<i>Member Expenses</i>	Eligible but agreement not to claim
<i>Scope of work</i>	All issues associated within the motorhome industry
<i>Role of Panel Member</i>	To consider issues on industry and sector wide basis
<i>Directorate support</i>	Panel secretary/advisor
<i>Co-options</i>	Allowed
<i>Voting</i>	Decisions taken by majority (Chairman has casting vote) including co-opted members as appropriate. i.e. where the co-option is <u>within</u> the quota for the panel, voting rights exist. If the co-option is <u>in addition</u> to the quota for the panel no voting rights exist
<i>Attendance:</i>	If a member misses three consecutive meetings without just cause, that member will be notified and asked whether or not he/she intends to serve on the committee. If the member does not intend to serve further on the committee, that member shall be replaced. The Committee Coordinator must notify the MP of these changes for possible replacement.
<b>Purpose</b>	To act as a central and co-ordinating body for all members involved in the motorhome industry
<b>Reports to Committees reporting to this Committee</b>	The Board <ul style="list-style-type: none"><li>• Suppliers Section Committee</li><li>• Services Section Committee</li></ul>

## TOURER SECTOR GROUP STRATEGIC PANEL

<i>Chair</i>	Panel member ( <i>as appointed</i> )
<i>Vice Chair</i>	Panel member ( <i>as appointed</i> )
<i>Ex Officio</i>	The Chairman of the Council The Vice-Chairman of the Council
<i>The Committee</i>	As appointed by the MP Tourer Manufacturers x 5 Tourer Dealers x 4 Suppliers x 2 (one of which may be non-standing i.e. experts co-opted) Services x 1 Parks x 1 (the park representative must have touring caravan pitches)
<i>Deputising</i>	Not allowed
<i>In Attendance</i>	The Director General
<i>Quorum</i>	4 Panel members
<i>Meetings per year</i>	3 (minimum)
<i>Location</i>	Decided by the Panel
<i>Member Expenses</i>	Eligible but agreement not to claim
<i>Attendance:</i>	If a member misses three consecutive meetings without just cause, that member will be notified and asked whether or not he/she intends to serve on the committee. If the member does not intend to serve further on the committee, that member shall be replaced. The Committee Coordinator must notify the MP of these changes for possible replacement.
<i>Scope of work</i>	All issues associated within the touring caravan industry
<i>Role of Panel Member</i>	To consider issues on industry and sector wide basis
<i>Directorate support</i>	Panel secretary/advisor
<i>Co-options</i>	Allowed
<i>Voting</i>	Decisions taken by majority (Chairman has casting vote) including co-opted members as appropriate i.e. where the co-option is <u>within</u> the quota for the panel, voting rights exist. If the co-option is <u>in addition</u> to the quota for the panel no voting rights exist
<b>Purpose</b>	To act as a central and co-ordinating body for all members involved in the tourer industry
<b>Reports to</b>	The Board

### **Committees reporting to this Committee**

- Suppliers Section Committee
- Services Section Committee

## HOLIDAY HOME SECTOR GROUP STRATEGIC PANEL

<i>Chair</i>	Panel member (as appointed)
<i>Vice Chair</i>	Panel member (as appointed)
<i>Ex Officio</i>	The Chairman of the Council and The Vice-Chairman of the Council
<i>The Committee</i>	As appointed by the MP Holiday Home Manufacturers x 4 Holiday Home Parks x 4 Holiday Home Distributors x 2 Suppliers x 2 (one of which may be non-standing i.e. experts co-opted) Services x 1
<i>Deputising</i>	Not allowed
<i>In Attendance</i>	The Director General
<i>Quorum</i>	4 Panel members
<i>Meetings per year</i>	3 (minimum)
<i>Location</i>	Decided by the Panel
<i>Member Expenses</i>	Eligible but agreement not to claim
<i>Attendance:</i>	If a member misses three consecutive meetings without just cause, that member will be notified and asked whether or not he/she intends to serve on the committee. If the member does not intend to serve further on the committee, that member shall be replaced. The Committee Coordinator must notify the MP of these changes for possible replacement.
<i>Scope of work</i>	All issues associated within the holiday home industry
<i>Role of Panel Member</i>	To consider issues on industry and sector wide basis
<i>Directorate support</i>	Panel secretary/advisor
<i>Co-options</i>	Allowed
<i>Voting</i>	Decisions taken by majority (Chairman has casting vote) including co-opted members as appropriate i.e. where the co-option is <u>within</u> the quota for the panel, voting rights exist. If the co-option is <u>in addition</u> to the quota for the panel no voting rights exist
<b>Purpose</b>	To act as a central and co-ordinating body for all members involved in the Holiday Home industry
<b>Reports to</b>	The Board

