



An Assurance of Excellence  
Making Meetings Better

**AIM HIGHER, a guide to creating a portfolio of evidence**

This document has been designed to act as a guide to the types of evidence which will be accepted by the mia as evidence of compliance at each level – Entry, Silver and Gold. It is not a definitive guide – you may have evidence which is not listed here, but you think is comparable to the explanation given in this document. Each individual piece of evidence will be judged on its merits and its ability to demonstrate the standard in the context of your venue / business.

At **ENTRY LEVEL** you are expected to comply with the legal requirements only

Your portfolio will be checked by an assessor once every 3 years

At **SILVER LEVEL** the emphasis is not only whether you do or do not meet the standard, but how regularly it is implemented.

At **GOLD LEVEL** you must meet the requirements at silver level and you are also expected to set measurable targets for each standard, monitor them and in some cases exceed them

Your portfolio will be checked by a professional assessor during the assessment visit and whilst on your premises the assessor will carry out a quality assurance check.

**Section A:**

**1: Business Planning**

THE STANDARD		Examples of Evidence		
		ENTRY	SILVER & GOLD DEPLOYMENT	SILVER & GOLD RESULTS
1.1	A business plan sets out to meet the needs of customers, staff and other stakeholders. Achievement is reviewed against the plan and feedback regularly given to stakeholders		Business plan Examples of how stakeholders are given feedback eg: letters, meetings etc	Improvement targets set Frequency of business plan review and evaluation
1.2	A customer service policy and strategy is in line with business goals and plans, is regularly reviewed and updated to ensure it meets the needs of the business and that staff and stakeholders have a clear understanding of the business commitment to customer service		Dated written customer service policy and updates Notes of reviews in meetings and discussions with stakeholders, training records	Frequency of review and updating in relation to business plan and customer feedback Number of places the customer service policy and strategy is displayed
1.3 **	A current employers / public liability certificate is displayed and procedures ensure that all customer information is protected under the Data Protection regulations	Current Employers / Public Liability certificate displayed – Location of information is secure – physically and electronically Records regularly reviewed and updated Certificate of registration Information not passed to 3 <sup>rd</sup> parties – may be a statement on the contract	Copy of Employers / Public Liability certificate Note of location of certificate Copy of Data protection registration certificate Copy of confirmation of not using customer information for other purposes Meeting notes of discussion regarding security of information / changes in procedure	Fine free Database Management targets and evaluation Frequency of the review of customer records
1.4	Service standards have been clearly defined and their consistent delivery is ensured through effective management procedures		Standards of Performance manual Training plans and records Feedback systems Monitoring procedures	Number of staff trained Number of staff training hours Number of staff consistently delivering high standards of customer service eg: observation checklists, appraisals, job chats Number of updates / changes in standards against training /communication
1.5 **	Policies and procedures are in place to ensure no customer, internal or external, is discriminated against for their race, sex, disability, age, sexual orientation, religion or belief, and the policies and procedures ensure compliance with all relevant discrimination regulations	Equality & Diversity policy Other HR policies the business may have Recruitment procedures are compliant – selection of adverts, interview procedures Breakdown of reasons for not employing people Breakdown of staff employed by age, gender etc Customer policy / charter	As for entry level Plus updates Training records / meeting notes of discussions to ensure the policies are implemented	Number of customer complaints / comments involving discrimination of any form eg: not able to have access to an upper level room Compliments at how situations have been handled Number of grievances raised by staff Frequency of review of policies and procedures Frequency of reviews / checks in the operation

