



Code Compliance Panel

Member's Handbook

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1. THE ROLE OF PHONEPAYPLUS

1.1 *Regulatory responsibilities*

The regulatory function of PhonepayPlus is to supervise the content and promotion of premium rate telephone services (including the 0871 number range), primarily by drawing up and enforcing a [Code of Practice](#). This involves the following principal tasks:

1. Set and maintain standards and, as appropriate, requirements for the content, promotion and marketing and provision of premium rate services, and keeping these standards under review.
2. Monitor premium rate services to ensure compliance with these standards.
3. Consult widely with interested parties before changing these standards.
4. Determine any categories of premium rate services which may only be provided on the basis of prior written permission from PhonepayPlus, identifying conditions which should be attached to the grant of such prior permission.
5. Keep such categories and conditions under review, and receive, consider and determine applications for prior written permission.
6. Administer a system for the payment of claims for compensation for unauthorised use of live services, and provide a system for adjudications.
7. Where such claims are disputed investigate and adjudicate upon complaints relating to the content, promotion and marketing of premium rate services, which may include the imposition of sanctions upon service providers or network operators.
8. Issuing directions, either generally or to individual providers of premium rate services, including networks, to procure compliance with the Code and/or to secure enforcement of its provisions.

In addition, PhonepayPlus publishes reports on its work at regular intervals, and publicises its role by periodic reports to Ofcom relating to the regulation of the premium rate industry, and the adequacy and appropriateness of regulatory arrangements.

PhonepayPlus operates in accordance with the principles of good regulation promoted by the [Better Regulation Executive](#), namely:

transparency; accountability; targeting; consistency; and proportionality.

1.2 *Legal Framework*

The regulatory powers of PhonepayPlus derive from the Communications Act 2003, and specifically from sections 120 – 124 dealing with the regulation of premium rate services which are services that offer some form of content, product or services that is charged to user's phone bills. The Code of Practice (Code) developed by PhonepayPlus is approved by Ofcom, and formally notified to the European Commission.

The 11th version of the PhonepayPlus code was approved in April 2006, and amended in April 2008 to allow for the establishment of the Code Compliance Panel. Following the Ofcom PRS scope review, published in October 2009, that created an analytical framework for assessing the risk of consumer harm and steps to improve PRS regulation, PhonepayPlus have been developing a significantly altered new version of the Code which is expected to be introduced early in 2011. This will be principles based, and will adopt the Ofcom requirement for a registrations database as a central element of industry due diligence.

PhonepayPlus regulates through the imposition and enforcement of responsibilities in respect of the content, promotion and operation of premium rate services. Through the Code, it requires clear and accurate pricing information and honest advertising and service content. It also operates a system of prior permissions for certain services, such as live services, and can impose conditions in relation to

the operation of its services. PhonepayPlus has the power to impose sanctions for any breach of its Code by the person/body operating PRS.

Under section 6 of the Human Rights Act 1998, there is a duty on PhonepayPlus (as a public authority) to ensure that it does not act in a way which is incompatible with the European Convention of Human Rights (“the Convention”). Article 6 of the Convention provides for the right to a fair trial, which does not occur at CCP Tribunal hearings where the respondent is not present. That is a function of the non-adversarial adjudicatory process. However, respondents have the right to an oral hearing, and to further appeal to the Independent Appeals Body – and these procedures ensure that Article 6 is complied with.

Article 10 of the Convention provides for the right to freedom of expression. It encompasses the right to “impart information and ideas” and also right to “receive information and ideas without interference by public authority”. Such rights may only be restricted if the restrictions are “*prescribed in law and necessary in a democratic society, in the interests of national security, territorial integrity or public safety, for the prevention of disorder or crime, for the protection of health and morals, for the protection of the reputation or rights of others, for preventing the disclosure of information received in confidence or for maintaining the authority and impartiality of the judiciary*” (Article 10(2) of the Convention).

PhonepayPlus must exercise its duty in light of these rights and not interfere with the exercise of these rights in premium rate services unless it is satisfied that the restrictions it seeks to apply are required by law and necessary to achieve a legitimate aim.