### **Committees reporting to this Committee**

- Holiday Home Distributors Section Committee
- Holiday Parks Section Committee
- Holiday Home Manufacturers Section Committee
- Suppliers Section Committee and Services Section Committee



## PARK HOME SECTOR GROUP STRATEGIC PANEL

<i>Chair</i>	Panel member (as appointed)
<i>Vice Chair</i>	Panel member (as appointed)
<i>Ex Officio</i>	The Chairman of the Council The Vice-Chairman of the Council
<i>The Committee</i>	As appointed by the MP Park Home Manufacturers x 5 Residential Parks x 3 Suppliers x 1 Services x 2
<i>Deputising</i>	Not allowed
<i>In Attendance</i>	The Director General
<i>Quorum</i>	4 Panel members
<i>Meetings per year</i>	3 (minimum)
<i>Location</i>	Decided by the Panel
<i>Member Expenses</i>	Eligible but agreement not to claim
<i>Attendance:</i>	If a member misses three consecutive meetings without just cause, that member will be notified and asked whether or not he/she intends to serve on the committee. If the member does not intend to serve further on the committee, that member shall be replaced. The Committee Coordinator must notify the MP of these changes for possible replacement.
<i>Scope of work</i>	All issues associated within the Park Home industry
<i>Role of Panel Member</i>	To consider issues on industry and sector wide basis
<i>Directorate support</i>	Panel secretary/advisor
<i>Co-options</i>	Allowed
<i>Voting</i>	Decisions taken by majority (Chairman has casting vote) including co-opted members as appropriate i.e. where the co-option is <u>within</u> the quota for the panel, voting rights exist. If the co-option is <u>in addition</u> to the quota for the panel no voting rights exist
<b>Purpose</b>	To act as a central and co-ordinating body for all members involved in the Park Home industry
<b>Reports to</b>	The Board

### **Committees reporting to this Committee**

- Suppliers Section Committee
- Services Section Committee

## ANNEX 10 Advisory Committees

### TOURER & MOTORHOME TECHNICAL PANEL

<i>Chair</i>	Elected by the committee
<i>Vice Chair</i>	Elected by the committee
<i>Ex Officio</i>	The Chairman of the Council
<i>The Committee</i>	As appointed by the MP ( <i>All shall have technical experience</i> ) Tourer Manufacturers x 2 Motorhome Manufacturers x 2 LPG experts x 2 Electrical experts x 2 Water experts x 1 Undergear experts x 2 Dealer expert x 1 Parks expert x 1
<i>Deputising</i>	Not allowed
<i>In Attendance</i>	The Technical Officer
<i>Quorum Meetings per year</i>	3 committee members 2 (minimum)
<i>Location</i>	Decided by the committee
<i>Member Expenses</i>	Eligible but agreement not to claim
<i>Attendance:</i>	If a member misses three consecutive meetings without just cause, that member will be notified and asked whether or not he/she intends to serve on the committee. If the member does not intend to serve further on the committee, that member shall be replaced. The Committee Coordinator must notify the MP of these changes for possible replacement.
<i>Scope of work</i>	All issues associated with the technical operation of both sectors
<i>Role of Panel Member</i>	To consider and monitor and make necessary recommendations on technical matters relating to the tourer and motorhome industry
<i>Directorate support</i>	Panel secretary/advisor
<i>Co-options</i>	Not allowed
<i>Voting</i>	Decisions taken by majority (Chairman has casting vote)
<b>Purpose</b>	<ul style="list-style-type: none"> <li>• To consider specific technical issues as raised within the NCC</li> <li>• To consider implications of any new standard/regulation and advise accordingly</li> </ul>
<b>Reports to</b>	The Sector Group Strategic Panels