**Section A:**

**2: Resources**

THE STANDARD		ENTRY	Examples of Evidence	
			SILVER & GOLD DEPLOYMENT	SILVER & GOLD RESULTS
2.1	Financial commitment is given to providing resources to meet the defined customer service standards		Annual Budget reports Other financial reports showing expenditure on customer services / staff customer service training	Frequency of business performance and budget reviews and evaluations % of commitment to customer service products / services/ training Financial ratio analysis Business reports produced in timeframes that support the effective allocation of finance
2.2	The business actively encourages conservation, reduction in waste, energy, pollution and recycling and has made, at least, an initial commitment to sustainability through a programme such as VisitBritain's "Green Start"		Commitment form to Green Start or chosen option Written procedures for recycling etc Sourcing from reliable suppliers / traceability Use of local / regional suppliers Staff training / focus groups	% of each area targeted – eg: water consumption frequency of reviews and evaluation Development from initial commitment Number of staff training days Number of meetings
2.3	The business has a Corporate Responsibility Policy covering as a minimum; respect for the environment, supporting health and well being, contributing to the community, sourcing with integrity, treating our people fairly, a safe working environment, and is taking action to meet these statements within the policy		Written CR policy Written procedures Events run, contributions made etc. HR policies Examples of local community work H&S policies / staff welfare benefits Sourcing from reliable suppliers / traceability / local / regional suppliers	% of each area of CR policy targets Eg: % local community actions, Number of ways CR policy communicated
2.4	Information technology systems are used to maximise customer service efficiency and are protected and updated regularly		Identification of what systems used eg: on line bookings, cross department communication, customer contact with staff systems, AV technology Maintenance and renewal contracts	Number of staff trained on ICT Frequency of update training Frequency of user competence reviews Level of integration of ICT in key functions eg: reception/ reservations / event organisers IT capital budget as a % of turnover Frequency of review of maintenance and emergency contracts
2.5	Stock and equipment is managed to allow for maximum efficiency and is kept in a safe and secure manner		Stock controls and forecasting systems Stock rotation / ordering systems against forecast Equipment maintenance records Communication between departments eg: function list meeting Security procedures Equipment breakdown emergency procedures in place eg: fridges, lighting, computers etc	Management of suppliers / Number of supplier quality audits and actions Tracking delivery / service adherence % of returns to suppliers Alternative supplier comparisons on costs and quality % of times stock not available internally to meet customer needs Frequency of review of security and emergency procedures

				Frequency of review of maintenance contracts £ theft /loss
--	--	--	--	---

**Section B:**

**3: Researching and Monitoring Customer Needs**

THE STANDARD		ENTRY	Examples of Evidence	
			SILVER & GOLD DEPLOYMENT	SILVER & GOLD RESULTS
3.1	Customer needs and expectations are formally identified from existing customer information and are reviewed on a regular basis		Examples of customer feedback forms / letters, calls and other methods of collecting current customer feedback Discussion notes from meetings where feedback is reviewed.	Analysis of customer needs Frequency of collection of information
3.2	Use is made of the information to improve products and services and provide a value for money product		Examples of improvement in services / products / price and matched customer feedback	Frequency of review of information collected % products / services improved % customer ratings for value for money
3.3	Market intelligence and competitor research is carried out to ensure customer expectations are at least, met and to improve products and services		Examples of competitor research eg: venue visit feedback forms, Examples of research carried out in the market place Examples of products / services that have been added/improved as a result of this research	Frequency of market research % of products / services that have been added as a result
3.4	Customer satisfaction levels are formally measured, with both customers and staff, results are measured against the set business targets and action is taken.		Example of the feedback system used for both staff and customers	Analysis of customer feedback Analysis of staff feedback Frequency of reviews % overall satisfaction % actions taken to improve % repeat / return customers
3.5	Partnerships, networking and relationships with suppliers and industry associations are developed to ensure awareness of up to date ideas and methods		Examples: AV companies, 3 <sup>rd</sup> party agents, marquee providers, event managers, mia, twinning with local businesses in other towns / countries etc Notes of meetings attended and with whom, follow up discussion in meetings where points are raised from these meetings, visits taken place Examples of new ideas / methods introduced / being considered as a result	Frequency of networking events Number of links made with external organisations Number of events attended Level of resources offered / used by external organisations % new products/ services / facilities / customers added to the business as a result

