



The
National
Wallace
Monument

Stirling District Tourism - Operating Policies & Standards

The National Wallace Monument is managed and operated as a visitor attraction by **Stirling District Tourism**. Within this document you will find information on the Operating Policies & Standards of Stirling District Tourism, covering the charity's ethical position on organisational principles, public engagement and integrity, fundraising, procurement, anti-corruption and bribery policy, the environment, and accessibility. This document also incorporates the charity's **Modern Slavery Statement**.

1) Policy Statement

We will endeavour to achieve the highest standards of ethical behaviour, financial probity and environmental sensitivity in all our undertakings. The principles which we seek to work to are based on –

- **Selflessness:** Directors and staff should act solely in terms of the interest of beneficiaries. They should not do so in order to gain financial or other benefits for themselves, their family or their friends.
- **Integrity:** Directors and staff should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.
- **Objectivity:** In carrying out their business, including making appointments, awarding contracts, or recommending individuals for rewards and benefits, directors and staff should make choices on merit.
- **Accountability:** Directors and staff are accountable for their decisions and actions to the charity's beneficiaries, and must submit themselves to whatever scrutiny is appropriate to their office.
- **Openness:** Directors and staff should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
- **Honesty:** Directors and staff have a duty to declare any private interests relating to their duties, and to take steps to resolve any conflicts arising in a way that protects the interest of the charity.
- **Leadership:** Directors and staff should promote and support these principles by leadership and example.

2) Public Engagement and Integrity

As a charity seeking to enhance public engagement in all aspects of our work, we will –

- Actively engage and work in partnership with existing audiences and reach out to new and diverse audiences.
- Treat everyone equally, with honesty and respect.
- Provide and generate accurate information for and with the public.
- Develop our services for public benefit – for learning, inspiration and enjoyment.

We will also seek to –

- Act in the public interest in all areas of our work.
- Uphold the highest standards of institutional integrity and personal conduct at all times.
- Build transparent and respectful relationships with partner organisations, governing bodies, staff and volunteers, to ensure public trust in our work.

3) Fundraising

Our policies on fundraising relate to –

- **Supporters:** We respect the rights of supporters to clear, truthful information on our work; we will openly report how we spend donated and statutory monies; and we will manage donors' information responsibly. We will comply with the requirements of OSCR, the Charity Commission, and UK law and regulation, including those regarding openness and honesty, and we will respect the privacy and contact preferences of all donors. We will respond promptly to requests to cease contacts, and to complaints.
- **Refusals:** In deciding whether to accept or refuse a donation, we abide by the law that requires us to consider which action is in the charity's best overall interest. We will not accept donations from or engage with organisations or individuals whose activities could cause any detriment to the charity's reputation, are in conflict with the charity's Articles, or which may disproportionately decrease donations from others. The responsibility of deciding whether SDT should accept or refuse a donation lies first with the Board Chair and ultimately with the Board of Directors.
- **Use of Donations:** If supporters wish to make a donation to a specific area of the charity's work, they may make a restricted donation by providing written instructions to this effect with their donation, and we will always respect such requests.

4) Procurement and Supplier Management

Under our policies –

- Suppliers' confidential information will not be disclosed to any third party or used in any way without the consent of the supplier.
- The relationship between the charity and the supplier should be open and honest with no relevant information withheld by either party.

- In competitive situations unsuccessful suppliers should be de-briefed about the procurement process and the rationale around the decision making process.
- All suppliers should be treated fairly at all stages of the procurement process.
- The arbitrary or unfair use of purchasing power or influence is discouraged.
- Any material personal interest that may affect, or be seen to affect, impartiality or judgement should be declared by any staff member involved in the procurement process.
- It should be ensured that suppliers understand and agree to any negotiated terms and conditions.
- With regard to size, maturity and location of suppliers, consideration should be given to the magnitude of business awarded to a supplier, the impact of that business on the supplier and the level of dependence on that business.