**Committees reporting to this Committee – None**

## HOLIDAY HOME & PARK HOME TECHNICAL PANEL

<i>Chair</i>	Elected by the committee
<i>Vice Chair</i>	Elected by the committee
<i>Ex Officio</i>	The Chairman of the Council
<i>The Committee</i>	As appointed by the MP ( <i>All shall have technical experience</i> ) Holiday Home Manufacturers x 2 Park Home Manufacturers x 2 LPG experts x 2 Electrical experts x 2 Water experts x 1 Undergear experts x 1 Parks expert x 2
<i>Deputising</i>	Not allowed
<i>In Attendance</i>	The Technical Officer
<i>Quorum</i>	3 committee members
<i>Meetings per year</i>	2 (minimum)
<i>Location</i>	Decided by the committee
<i>Member Expenses</i>	Eligible but agreement not to claim
<b>Attendance:</b>	If a member misses three consecutive meetings without just cause, that member will be notified and asked whether or not he/she intends to serve on the committee. If the member does not intend to serve further on the committee, that member shall be replaced. The Committee Coordinator must notify the MP of these changes for possible replacement.
<i>Scope of work</i>	All issues associated with the technical operation of both sectors
<i>Role of Panel Member</i>	To consider and monitor and make necessary recommendations on technical matters relating to the holiday home and park home industry
<i>Directorate support</i>	Panel secretary/advisor
<i>Co-options</i>	Not allowed
<i>Voting</i>	Decisions taken by majority (Chairman has casting vote)
<b>Purpose</b>	<ul style="list-style-type: none"> <li>• To consider specific technical issues as raised within the NCC</li> <li>• To consider implications of any new standard/regulation and advise accordingly</li> </ul>
<b>Reports to</b>	The Sector Group Strategic Panels

**Committees reporting to this Committee - None**

## NCC EVENTS BOARD OF DIRECTORS

<i>Chair</i>	Elected by the Board
<i>Vice Chair</i>	Elected by the Board
<i>Ex Officio</i>	The Chairman of the NCC
<i>The Board</i>	Tourer Manufacturers x 1 Motorhome Manufacturers x 1 Holiday Home Manufacturers x1
<i>In Attendance</i>	The NCC Events Chief Executive Officer
<i>Deputising</i>	Not allowed
<i>Quorum</i>	2
<i>Meetings per year</i>	As and when required
<i>Location</i>	Decided by the Board
<i>Member Expenses</i>	Not Eligible
<i>Attendance:</i>	If a member misses three consecutive meetings without just cause, that member will be notified and asked whether or not he/she intends to serve on the committee. If the member does not intend to serve further on the committee, that member shall be replaced. The Committee Coordinator must notify the MP of these changes for possible replacement
<i>Scope of work</i>	All issues associated with NCC Events
<i>Role of Member</i>	To consider and monitor and make necessary recommendations on NCC Events and exhibition matters
<i>Directorate support</i>	Board secretary/advisor
<i>Co-options</i>	Allowed
<i>Voting</i>	Decisions taken by majority (Chairman has casting vote) including co-opted members were appropriate i.e. where the co-option is <u>within</u> the quota for the panel, voting rights exist. If the co-option is <u>in addition</u> to the quota for the panel no voting rights exist
<b>Reports to</b>	The NCC Board of Directors

**Committees reporting to this Committee - None**

## NCC CRiS BOARD OF DIRECTORS

<i>Chair</i>	Elected by the Board
<i>Vice Chair</i>	Elected by the Board
<i>Ex Officio</i>	The Chairman of the NCC
<i>The Board</i>	Tourer Manufacturers x 1 Motorhome Manufacturers x 1 Service provider x1
<i>In Attendance</i>	The NCC CRiS Managing Director and NCC Director General
<i>Deputising</i>	Not allowed
<i>Quorum</i>	2
<i>Meetings per year</i>	As and when required
<i>Location</i>	Decided by the Board
<i>Member Expenses</i>	Not Eligible
<i>Attendance:</i>	If a member misses three consecutive meetings without just cause, that member will be notified and asked whether or not he/she intends to serve on the committee. If the member does not intend to serve further on the committee, that member shall be replaced. The Committee Coordinator must notify the MP of these changes for possible replacement
<i>Scope of work</i>	All issues associated with NCC CRiS and security issues generally
<i>Role of Member</i>	To consider and monitor and make necessary recommendations on NCC CRiS and security matters
<i>Directorate support</i>	Committee secretary/advisor
<i>Co-options</i>	Allowed
<i>Voting</i>	Decisions taken by majority (Chairman has casting vote) including co-opted members as appropriate i.e. where the co-option is <u>within</u> the quota for the panel, voting rights exist. If the co-option is <u>in addition</u> to the quota for the panel no voting rights exist
<b>Reports to</b>	The NCC Board of Directors