1.3 Relationship with Ofcom

The relationship with Ofcom is governed by a Framework Agreement which has been published and is available on the [Ofcom website](#).

Ofcom is able to exercise various governance controls over PhonepayPlus and while delegating its statutory enforcement duties to PhonepayPlus, it retains powers to make decisions regarding changes to the Code.

1.4 Board of Directors

The Board comprises a part-time Chairman (an Executive Director), the Chief Executive and eight part-time members (non Executive Directors). Up to three of the Board members are appointed on the basis that they have relevant industry knowledge. These industry members are expected to have connections with, and interests in, the industry.

Industry members do not exercise any adjudicatory functions within PhonepayPlus. Non-industry members form the majority of the Board and are independent of the premium rate industry having no current involvement in the connectivity, provision or promotion of premium rate services. Such members will also generally be expected not to have specific interest in the premium rate industry, but should this arise, such interest will be declared.

1.5 Board Members’ activities

The work of Board members involves attendance at meetings that are usually held at the PhonepayPlus offices in London. These comprise Board meetings, averaging about seven meetings a year of two to three hours’ duration, standing sub-committee meetings and ad hoc working groups. Meetings are usually held in the afternoon.

Three designated non-industry members sit in rotation on the tribunal hearings of the Code Compliance Panel (tribunals), which normally meets fortnightly in the afternoon for four hours. The tribunal considers evidence from investigations prepared by the PhonepayPlus Executive, and written and oral representations from service providers, in accordance with Code procedures. It also sits in oral hearings, at which respondents to investigations are present.

Other aspects of the work are carried out from each Board member's home/office, including reading and preparing for meetings of the Board and relevant sub-committees and working groups, and drafting papers or commenting on Executive drafts. Non-industry members also respond to Executive requests for advice or decisions on the use of the emergency procedure.

There is also a wide range of other activities in which Board members may be involved, including meetings with industry or other interested bodies, and visits to service providers.

1.6 The Role of the Chairman and Deputy Chairman of PhonepayPlus

The Chairman of the Board (Chairman) is expected to be wholly independent, and to ensure that the duties and responsibilities of Members are observed. He also has particular responsibility for ensuring the Board holds the organisation to account, for representing PhonepayPlus in dealing with Ministers and Ofcom, and for providing effective leadership in meetings of the Board and its members with key external stakeholders.

The Chairman works with the Chief Executive and the Board to ensure proper co-ordination of PhonepayPlus' media activities, and to set the public persona of PhonepayPlus and its internal culture. He ensures that the internal organisation of PhonepayPlus is effective, and that the Board formulates strategy for discharging the statutory duties of PhonepayPlus.

The Deputy Chairman is a non-industry member, and can fulfill all of the Chairman's responsibilities during his absence.

2. THE ROLE OF THE CODE COMPLIANCE PANEL (CCP)

2.1 Responsibilities

The CCP consists of members with professional and other relevant skills necessary to assure the quality and timeliness of work at tribunals. Members will be drawn from the CCP and the Board, although the Board of PhonepayPlus has resolved that Board members should always be in a minority at tribunal hearings. CCP tribunals will always be chaired by a legally qualified CCP member.

Members of the CCP (Members) have the following responsibilities:

1. Attend CCP meetings to review tribunal decisions and to ensure calibration of outcomes.
2. Provide effective feedback and mentoring to members of the Executive on process and other matters relating to the effective operation of the CCP.
3. Provide feedback to the Chair on tribunal hearings, and to other Members to ensure their effective performance and contribution to tribunal hearings.
4. Read and assimilate tribunal papers before the hearing commences, including on occasions the study of substantial amounts of complex, and sometimes technical, documentary evidence.
5. When sitting on tribunals, hear and determine cases by considering facts, and applying the relevant paragraphs, on the basis of reasoned interpretation, of the Code
6. Record and give the decision of the tribunal hearing in summary, ensuring that the proceedings at the hearing are fully and correctly recorded and that a final judgement with reasons is delivered to the parties within a reasonable time.
7. Consider and agree the breaches raised and appropriate sanctions to be imposed, having regard to the PhonepayPlus sanctions policy and guidelines, and taking account of the procedures and decisions reached by the tribunal.