5) Social Responsibility

SDT supports the Ethical Trading Standards Initiative Code of Practice, through which the following principles are adopted as a minimum standard –

- Suppliers must uphold basic human rights.
- Suppliers must ensure that all employees have attained the minimum age required in order to be legally employed.
- Employees must be free to choose to work for the supplier and free to leave the supplier and there should be no forced, bonded or involuntary labour.
- Employee wages and benefits should at least meet industry or national legal standards.
- Employee working hours and holiday allowances should comply with industry standards or national laws.
- Employee working conditions must be safe and hygienic.
- Suppliers should always work within the laws of their country.
- Suppliers should have a policy of equality where there is no discrimination.
- Suppliers should make every effort to minimise their impact on the environment by seeking continual reduction in the use of resources, waste generation and by re-using and recycling where practical without affecting quality.
- No organisation within the supply chain should be linked to an oppressive regime, or be involved in a business that may damage the reputation, or is unacceptable to the principles, of the charity.
- Employees should have freedom to join trade unions or other representative organisations.

6) Anti-Corruption and Bribery Policy

SDT takes a zero-tolerance approach to bribery and corruption, and we are committed to acting professionally, fairly and with integrity in all our business dealings and relationships. All forms of bribery (i.e. any financial or other inducement or reward for action which is illegal, unethical, a breach of trust, or which is improper in any other way) are unacceptable, and all accounts, invoices and other records relating to dealings with third parties including suppliers and customers are prepared with strict accuracy and completeness. This policy applies to all persons working for us or on our behalf (in any capacity) including employees at all levels, directors, volunteers, contractors, etc.

7) The Environment

SDT is committed to continually reviewing our actions to decrease our environmental impact. We comply with relevant legislation as a minimum level of performance and strive to minimise waste, energy consumption, and our carbon footprints whilst ensuring that visitor services are not adversely impacted, and we encourage environmental responsibility amongst our staff, volunteers and directors.

- **Travel:** We encourage our directors and staff to use electronic media as much as possible to reduce travel and increase operational efficiency. Where travel is essential, we encourage the use of public transport or shared vehicle use whenever practical.
- **Energy:** Suppliers should have commitments for appropriate reduction of energy consumption. SDT will adopt appropriate energy efficiency standards and reduce, re-use and recycle wherever possible.
- **Procurement:** We seek to work with suppliers who make every effort to minimise the impact on the environment by seeking continual reduction in the use of resources, waste generation and by re-using and recycling where practical without affecting quality.
- **Recycling:** We implement recycling in our offices where economically practical, and our waste management contracts involve recycling considerations. We encourage staff to utilise electronic information management in preference to print, and to minimise printing levels.

8) Modern Slavery Statement

Our people are our most valuable asset. We have a permanent establishment of over 20 employees, supplemented by seasonal and short-term employees, and the entitlement of all staff to work legally in the UK is verified by HR processes.

We are committed to ensuring that there is no modern slavery or human trafficking in our supply chains or in any part of our business. This reflects our commitment to acting ethically and with integrity in all our business relationships, and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in our supply chains.

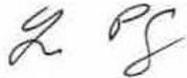
We aim to build longstanding relationships with our local suppliers, and to make clear our expectations of business behaviour, whilst for national and international supply chains our preferred point of contact is a UK company or branch, which we will expect to have suitable anti-slavery and human trafficking policies and processes in place. As it is not practical for us to have a direct relationship with all links in the supply chain, we expect each entity to adopt due diligence in respect of its associates.

We provide training to relevant members of our staff in relation to modern slavery and human trafficking, and we seek to ensure that our suppliers and associates have an understanding of the risks in this area. We also encourage staff to report any suspicious activity to the Modern Slavery helpline.

9) Accessibility

As a charity we are committed to making the National Wallace Monument open and accessible to all customers who wish to visit the building, including those with limited mobility, and we welcome disabled visitors regardless of their age, physical, intellectual or sensory ability. We regularly review our operational procedures at the Monument to ensure that the services provided fully meet the expectations of all visitors, and in doing so we seek to address areas where improvements can be made, and to identify how these can be effectively implemented within available resources.

We seek to comply with the Equality Act (DDA), and to ensure that no discrimination is shown toward disabled visitors. We also recognise that the Equality Act does not override existing legislation concerning the protection of ancient monuments and listed buildings, or the Health & Safety Acts, and that as a result there will be circumstances in which access to the National Wallace Monument (or to The Abbey Craig) will not always be possible, for various reasons.



Les Perez, General Manager

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