**Committees reporting to this Committee** - None

## **ANNEX 11 Specialist Section Committees**

### **SUPPLIERS SECTION COMMITTEE**

<i>Chair</i>	Elected by the committee
<i>Vice Chair</i>	Elected by the committee
<i>Ex Officio</i>	The Chairman of the Council
<i>The Committee</i>	As appointed by the MP Gas experts x 2 Electrical experts x 2 Water expert x 1 Undergear experts x 2 Construction/materials experts x 3 Safety/Security experts x 2
<i>Deputising</i>	Not allowed
<i>In Attendance</i>	Membership Services Director
<i>Quorum</i>	4 committee members
<i>Meetings per year</i>	2 (minimum)
<i>Location</i>	Decided by the committee
<i>Member Expenses</i>	Not Eligible
<b>Attendance:</b>	If a member misses three consecutive meetings without just cause, that member will be notified and asked whether or not he/she intends to serve on the committee. If the member does not intend to serve further on the committee, that member shall be replaced. The Committee Coordinator must notify the MP of these changes for possible replacement
<i>Scope of work</i>	All issues associated with Suppliers
<i>Role of Panel Member</i>	To consider Suppliers issues on industry and sector wide basis
<i>Directorate support</i>	Committee secretary/advisor
<i>Co-options</i>	Not allowed
<i>Voting</i>	Decisions taken by majority (Chairman has casting vote)
<b>Purpose</b>	To act as a central and co-ordinating body for all members in the Suppliers category of NCC membership
<b>Reports to</b>	The Sector Group Strategic Panels

**Committees reporting to this Committee** - None

## SERVICES PROVIDERS SECTION COMMITTEE

<i>Chair</i>	Elected by the committee
<i>Vice Chair</i>	Elected by the committee
<i>Ex Officio</i>	The Chairman of the Council
<i>The Committee</i>	As appointed by the MP Finance Houses expert x 2 Insurance expert x 2 Legal expert x 1 Computer/Internet expert x 1 Wholesalers x 1 Consultants x 2 Other x 1
<i>Deputising</i>	Not allowed
<i>In Attendance</i>	Membership Services Director
<i>Quorum</i>	4 committee members
<i>Meetings per year</i>	2 (minimum)
<i>Location</i>	Decided by the committee
<i>Member Expenses</i>	Not Eligible
<i>Attendance:</i>	If a member misses three consecutive meetings without just cause, that member will be notified and asked whether or not he/she intends to serve on the committee. If the member does not intend to serve further on the committee, that member shall be replaced. The Committee Coordinator must notify the MP of these changes for possible replacement
<i>Scope of work</i>	All issues associated with Services providers
<i>Role of Panel Member</i>	To consider Service provider issues on industry and sector wide basis
<i>Directorate support</i>	Committee secretary/advisor
<i>Co-options</i>	Not allowed
<i>Voting</i>	Decisions taken by majority (Chairman has casting vote)
<b>Purpose</b>	To act as a central and co-ordinating body for all members in the Service Provider category of NCC membership
<b>Reports to</b>	The Sector Group Strategic Panels

**Committees reporting to this Committee - None**

## HOLIDAY HOME MANUFACTURERS SECTION COMMITTEE

<i>Chair</i>	Elected by the committee
<i>Vice Chair</i>	Elected by the committee
<i>Ex Officio</i>	The Chairman of the Council
<i>The Committee</i>	As appointed by the MP Holiday Home Manufacturers x 8 (must be Director level)
<i>Deputising</i>	Not allowed
<i>In Attendance</i>	The Technical Officer
<i>Quorum</i>	4 committee members
<i>Meetings per year</i>	2 (minimum)
<i>Location</i>	Decided by the committee
<i>Member Expenses</i>	Not Eligible
<i>Attendance:</i>	If a member misses three consecutive meetings without just cause, that member will be notified and asked whether or not he/she intends to serve on the committee. If the member does not intend to serve further on the committee, that member shall be replaced. The Committee Coordinator must notify the MP of these changes for possible replacement
<i>Scope of work</i>	All issues associated with holiday home manufacturing
<i>Role of Panel Member</i>	To consider holiday home manufacturing issues on an industry and sector wide basis
<i>Directorate support</i>	Committee secretary/advisor
<i>Co-options</i>	Not allowed.
<i>Voting</i>	Decisions taken by majority (Chairman has casting vote)
<b>Purpose</b>	To act as a central and co-ordinating body for all members of the holiday home manufacturers' category of NCC membership
<b>Reports to</b>	The Holiday Home Strategic Panel