**Section B:**

**4: Creating the Customer Environment**

THE STANDARD		ENTRY	Examples of Evidence	SILVER & GOLD RESULTS
			SILVER & GOLD DEPLOYMENT	SILVER & GOLD RESULTS
4.1 **	Risk assessments are carried out on external and internal areas, service standards, systems and procedures. Identified risks are removed or minimised to ensure the safety and security of customers in compliance with current Health and Safety, Fire regulations, COSHH regulations, Disability Discrimination regulations and Food Hygiene regulations. As a UK food service provider, accurately tract, record and communicate to the public 14 of the most common foods (including alcoholic and non alcoholic drinks) known to cause allergic reactions in line with Regulation (EU) 1169/2011 13 <sup>th</sup> December 2014.	Risk assessment records for all areas H&S arrangements for customers / staff Written H&S policy Written procedures that show how risks are minimised around the property Staff fire procedures are communicated, trained and checked regularly Customers informed of fire procedures Access for people with disabilities Staff training Literature available in large print etc Food hygiene certificates / evidence of training Training records for COSHH compliance Written procedure dealing with food allergen information	As for entry level	Analysis of accident book % different incidents and actions Frequency of review and updating of risk assessments - audits % customer comments and complaints % staff comments / complaints Frequency of staff training in H&S and hygiene Number of staff with appropriate Food Hygiene certificates Frequency of fire procedure training Frequency of test evacuations Frequency of alarm testing
4.2	Design and planning ensure that customer areas are comfortable, within the style of the business and maximise the use of space whilst allowing freedom of movement		Meeting notes with builders, decorators, housekeeping, management team Design specifications Adjustments made for people with disabilities where appropriate	Frequency of reviews of design specifications Frequency of reviews for the presentation of customer areas % actions taken to improve design and layout % customer complaints and compliments
4.3	Procedures are in place to ensure customer areas are clean, well kept, regularly maintained and heating and lighting systems are appropriate for customer needs		Housekeeping cleaning and maintenance schedules Checking procedures	Frequency of review of schedules % maintenance actions taken later than targeted % customer complaints / compliments regarding maintenance / cleanliness Frequency of daily (+) checks
4.4	Procedures are in place to ensure the grounds and building are well presented and maintained so that initial impressions of the venue are positive		Housekeeping cleaning and maintenance schedules Checking procedures	Frequency of review of schedules % maintenance actions taken later than targeted % customer complaints / compliments regarding maintenance / cleanliness Frequency of daily (+) checks
4.5	Effective leadership and management practices encourage high standards of service		Management organisation and communication processes	Frequency of feedback to managers Frequency of reviews of management

	performance, moral and ethical conduct and best practice to enhance the customer experience.		Meeting notes and systems show managers are committed to achieving service excellence Company / Management values and actions match	practice % customer complaints / compliments regarding management practices % staff comments / complaints regarding management practice
--	--	--	--	---



**Section C:**

**5: Booking information and procedures**

THE STANDARD		Examples of Evidence		
		ENTRY	SILVER & GOLD DEPLOYMENT	SILVER & GOLD RESULTS
5.1	Effective processes are in place to deal with customer enquiries promptly and professionally and sufficient information is given to make an informed buying decision.		Written procedures Staff training records Notes on feedback given when the monitoring enquiry procedure	% enquiries dealt with within or outside timescales set Frequency of review of enquiry processes Number of updates / improvements made to process % customer complaints / compliments Frequency of staff update training, assessments and feedback Number of staff receiving training Number of promotions sent to customers
5.2 **	Checks are in place to ensure that all information in sales and marketing materials is accurate, current, transparent and complies with the Trades Description Act 1968	Goods, services and products accurately described in terms of size, quality, composition, production, quantity and standard eg: brochures, menus, website information Operational procedures ensure that the wording in sales literature is achieved	Written procedure for checking promotional materials Examples of an item where checking has recently taken place Examples of how the literature is communicated to departments Training in new promotions/ packages etc	Frequency of checks % printing mistakes occurring Frequency of update product knowledge training Number of staff trained % customer compliments / complaints % staff dissatisfaction / satisfaction at communication of special promotions
5.3	Procedures ensure that clear, useful and accurate information is available to prospective and existing customers in a format(eg: e literature, hard copy, large print) and language suitable for their needs		Examples of different types of promotional literature	Frequency of review of literature %complaints / compliments from customers % requests for formats other than those immediately offered
5.4	Clear directions to the venue have been identified to facilitate the customer journey and are easily available to customers either, on line, by fax / phone and/or through signage in the area.		Examples of the explanation given for directions eg; printed website page, brochure map, reception instructions	Frequency of reviewing accuracy of directions % customer complaints / compliments
5.5	Clearly worded contracts are signed between all parties, the business terms stated are transparent and follow the minimum recommendation of the mia Code of Practice		Examples of customer / 3 <sup>rd</sup> party agent / supplier contracts	Frequency of updating wording on contracts % contracts not signed before events take place % customer / 3 <sup>rd</sup> party problems Frequency of checking mia code of practice for updates