There is also an obligation, in conjunction with other Members, to ensure that tribunal hearings are conducted properly, fairly and in accordance with good practice and the relevant law. Each case must therefore be dealt with in the most expeditious manner compatible with the interests of justice and in accordance with the provisions of the Human Rights Act 1998.

Above all, Members should take responsibility for maintaining the authority and dignity of the Code, and CCP proceedings. They will help resolve issues of procedure and interpretation of the Code as they arise during hearings.

Members will be expected to undertake appropriate training to keep abreast of developments within the premium rate services field.

Legally qualified members chair tribunals on rotation, and take the lead on the resolution of issues of procedure and Code interpretation during hearings. Additionally they co-ordinate arrangements for the approval of the use of 'emergency procedures' under the Code.

The Chair of the CCP (Chair) reports to each meeting of the Board on the activities and decisions of the CCP, discusses tribunal reports, and highlights emerging issues and trends for further policy consideration. The Chair also comments on areas of the Code which might usefully be clarified further in light of decisions and interpretations made by the Members when hearing cases

The Chair has the following additional specific responsibilities:

1. Acting as a conduit to the Board on Code Compliance matters, and attending Board meetings.
2. Co-ordinating meetings with all Members and relevant members of the Executive to review decisions and ensure calibration of outcomes
3. Dealing with requests for the review of adjudications, and the directions necessary for establishing an oral hearing.
4. Discussing with the Executive Code Guidance and Statements of Expectation to industry, and participating in the processes for the development and updating of the Code
5. Deciding on attendees at tribunals and maintaining an effective rota
6. Ensuring that Members are effectively performance managed and directed to training where it is felt desirable or necessary.

2.2 CCP tribunals

CCP tribunals make determinations in respect of Code breaches and will decide all requests for prior permission under the Code.

Tribunals will comprise three persons, chaired by one of the legally qualified Members, and comprising one CCP member and one Board member.

The Chair of the CCP is supported by a clerical assistant to deal with the co-ordination of administrative arrangements. Tribunals are supported by a clerk to assist with procedures and the consistent application of PhonepayPlus' sanctions policy, and to take a record of the matters discussed and decided at tribunals. The clerk also maintains a databank of key decisions affecting the interpretation of the Code, to ensure consistency between Tribunals.

2.3 Liability

Members are provided with professional indemnity insurance cover against claims for negligence and other usual risks. A copy of the policy is available for inspection.

2.4 Sanctions

Through its Code, PhonepayPlus has a range of sanctions it may apply against organisations and individuals found to be in breach of the Code. The intention of the tribunal is to apply sanctions in accordance with the principles of good regulation, so as to protect consumers against harm, pre-empt breaches of the code by other organisations, and prevent the recurrence of future breaches

PhonepayPlus publishes on its website a guide to criteria for setting sanctions, including impact created by the breach of the Code, and factors which it typically takes into account in respect of aggravation and mitigation of the offence. PhonepayPlus operates a points system for different breaches of its Code, to ensure transparency and consistency in decision making, but this has not been made public.

The range of sanctions the tribunal can draw upon are set out in paragraphs 2.6.1 and 8.9.2 of Code 11.

2.5 Standards in Public Life

Members must be committed to the mission of PhonepayPlus and be accountable to its stakeholders, who include funders, the industry and Ofcom. Members are expected to observe the highest standards of propriety, including impartiality, integrity and objectivity, in relation to the exercise of their office, and to follow the Seven Principles of Public Life set out by the Committee on Standards in Public Life (Appendix G)

In particular, they should comply with this Handbook in all their duties as Members, and ensure that they understand their duties, rights and responsibilities, and the functions and role of PhonepayPlus.

When engaging in any political activities, Members should exercise proper discretion. They are free to engage in political activities but where they do so they should take all reasonable care that they do not do or say anything that would suggest or imply that PhonepayPlus is anything other than a non-political and independent regulatory body acting under the authority of and in conjunction with Ofcom (in case of doubt, members should seek advice from the Chairman).