**Committees reporting to this Committee** - None



## HOLIDAY HOME DISTRIBUTORS SECTION COMMITTEE

<i>Chair</i>	Elected by the committee
<i>Vice Chair</i>	Elected by the committee
<i>Ex Officio</i>	The Chairman of the Council
<i>The Committee</i>	As appointed by the MP Holiday Home Distributors x 8 (must be Director level)
<i>Deputising</i>	Not allowed
<i>In Attendance</i>	The Technical Officer
<i>Quorum</i>	4 committee members
<i>Meetings per year</i>	2 (minimum)
<i>Location</i>	Decided by the committee
<i>Member Expenses</i>	Not Eligible
<i>Attendance:</i>	If a member misses three consecutive meetings without just cause, that member will be notified and asked whether or not he/she intends to serve on the committee. If the member does not intend to serve further on the committee, that member shall be replaced. The Committee Coordinator must notify the MP of these changes for possible replacement
<i>Scope of work</i>	All issues associated with the distribution of holiday homes
<i>Role of Panel Member</i>	To consider holiday home distribution issues on an industry and sector wide basis
<i>Directorate support</i>	Committee secretary/advisor
<i>Co-options</i>	Not allowed
<i>Voting</i>	Decisions taken by majority (Chairman has casting vote)
<b>Purpose</b>	To act as a central and co-ordinating body for all members of the holiday home distributors category of NCC membership
<b>Reports to</b>	The Holiday Home Strategic Panel

**Committees reporting to this Committee** - None

## **HOLIDAY PARKS SECTION COMMITTEE**

<i>Chair</i>	Elected by the committee
<i>Vice Chair</i>	Elected by the committee
<i>Ex Officio</i>	The Chairman of the Council
<i>The Committee</i>	As appointed by the MP Holiday Parks x 8 (must be Director level)
<i>Deputising</i>	Allowed (must be notified and approved by the Committee Coordinator not less than 14 working days before the meeting. A deputy cannot attend more than two consecutive meetings)
<i>In Attendance</i>	Deputy Director General
<i>Quorum</i>	4 committee members
<i>Meetings per year</i>	2 (minimum)
<i>Location</i>	Decided by the committee
<i>Member Expenses</i>	Not Eligible
<i>Attendance:</i>	If a member misses three consecutive meetings without just cause, that member will be notified and asked whether or not he/she intends to serve on the committee. If the member does not intend to serve further on the committee, that member shall be replaced. The Committee Coordinator must notify the MP of these changes for possible replacement
<i>Scope of work</i>	All issues associated with holiday parks
<i>Role of Panel Member</i>	To consider holiday parks issues on an industry and sector wide basis
<i>Directorate support</i>	Committee secretary/advisor
<i>Co-options</i>	Not allowed
<i>Voting</i>	Decisions taken by majority (Chairman has casting vote)
<b>Purpose</b>	To act as a central and co-ordinating body for all members of the holiday home parks and tourer parks category of NCC membership
<b>Reports to</b>	<ul style="list-style-type: none"><li>• The Holiday Home Strategic Panel</li><li>• The Tourer Strategic Panel</li><li>• The Motorhome Strategic Panel</li></ul>

**Committees reporting to this Committee** - None

## **PARK HOME MANUFACTURERS SECTION COMMITTEE**

<i>Chair</i>	Elected by the committee
<i>Vice Chair</i>	Elected by the committee
<i>Ex Officio</i>	The Chairman of the Council
<i>The Committee</i>	As appointed by the MP Park Home Manufacturers x 5 (must be Director level)
<i>Deputising</i>	Not allowed
<i>In Attendance</i>	The Director of Technical Services
<i>Quorum</i>	3 committee members
<i>Meetings per year</i>	2 (minimum)
<i>Location</i>	Decided by the committee
<i>Member Expenses</i>	Not Eligible
<b>Attendance:</b>	If a member misses three consecutive meetings without just cause, that member will be notified and asked whether or not he/she intends to serve on the committee. If the member does not intend to serve further on the committee, that member shall be replaced. The Committee Coordinator must notify the MP of these changes for possible replacement
<i>Scope of work</i>	All issues associated with park home manufacturing
<i>Role of Panel Member</i>	To consider park home manufacturing issues on an industry and sector wide basis
<i>Directorate support</i>	Committee secretary/advisor
<i>Co-options</i>	Not allowed.
<i>Voting</i>	Decisions taken by majority (Chairman has casting vote)
<b>Purpose</b>	To act as a central and co-ordinating body for all members of the park home manufacturers' category of NCC membership
<b>Reports to</b>	The Park Home Strategic Panel