**Section C:**

**6: Pricing and Payment Procedures**

THE STANDARD		Examples of Evidence		
		ENTRY	SILVER & GOLD DEPLOYMENT	SILVER & GOLD RESULTS
6.1 **	All services and products should be fit for purpose and of satisfactory quality in relation to price and description – compliance with the Supply of Goods Act 1994	Brochures, website, promotional literature etc show that goods and services correspond to their description  Products and services are of a quality which can be reasonably expected for the price charged eg: benchmarks, customer comments etc	As Entry level	Frequency of checking wording when updates take place Frequency of benchmarking. carrying out price reviews % customer complaints / compliments Number of incidents reported to Trading standards
6.2	Invoicing and payment procedures are clearly communicated to the customer and cancellation charges are clear and transparent from the outset		Example of statements in brochures, contracts, confirmation letters etc Staff training – records Examples of bills matching customer contracts Monitoring customer feedback regarding wrong charges on bills	% customer complaints / compliments regarding invoicing procedures Number and frequency of staff training in invoicing procedures Frequency of checking invoicing statements in literature against procedural changes made
6.3	Check in and check out procedures are efficient and meet customer requirements even during peak times.		Written procedures and systems for dealing with peak times to minimise queuing eg: express check out / in, flexible rotas, queue waiting times targets	% of customers using additional systems % of customers exceeding queue waiting time targets % customer complaints / compliments Frequency of reviewing possible actions / ideas to improve
6.4 **	All sales of goods by weight or measure are in accordance with the Weights & Measures Act 1985 and secondary legislation including the Weights and Measures (Packaged Goods) regulations 1986 and The Weights & Measures (Intoxicating Liquor) Order 1988.	Measures comply with the legislation Measures used for alcohol are clearly displayed Optics etc government stamped	As entry level	% complaints of being given less than an official measure % customer complaints/ comments regarding not being aware of measures used Number of incidents reported to Trading standards Frequency of checks on equipment
6.5 **	All statements of price, in any format, comply with the Consumer Protection from Unfair Trading Regulations 2008, The Business Protection from misleading Marketing Regulations 2008 and other consumer protection legislation.	Published prices are clear and accurate ie: brochures, websites, promotional adverts etc Billing accurate and transparent and reflect contracts / quoted prices eg: examples of contracts / bills Department procedures and communication to ensure accurate	As Entry level	% customer complaints / comments regarding pricing Number of problems arising from inaccurate billing Frequency of reviews of department systems Number and frequency of staff trained and updated with procedures

		billing eg: function bar billing procedure		
--	--	--	--	--

Section D:				
7: Service Delivery				
THE STANDARD		Examples of Evidence		
		ENTRY	SILVER & GOLD DEPLOYMENT	SILVER & GOLD RESULTS
7.1	Effective monitoring procedures ensure that service is consistently delivered to the standard set and within the agreed customer budget and timeframes and that potential barriers to service and critical control points are identified and addressed to ensure customer expectations are exceeded as often as possible		<p>Examples of long term delays and communication with customers eg: refurbishments</p> <p>Examples of barriers caused by communication between sales and operation teams</p> <p>Examples of some problems that have been identified and actions taken</p> <p>Examples of use of function lists / event organisation sheets</p> <p>Examples of bills matching customer contracts</p> <p>Management weekly meetings notes</p> <p>Daily briefings / customer feedback</p>	<p>% customer complaints / compliments</p> <p>% staff comments / complaints of lack of communication</p> <p>Frequency of monitoring business spend is within customer budgets</p> <p>Frequency of reviewing standards of service</p> <p>% situations arising where service has been delivered outside of an agreed customer spend / timeframe</p> <p>% problem situations arising from lack of identifying a problem in advance</p>
7.2	Systems and procedures are communicated clearly and effectively to customers and a positive rapport is developed with the event organiser		<p>Written procedure for greeting organisers and communicating with on the telephone</p> <p>Single point of contact</p> <p>Customer service training</p> <p>Training records</p> <p>Customer feedback</p> <p>Observation by Managers and Supervisors and feedback</p> <p>Hosting Organiser events</p>	<p>% customer complaints / compliments</p> <p>Frequency of reviewing communication processes</p> <p>Number and frequency of staff trained and reviewed</p> <p>Number of staff meetings</p> <p>Number of information displays and other methods of communication</p>
7.3	Effective rostering ensures staffing levels, as well as skill and experience levels are appropriate for each function		<p>Examples of rotas against function lists or event organisation sheets</p> <p>Breakdown of staff skills and experience</p> <p>Guidelines set for staff v customer numbers v style of event</p>	<p>Frequency of forecasting staffing requirements</p> <p>Level of work scheduling in relation to forecasted levels of business</p> <p>% labour costs and emergency cover costs</p>
7.4	The delivery of excellent customer service is monitored to ensure that staff work together as a team and are given the opportunity to feedback on customer satisfaction and to make suggestions for improvement		<p>Examples of checklists used to monitor service</p> <p>Written service standards</p> <p>Examples of briefings and de briefings and other methods of gaining staff feedback</p> <p>Team meeting notes and specific ideas from staff that have been implemented / considered</p> <p>Team building exercises / events</p>	<p>Frequency of monitoring standards</p> <p>% staff satisfaction</p> <p>Frequency of gaining staff feedback (briefings / de briefings)</p> <p>Frequency of training / social events</p> <p>Number of staff trained / attend events</p>
7.5 **	The sale of alcoholic beverages and opening hours of the premises comply with The Licensing Act 2003. Current appropriate licences are held by the	<p>Company alcohol licence displayed &amp; copy (indicates name of licensee, type of license, hours covered)</p> <p>Drinks price list displayed</p> <p>Policy on underage drinkers /</p>	As Entry level	<p>Frequency of checks on licences</p> <p>% problems arising from situations where licences have expired / not applied for</p>