Members must not misuse information gained in the course of their service to PhonepayPlus for personal gain or for political purpose, nor seek to use the opportunity of public service to promote their private interests or those of connected persons, firms, businesses or other organisations.

Members should not speak on a public platform or in the media and present themselves as a representative of PhonepayPlus, unless and until that has been agreed by the Chairman of the Board.

3. APPOINTMENTS

3.1 Procedures for Appointment

Member vacancies will be advertised or publicly notified. However, the field of potential candidates being considered will not necessarily be limited to those responding to an advertisement. Others may be informed of vacancies by PhonepayPlus on the basis of suggestions by network operators, service providers, Board members or other stakeholders.

No one applying who has a current financial or other direct or prospective involvement with the premium rate industry will be considered for appointment.

A committee appointed by the Chairman of the Board will prepare a shortlist of candidates. In line with best practice, the Committee may include an independent lay member. The decision on whom to appoint will be a matter for the Chairman and/or Vice Chairman of the Board following a recommendation from the Committee. The Chairman will also determine the renewal of Member's fixed term contracts, following recommendations received from the Chair of the CCP.

3.2 Terms of Office

The initial term of office of Members other than the Chair will be one year. Re-appointment for a further term or terms is not automatic, and will be dependent upon satisfactory performance in office, and the needs and continuity requirements of the CCP.

The overall term of office for CCP members must not exceed six years.

3.3 Induction and Training

Members will be provided with an appropriate training and induction programme which will be tailored to suit individual needs. This will include familiarisation with the role and work of the PhonepayPlus Board and Executive.

Specific training needs, identified as a result of a performance review or otherwise, will be assessed and met.

3.4 Performance Reviews and Misconduct

The performance of a new Member will normally be reviewed by the Chair after six months, and annually thereafter. At the discretion of the Chair, performance reviews may take place at any time.

If performance reviews lead the Chair to conclude that a Member's performance is unsatisfactory, the Member may be asked to resign. If the Member is unwilling to do so, his or her continuation in office shall be a matter for an independent person appointed by the PhonepayPlus Board to decide.

The performance of the Chair will be reviewed by the Chairman of the Board after six months, and annually thereafter. If performance reviews lead the Chairman to conclude that the Chair's performance is unsatisfactory, the Chair may be asked to resign. If the Chair is unwilling to do so his or her continuation in office shall be a matter for an independent person appointed by the PhonepayPlus Board to decide.

In the event of gross misconduct on the part of the Chair or a Member, that person's appointment shall cease forthwith upon written notification.

In the event of apparent misconduct by a Member, the Chair shall investigate and determine the matter. If the Chair concludes that it is appropriate that the appointment should terminate but the Member is unwilling to resign, then the Member's continuation in office shall be a matter for the PhonepayPlus Board to decide.

3.5 Availability

Members of the CCP should be available for tribunal hearings, and should notify the Secretary to the CCP as soon as possible of periods of unavailability which are known in advance, e.g. holiday dates.

4. REMUNERATION AND EXPENSES

4.1 Remuneration

Members will be paid an attendance fee on a basis that is separately notified and which is reviewed in April each year. These rates do not include travel time which is not payable.

Members will be entitled to payment at the same rate for time spent in training and for attendance at meetings which they are required to attend by reason of their membership of CCP.

Claims should be made on the attendance timesheet which is attached at Appendix E to this Handbook. Claims are required to be received by Finance by the 10th of the following month in order to be processed in that month's payroll on or around the 26th.

Members may request payment for additional fees beyond the standard Tribunal rate with the approval of the Chair of Tribunal in question. PhonepayPlus reserves the right at its discretion for claims to be authorised only by the Chair or the Chairman of the Board.

Members of the CCP are not employees of PhonepayPlus and are on contracts for services (self employed workers) and are therefore responsible for their own tax records. Tax and National Insurance deductions are however deducted at source as part of the usual payroll run.

Members are not eligible to join the PhonepayPlus pension scheme or to receive other benefits or contributions to a personal pension scheme.

4.2 Travel Expenses

Members may reclaim travel, and where appropriate subsistence, expenses which are incurred wholly and necessarily in the discharge of their duties as office holders.