**Committees reporting to this Committee** - None

## **ANNEX 12 Regulatory Committee**

### **APPEALS COMMITTEE**

<i>Chair</i>	Independent Chairman appointed by Management Panel
<i>Vice Chair</i>	Elected by the committee
<i>Ex Officio</i>	The Chairman of the Council
<i>The Committee</i>	As appointed by the MP The Chairman + 4 members (one per sector group) Persons eligible for election to membership of the Appeals Committee shall be members who are not at the time members of the Board of Directors of the NCC or members of Sector Group Strategic Panels, Advisory Committees or Specialist Section Committees of the NCC. The Chairman may act notwithstanding any vacancy amongst the four members, so long as their number is not reduced below three. The Management Panel of the NCC shall have power to remove from office any member of the Appeals Committee and to fill any casual vacancy of the Committee, howsoever arising.
<i>Deputising</i>	Not allowed
<i>In Attendance</i>	Director General/Deputy Director General
<i>Quorum</i>	The Chairman and three members present in person
<i>Meetings</i>	As requested by the appellant member
<i>Location</i>	Decided by the committee
<i>Member Expenses</i>	Independent Chairman only
<i>Scope of work</i>	All appeals against any decision of the Board to suspend or terminate a member's membership
<i>Role of committee Member</i>	To consider and determine the appeal in accordance with the key principles of natural justice. A member of the Appeals Committee shall resign office upon ceasing for any reason to be a person eligible for nomination to membership of the Appeals Committee
<i>Directorate support</i>	Deputy Director General
<i>Co-options</i>	Not allowed.
<i>Voting</i>	Decisions taken by majority (Chairman has casting vote)
<b>Purpose</b>	To hear and determine appeals by members of the NCC against a decision made by the Board of Directors of the NCC under the Rules of Membership to suspend or terminate that member's membership
<b>Reports to</b>	The NCC Board of Directors

**Committees reporting to this Committee – None**

## **ANNEX13 Regulatory Committee**

### **NCC ALTERNATIVE DISPUTE RESOLUTION PANEL (ADR)**

<i>Chair</i>	Independent Chairman appointed by Management Panel
<i>Vice Chair</i>	Elected by the committee
<i>Ex Officio</i>	The Chairman of the Council
<i>The Committee</i>	As appointed by the MP The Chairman + 4 members (one per sector group) + 2 consumer representatives Persons eligible for election to membership of the ADR Panel shall be members who are not at the time members of the Board of Directors of the NCC or members of Sector Group Strategic Panels, Advisory Committees or Specialist Section Committees of the NCC. The Chairman may act notwithstanding any vacancy amongst the four members, so long as their number is not reduced below three. The Management Panel of the NCC shall have power to remove from office any member of the ADR Panel and to fill any casual vacancy of the Panel, howsoever arising.
<i>Deputising</i>	Not allowed
<i>In Attendance</i>	Director General/Deputy Director General
<i>Quorum</i>	The Chairman and three members present in person
<i>Meetings</i>	<i>1 minimum</i>
<i>Location</i>	Decided by the committee
<i>Member Expenses</i>	Independent Chairman only
<i>Scope of work</i>	<i>To consider all referrals to the NCC ADR service</i>
<i>Role of panel Member</i>	To consider and determine the work of the NCC ADR service in line with statutory provisions. A member of the Panel shall resign office upon ceasing to be a person eligible for nomination to membership of the ADR Panel for any reason
<i>Directorate support</i>	Deputy Director General
<i>Co-options</i>	Not allowed.
<i>Voting</i>	Decisions taken by majority (Chairman has casting vote)
<b>Purpose</b>	To consider specific ADR issues as raised by NCC members and their consumers either through general membership, or membership of an NCC approved scheme To act as a central co-ordinating panel for all NCC members
<b>Reports to</b>	The NCC Board of Directors

**Committees reporting to this Committee – None**