	business as appropriate; such as music licences, civil ceremony licence, event licences etc.	staff awareness of dealing with situations – training records / ID check procedures set Copies of other relevant licences required to trade Renewal procedures in place		
--	--	---	--	--

**Section D:**

**8: Customer Service Staff**

THE STANDARD		ENTRY	SILVER & GOLD DEPLOYMENT	SILVER & GOLD RESULTS
8.1	Procedures are in place to ensure that service staff are well presented, friendly, welcoming, helpful, efficient, professional and knowledgeable of the facilities and events		Written customer service standards Training plans and records Examples of observation sheets and feedback used by Managers Product knowledge questionnaires	Frequency of feedback given to staff Frequency of product knowledge update training Number of staff trained % customer compliments / complaints
8.2	Staff demonstrate a clear understanding of their role in meeting customer expectations , show commitment to securing high satisfaction levels and are empowered to deliver excellent customer service		Team meeting notes where customer service has been discussed Training plans and records Examples of staff feedback given Customer feedback Examples of staff ideas for improvement to procedures Examples of situations staff have acted on their own initiative to give excellent customer service	% customer compliments / complaints Frequency of reviews and feedback to staff Frequency of staff training Numbers of staff trained Number of staff ideas used to improve services / facilities / products Number of staff with high levels of positive feedback from customers and colleagues Level of situations staff are confident to deal with themselves
8.3	All staff receive a company induction programme, including specific structured job training from which staff are given the opportunity to extend and update their skills and knowledge as required		Example of induction programme Signed induction checklists Example job training records Examples of job chats/ appraisals Annual training plans to show all levels of staff receiving further training	Number of staff receiving induction training Frequency of reviewing the induction programme and job training Number of staff receiving development training Frequency of training Levels of training Number of staff with professional qualifications
8.4	All staff receive a regular review of their performance, against the defined service standards, appropriate development objectives are set to maintain and increase service standards and recognition is given for achievement.		Example of the appraisal system / job chats / mentoring etc Matching review system to written service standards Examples of objectives set to increase / meet service standards Examples of how excellent service may be rewarded eg: internal non financial incentives, financial incentives, promotion etc	Number of staff reviewed Frequency of reviews Level of staff making measurable improvement Number of staff receiving recognition for excellent service Number of standards being improved with the support of the review / appraisal system
8.5 **	A variety of recruitment methods which are legally compliant are used to employ the best people for the job and take account of Race Relations Act 1976, The Sex Discrimination Act 1975, The	Selection of job adverts placed in different sources Interview records, specifications / job descriptions/ Interview training for Managers on	As Entry level	Tracking of % staff turnover Level of experience / qualifications applicants have Applicant comments regarding interview and selection processes

	Disability Discrimination Act 1995, The Age discrimination Act 2006 and the Equality act 2010	different ways of interviewing, Open days material assessment centre structures etc . Reference checks Work permits , worker registration		% cost of attracting new staff % staff through recommendation
--	---	---	--	--

**Section E:**

**9: Service recovery**

THE STANDARD		Examples of Evidence		
		ENTRY	SILVER & GOLD DEPLOYMENT	SILVER & GOLD RESULTS
9.1	A procedure is in place to ensure immediate action is taken to address service issues. All staff understand how to use the customer complaint handling procedure and are empowered, within given guidelines, to take appropriate action to achieve customer satisfaction.		Written customer complaint procedure Guidelines for dealing with key service issues Training plans and records Authority levels set eg: a supervisor can make decisions within £x Examples of problems that staff have resolved on their own initiative Examples of problems where the written procedures have been used	Number of staff trained Frequency of training Number of occasions where staff have dealt confidently with problem situations rather than refer to a Manager % customer compliments / complaints
9.2	Procedures are in place to identify potential issues and rectify them in advance of customer service being compromised.		Written procedures Event checking guidelines set Function list / event briefings Inter department communication guidelines set	% problems corrected within the timeframe set Analysis of problems to improve procedures Level of customer communication to advise them in advance of potential problems % customer complaints / compliments
9.3	A system is in place to encourage customers to inform the business of any comments and complaints and staff are encouraged to feedback on issues they have dealt with.		Examples of customer feedback forms / questionnaires / individual discussions Staff feedback procedure set and examples of feedback from staff Staff training and records	% customer complaints / compliments Level of staff feedback on issues they have dealt with Number of other methods used and frequency of using the method and results
9.4	All complaints and comments are recorded, investigated and followed up with customers along with taking action to minimise the risk of the problem reoccurring.		Copy of the recording system and matching written customer comments and complaints System shows verbal comments and complaints Record of actions taken	% customer complaints / satisfaction followed up Level of response within time frame set Number of actions taken to minimise risk of problem re-occurring % of customers who had complained that returned



**Section E:**

**10: Continuous Improvement**

THE STANDARD		ENTRY	Examples of Evidence	
			SILVER & GOLD DEPLOYMENT	SILVER & GOLD RESULTS
10.1	The business benchmark themselves within their sector to ensure they continually improve and identify best practice		Examples of benchmarking eg: Business health Check' offered by The Best Practice Forum	Frequency of benchmarking Number of changes made to the product/ services and facilities as a result of benchmarking results
10.2	A system is in place to encourage customers, staff, suppliers and other stakeholders to give suggestions for creative and innovative improvements		Examples of how suggestions are encouraged eg: questionnaires, focus groups, events Records of suggestions	Level of responses and ideas / suggestions used Number of methods used
10.3	Work processes, structures and technology are maximised to drive innovation and creativity		Follow on from suggestions made by staff Follow on from competitor research, market intelligence etc New processes / ICT introduced – training records Team / Management meeting notes Customer feedback	Level of staff suggestions and number used Number of new processes implemented from competitor research etc Level and frequency of research carried out % customer comments Frequency and number of staff trained
10.4	Financial investment is committed to support innovative ideas		Budget system shows due consideration is made for the improvements requested	% budget and time allocated to innovative and research activities Capital spend as a ratio of total assets
10.5	Ways of 'adding value' to the customer experience are continually sought, tried and tested. The business markets itself in a proactive manner and, within the relevant market, measures its competitive position		Examples could include questionnaires, team meetings, training, brainstorming sessions, trial runs of products and services etc. Marketing materials , website etc Competitive position evidence eg: local benchmarks, informal ring rounds to competitors	Number of improvement projects /proposals developed / considered Number of new products/ processes against total number offered Frequency of benchmarking in sector Level of research to ensure competitive position maintained and/or improved Number of service related accreditations Level of research on company reputation

**11: The Bribery Act 2010**

		<b>Examples of Evidence</b>		
		<b>THE STANDARD</b>	<b>ENTRY</b>	<b>SILVER &amp; GOLD DEPLOYMENT</b>
11	The Bribery Act 2010. Clear anti-bribery and corruption policies made aware to employees.	Guidance on Bribery Act 2010 and documentation on procedures in place to prevent bribery with the organisation	Guidance on Bribery Act 2010 and documentation on procedures in place to prevent bribery with the organisation	Guidance on Bribery Act 2010 and documentation on procedures in place to prevent bribery with the organisation