Standard class tickets will be reimbursed for rail journeys on CCP business. Taxi fares incurred while on CCP business and to and from hearings and other meetings (from within the London area), as well as any other standard public transport fares, may be reclaimed.

When car travel is necessary, this should be claimed at existing¹ RAC rates.

Claims for expenses should be submitted, supported by full receipts and vouchers, on a monthly expenses form, copies of which are available from Finance & Administration and are attached at Appendix F.

PhonepayPlus submit an annual P11D return to the Inland Revenue for each Member, stating the amount paid in expenses covering travel from the Member's home or office to and from PhonepayPlus. Members may be liable to pay income tax on these amounts.

4.3 External Validation of Remuneration and Expenses

The budget for Members' pay and expenses are validated externally through the annual budget setting process where proposals are presented to, and agreed by Ofcom following consultation with industry stakeholders.

5. CODE OF CONDUCT

5.1 Principles

This Handbook sets out the standard of conduct expected of all Members in the performance of their office, with the objective of maintaining the highest levels of integrity, impartiality and objectivity and of promoting the effectiveness with which they perform their role. Members must identify for themselves any possible conflicts of interest which may arise, and be aware of the appropriate action they should take.

Members are expected to commit themselves to the spirit of the Handbook as well as to its specific provisions and will be asked to sign an undertaking that they will comply with it (Appendix A).

5.2 Conflicts of Interest

The overriding duty of a Member is to act independently and fairly, and not pursuant to any business, group, or personal interest.

A conflict of interest arises where an individual with a responsibility to act as an impartial member of the CCP or a Tribunal may be affected, or may be thought by an independent observer to be affected, in that action by a personal interest or association. Such a conflict may involve a direct or

¹ Rates change annually, usually in January. Current rates in force should be checked with Finance and Administration before making and submitting a claim.

indirect financial interest but may also be non-financial - for example a present or past business or personal association or relationship.

Members are required to disclose direct or indirect financial interests which might give rise to a conflict of interest relating to his or her duties as a Member. Disclosure is also required of any non-financial interest (such as kinship or a past, present or prospective business relationship) which might influence his or her judgement as a Member.

5.3 *Standing Declaration of Interest*

On appointment each Member is required to complete a confidential standing declaration of interest (Appendix B), listing any relevant material financial interest, including investments, contracts and consultancies, held either personally, as a trustee or as an effective controller of a company (whether or not this is achieved by a majority interest).

This declaration should also cover the relevant financial interests of the Member's spouse or partner, and any children under 18. It should also cover any relevant non-financial interests or connections. Any changes in these interests must also be declared as and when they occur.

In this context "relevant" includes, but is not necessarily limited to, all aspects of the telecommunications and related industries. What is "material" is any interest which could reasonably be perceived as sufficient to place a Member in the position of having a potential conflict of interest.

In doubtful or borderline cases, Members should disclose their interest or seek advice from the Chairman of the Board.

Any Member who acquires a direct interest in a premium rate service or whose spouse or partner (connected person) acquires such an interest must resign unless the Chair and an independent person appointed by the PhonepayPlus Board both specifically resolve to the contrary.

The content of standing declarations of interest will be made publicly available by PhonepayPlus. Guidance regarding such declarations is set out in Appendix C.

5.4 *Specific Disclosure of Conflict of Interest*

In addition to a standing declaration of interest, disclosure must be made on any occasion when a potential conflict of interest arises. The Member concerned should declare that there is a potential conflict and must withdraw from sitting on, and from taking part in any decision-making at, a tribunal in which the conflict may become material.

In exceptional cases where disclosure of the nature of the potential conflict of interest might involve a breach of other duties (of confidentiality, for example), the Member may withdraw from consideration of the matter without specifying the nature of the possible conflict of interest. In such cases, the Member's continuing membership of the CCP must be discussed with the Chair.

Where a potential conflict of interest can be anticipated, the Member should exclude himself or herself from distribution of documents or attendance at any relevant meeting for the agenda item concerned.

5.5 *Confidential Information*

Members must not disclose confidential information to the media or the public, or use confidential information for their own financial or other advantage. Members should be aware of, and abide by, PhonepayPlus' policy on personal data and confidentiality.

