



Save Face

Governance Policy



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Statement of Purpose

Practitioners who perform non-surgical cosmetic interventions and the premises from which they operate will be assessed against a rigorous set of standards that measure the performance and suitability required to achieve Save Face Accreditation.

The standards will help to drive continuous improvement in the quality of services provided and the suitability of the environments in which the treatments take place, to safeguard the consumer from un-due risk and harm. The Review of the Regulation of Cosmetic Interventions (2012 by Sir Bruce Keogh) clearly sets out the requirement for a rigorous approach to assessment and accreditation of providers of non-surgical cosmetic interventions. The lack of regulation and accountability was highlighted consistently throughout the report and has been widely recognized by key industry stakeholders and professional bodies, their response to which has also confirmed the need for a voluntary assessment and registration scheme.

The standards have been developed by the Save Face Clinical Directors with contributions and approval from an independent Expert Advisory Board. The standards will be reviewed and modified further with time as a commitment to continual improvement and to accommodate changes in professional guidance and best practice.

The standards and system of the Save Face voluntary accreditation for non-surgical cosmetic practitioners and the premises from which they operate aim to:

- Help consumers help identify practitioners and premises that have been independently assessed to verify that they have met the standards set out within this document
- Enable consumers to identify the standards of practice they should expect
- Enable practitioners to identify best practice standards
- Credit good work being done by high quality practitioners by providing independent validation that they satisfy standards of quality and best practice
- Support accredited providers to identify and maintain best practice standards.

These measures will help to raise the overall standard of the quality, care and environment of non-surgical cosmetic the United Kingdom, thus helping to make a significant and meaningful difference to the consumer.

Corporate Responsibility

We are committed to acting in a responsible manner ensuring that:

As an employer, we:

- Treat all colleagues with the dignity and respect they are entitled to.
- Promote equality of opportunity for all, irrespective of age, disability, ethnicity, gender, gender reassignment, marital / civil partnership status, pregnancy and maternity, religion / belief, or sexual orientation.
- Consider our economic, social and environmental impacts, and encourage our colleagues to adopt responsible behaviour.
- Inspire and develop our colleagues and ensure we are rooted within our local community.

As a public serving body, we:

- Commit to eliminating unlawful discrimination.
- Adopt socially and environmentally responsible behaviour.
- Lead by example in promoting equality, diversity and human rights.
- Reduce our carbon footprint and ensure we are environmentally sustainable in our practices.
- Demonstrate our commitment to being a good corporate citizen.

As a model of assured self-regulation, we:

- Fulfil our statutory objectives in an effective manner.
- Ensure that our members uphold the standards set out by their statutory bodies.
- Ensure all activities are impartial and objective and are free from bias or discrimination
- Act in a balanced and measured way.
- Have due regard for equality and human rights in carrying out our functions.
- Have due regard for the equality and human rights impact when taking strategic decisions about how to exercise our functions.

We expect our suppliers of products and services, preferred partners and associates to:

- Share our approach to corporate responsibility and commitment to equality and diversity through their policies, principles and actions.
- Understand and comply (or have plans for compliance) with all legislation relevant to their business (and their interactions with our organisation) covering such matters as environmental protection, discrimination, employment, minimum wage, health and safety, equality of treatment for all the diversity strands including making reasonable adjustments for disabled workers and to have policies, where appropriate, and to actively monitor performance against such policies.
- Communicate openly and honestly with us so we can support and develop our mutual commitment to corporate responsibility.
- Manage their suppliers of products and services responsibly.



Governance Principles

Save Face has been developed to apply agreed standards, accountability, transparency and self-regulation to the non-surgical cosmetic interventions industry, the following principles are at the heart of all development, audit and governance activity:

Transparent

The standards are in the public domain to ensure that consumers understand the standards that they should expect from both the aesthetic practitioner and the clinical environment. The standards are published on our website and are accessible to everyone.

Impartial

Any practitioner or premises operator will be able to apply for accreditation, from peripatetic/ local practitioners to large multi-sited organizations. The fees charged for assessment for accreditation shall be affordable, realistic and proportionate.

Independent

Save Face operates independently of all other industry and professional bodies. Save Face is funded through membership fees. To ensure that we maintain complete independence and impartiality the organization does not seek or accept any financial sponsorship or contribution from any industry-related organizations or professional bodies.

Consistent

Save Face ensures through regular monitoring, that required standards are implemented and maintained by all accredited practitioners and clinic operators. Assessment for accreditation is fair and objective. The process is methodical and all applicants are assessed in the same way and are measured against the Save Face standards for accreditation.