Members should treat all papers provided to them by PhonepayPlus as confidential unless otherwise advised and unless the documents are known to be in the public domain and/or published on the PhonepayPlus website. Members should not discuss the content of CCP tribunals with others outside PhonepayPlus. Members must undertake to store and dispose of papers in the securest possible way and either arrange for them to be destroyed through secure means at PhonepayPlus' offices or ensure that they are otherwise securely destroyed.

Members must not speak on a public platform or to the media, nor present themselves as a representative of PhonepayPlus unless and until this has been agreed by the Chairman of the Board. Where members are speaking on public platforms in other capacities, they should ensure there is no reasonable possibility that their comments could be seen to be attributed to PhonepayPlus and/or be perceived to represent a PhonepayPlus view point.

5.6 Insider Dealing

Members must not acquire or dispose of investments if they hold any information relevant to such investments through their involvement with PhonepayPlus if such information is unpublished price-sensitive information.

Price-sensitive information means any specific information which would be liable to affect the price of a company's security. Price-sensitive information includes, but is not necessarily limited to:

- any proposed take-over or merger;
- any potential company insolvency;
- unpublished information as to company profits or losses;
- any unannounced decision by a company in relation to dividend payments,
- any unannounced decision by a company about changes to the price levels or structures of its services;
- any unannounced decisions by a company to enter a new market or leave an existing market;
- any relevant PhonepayPlus investigation or impending sanction.

In case of doubt, unpublished and confidential information should be treated as being price-sensitive.

These provisions on confidential information and insider dealing continue to apply without time limit after a Member's appointment has finished.

5.7 Gifts and Hospitality

To avoid the possibility that the integrity or objectivity of Members may be put at risk, or be considered at risk, the offer or receipt of any relevant personal gift or hospitality from a member of the premium rate services industry must be reported to the Chair if its monetary value is greater than £40 (Appendix D).

If a Member is aware in advance of the possibility that a gift or hospitality worth more than £40 may be offered by anyone connected with the premium rate services industry, clearance should be obtained from the Chair.

The Company Secretary of PhonepayPlus will keep a register of all reported gifts and hospitality, as notified by the Chair.

Isolated gifts of a trivial nature or minor seasonal items such as calendars or diaries may be accepted. Offers of conventional hospitality (such as a working lunch, working dinner or refreshments during meetings) may be accepted from individuals and organisations external to PhonepayPlus where it is normal and reasonable in the circumstances. However, such hospitality, where accepted, must be registered if its nominal value exceeds the limit above.

5.8 Failure to Observe Standards

Members failing to perform the duties required of them in line with their role or the general standards expected in public life or the specific provisions of this Code, or being unfit to perform these duties, will be judged as failing to carry out the duties of their office.

Such failure may result in their removal from office. This will be a decision for the Chairman, in consultation with the Board.

**Appendix A
UNDERTAKING**

To the Chair of the Code Compliance Panel

PhonepayPlus

I,.....,
As a Member of the Code Compliance Panel of PhonepayPlus Limited

Confirm that I have read the Members' Handbook

and

Undertake to comply with the letter and spirit of its provisions.

Signed

Dated

Appendix B
STANDING DECLARATION OF INTEREST

To:
The Chair of the Code Compliance Panel
PhonepayPlus

This declaration lists any relevant material financial interest, including investments, contracts and consultancies, held either personally, as a trustee or as an effective controller of a company (whether or not this is achieved by a majority interest).

1. Financial interests

I have an interest/acquired an interest/no longer have an interest in:

.....
[name of company or organisation]

This interest takes the form of:

.....
[e.g. shares, contracts, consultancy]

Capacity:

- | | |
|-------------------|-----------------------|
| Self | [delete as necessary] |
| As Trustee | [delete as necessary] |
| As Controller | [delete as necessary] |
| Spouse or Partner | [delete as necessary] |
| Children under 18 | [delete as necessary] |

2. Non-financial interests

I have the following directorships/kinship/present or past business or personal associations/memberships of associations or societies or other relationships which may be relevant to my work as a Member:

.....
.....
.....
.....

Signed

Dated

Appendix C STANDING DECLARATIONS OF INTEREST GUIDANCE

New Members should send a declaration of interest to the Chair of the Code Compliance Panel (Chair) within a month of appointment. Where appropriate, a nil return should be lodged.

This Appendix provides guidance on the kinds of interests that should be declared. Interests are categorised as:

- personal (interests from which Members derive a direct benefit or in which they are personally involved), or
- non-personal (rewards or payments which benefit an organisation for which the member is responsible, by which the member is employed, or from which he or she benefits financially, but which is not received personally by the member).

For the purposes of the guidance below, 'industry' is taken to mean any organisation or individual involved, for profit or not, with the connectivity, advertising, promotion, or production of content for premium rate services (PRS). Other 'relevant bodies' are taken to mean organisations with a specific interest in PRS issues as defined above, such as trade bodies. Where members are uncertain as to whether an interest should be declared they should seek further guidance from the Company Secretary or, where it may concern a particular issue to be considered at a meeting, from the Chairman of that meeting.

If members have interests not specified in these notes but which they believe could be regarded as influencing their advice they should declare them. This could include close personal friendships. Members should make reasonable enquiries to determine links of which they might be expected to be aware, for example, either through the interests of close family members or links of direct ownership between one company and another. For the purposes of this Code, 'close family members' is taken to mean spouses, partners, parents, children, brothers, and sisters.

Categories of Personal Interests include but are not necessarily limited to:

- **Consultancies and/or direct employment:**
- **Fee-paid Work:**
- **Shareholdings:**
- **Clubs and other organisations** with an interest or involvement in the work of PhonepayPlus.

Categories of non-Personal Interests include but are not necessarily limited to:

- **Fellowships:**
- **Payment or other form of support by industry or other relevant bodies:**
- **Trusteeships:**

The Chair will consider the declaration on receipt and will review all declarations annually.

Members are under an obligation to notify any changes to their standing declaration of interest. All the above procedures will apply to notifications of changes.

**Appendix D
GIFTS AND HOSPITALITY**

To the Chair of the Code Compliance Panel

PhonepayPlus

I,....., a member of the Code Compliance Panel, hereby confirm that I have

been offered [delete as necessary]

received [delete as necessary]

the following gift or hospitality having a monetary value greater than £40:

.....

.....

from the following member of the premium rate services industry:

Name:.....

Company:.....

Signed

Dated

**Appendix E
ATTENDANCE TIMESHEET**

Member's Name: _____

Signature: _____

Month: _____

DATE	DETAILS	TIME (½ DAY OR FULL DAY)
	TOTAL	

Fees are generally paid for half or whole days - a day being treated as 7 hours, a half day as 4 hours

Timesheets can be used for any chargeable CCP activity, not just Tribunals

Chairs are not required to sign off time sheets of Tribunals members, but will note on their own sheet the duration of the Tribunal and who was present

Chairs will approve requests for fees above the standard Tribunal rates in appropriate circumstances

Timesheets and expense claims should submitted monthly in arrears to Stephanie Ratcliffe by no later than the **10th** working day of the month

Payslips issued to members will contain confirmation as to the hours worked, and dates

**Appendix F
EXPENSE CLAIM FORM**

NAME:

AUTHORISED BY.....

SIGNATURE:

SIGNATURE.....

DATE:

DATE.....

- PLEASE ENSURE ALL RECEIPTS ARE ATTACHED TO THIS FORM
- PLEASE PROVIDE FULL DETAILS OF THE EXPENSE INCURRED

Date	Details	Dept Code	Expense Code	NET	VAT	TOTAL	Finance Use Only P11D
TOTAL							

Appendix G

THE SEVEN PRINCIPLES OF PUBLIC LIFE

Selflessness

Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.

Integrity

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

Objectivity

In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

Accountability

Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

Openness

Holders of public office 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

Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interests.

Leadership

Holders of public office should promote and support these principles by leadership and example.

The Government endorses these Seven Principles of Public Life in "Spending Public Money: Governance and Audit Issues", Cm3179, March 1996