To ensure absolute impartiality and objectivity, the verification of all documentation, certification and insurances is undertaken separately and must be approved prior to the applicant being assessed on-site. The on-site assessments are undertaken by contracted assessors whom are all Registered General Nurses and are not directly employed or affiliated with Save Face in any other way. All of the assessors have undergone training by our Clinical Director and are all bound by a strict code of conduct to which they must abide by at all times. The declaration within the code of conduct is signed by each member of the assessment team and ensures that there is no conflict of interest. All assessments are anonymized prior to them being submitted to the Clinical Director for final review and sign off.

Save Face is not dependent on the generation of income from any one of our members and does not show favour to any one member over another based on the financial value of their membership.

Objective

Eligibility for the award of accreditation shall be assessed on the basis of the collection and presentation of suitable documentary evidence and on-site audit.



Accountable

In addition to the Save Face Standards for Accreditation which incorporate existing ethical and professional guidance and consensus and are intended to achieve best practice standards throughout the industry, all members are required to abide with all aspects of their professional codes of conduct i.e. NMC; GMC and GDC and any other relevant professional bodies.

Save Face and its affiliates and employees takes individual accountability and will hold others to account for mitigating risk. In particular promptly communicating and escalating issues that may have significant risk consequences. These include issues that may lead to an adverse impact on our reputation, operational failures, inappropriate conduct, policy breaches, failure to comply with laws or regulations, or failure to meet expected ethical standards

Continuous improvement

Continuous improvement of our service is delivered by the Save Face Executive Board and the Save Face Advisory board and is achieved through systematic monitoring, audit, review of processes and outcomes that deliver a high quality service that maintains national clinical standards.



Governance Committee

Independent, impartial governance and continual improvement of the scheme is delivered through an appointed non-executive advisory board, which consists of ten stakeholders representing a cross section of key industry bodies from within the industry and 2 lay representatives. Appropriate lay representation ensures that our processes for developing our standards, policies and guidelines are fair, transparent, free from bias, and serve the public interest at all times .

Conduct

Save Face governance principles are the cornerstone of all aspects of our organization. They apply to all stakeholders across the organization and set the standard against which decisions and actions are benchmarked and our performance is measured. It also constitutes a reference point covering all aspects of colleagues' working relationships, specifically (but not exclusively) with other Save Face employees, customers and clients, governments and regulators, business partners, competitors and the broader community or individuals contracted by Save Face. All members of the Advisory Board are expected to abide by the Save Face Governance Principles and the by the seven key principles of public office - the [Nolan Principles](#).

Conflict of interest

An actual or perceived conflict of interest may impair ability to make fair and objective business decisions on behalf of Save Face, cast doubt on a colleague's integrity and be damaging to Save Face's reputation. All potential conflicts of interest must be avoided altogether, or properly managed if allowed to exist.

Save Face expects that all employees and non-executive board members will exercise sound judgment, in accordance with our Governance Principles and values, and take advice where appropriate so that high ethical standards are maintained.

Where a conflict or potential conflict is identified, colleagues must:

- Disclose to the conflict to a member of the Save Face Executive Board
- Withdraw from any decision-making process that creates or is perceived as a conflict

Review

Save Face is committed to the highest standards of best practice and regularly reviews its good governance practice. This policy will be reviewed at least every year or more frequently if the need arises.

The core purpose and role of the advisory board is:

- Undertake regular audits/ review of the scheme and all consumer and practitioner facing support documentation to ensure it is compliant and adheres to best practice initiatives
- Undertake regular reviews of the Save Face standards for accreditation
- To contribute opinions and suggestions in order for the scheme to continually evolve and deliver upon its objectives, whilst supporting the principles of clinical best practice to raise industry standards
- All proposed changes and developments are issued to the advisory board for consideration, feedback and approval.
- The To ensure that the operation of the scheme is transparent and impartial, particularly relating to the scheme's complaints, adjudications and sanctions procedures

The board is communicated with on a regular basis, in writing once a quarter and more frequently if consultation is needed urgently. We endeavor to meet face to face twice yearly, however logistically this can sometimes prove difficult and therefore we hold monthly conference calls.

Governance Model



The Advisory Board Members

The board is chaired by Dr Martyn King, his profile and all other members of the board are published on our website and can be viewed here. <http://www.saveface.co.uk/advisory-board/>

The current advisory board structure is as follows:

