



# **FIS SNOW SAFE POLICY**

**Safeguarding Athletes and Participants from Harassment and Abuse**

**EDITION 2018**

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## 1 Introduction

FIS believes that all athletes, staff and volunteers have the right to participate and develop in sport, in a safe and inclusive environment, free from all forms of discrimination, abuse, violence, neglect and exploitation. For U18s, these rights are paramount (United Nations convention on the Rights of the Child).

FIS is committed to devising and implementing policies to ensure that everyone within the broader remit of the organisation accepts their responsibility to attempt to safeguard athletes and participants from harm and abuse by following procedures

designed to safeguard them and reporting any concerns about their welfare through established pathways.

The aim of the FIS Safeguarding policy is to promote good practice, provide athletes of all ages with appropriate safety and protection whilst involved in the activities of FIS, and to allow staff and volunteers to make informed and confident responses to specific safeguarding and athlete/child protection issues.

### **1.1 Members and NSAs**

FIS acknowledges the duty of care owed by National Ski Associations (“NSAs”) to protect, safeguard and promote the welfare of all athletes. FIS therefore strongly encourages all NSAs to accept and adopt the general principles of Safeguarding, defining their own Policies and Procedures, modifying as necessary to fit with their own national legal framework. FIS recommends that the member nations use the IOC Safeguarding Toolkit to draw up relevant policies and procedures for their nations. FIS will assist NSAs in developing their own athlete / child protection and safeguarding policies.

### **1.2 Athletes Commission**

FIS believes that all athletes and young people have a right to be involved in shaping safeguarding policy and practice, and is pleased to acknowledge considerable input from the FIS Athletes Commission.

### **1.3 Ethical and ICR background**

Embraced by FIS, Article 1.4 of the IOC Code of Ethics (version dated 2016) states:

Respect for international conventions on protecting human rights insofar as they apply to the Olympic Games’ activities and which ensure in particular:

- Respect for human dignity;
- Rejection of discrimination of any kind on whatever grounds, be it race, colour, gender, sexual orientation, language, religion, political or other opinion, national or social origin, property, birth or other status;
- Rejection of all forms of harassment and abuse be it physical, professional or sexual, and any physical or mental injuries.

#### FIS Universal Code of Ethics

The fundamental principles which shall govern all FIS activities, decisions, processes and regulations include:

(Item 4) Respect for human dignity, non-discrimination of any kind on whatever grounds, and rejection of all forms of harassment

## FIS ICR 205 - Competitors' Obligations and Rights

Competitors whatever their age, gender, race, religion or belief, sexual orientation, ability or disability have the right to participate in snow sports in a secure environment and protected from abuse.

FIS encourages all member nations to develop policies to safeguard and promote the welfare of children and young persons.

### **1.4 Who does this policy apply to?**

Any individual or organisation which...

(a) currently is, or was, within the governance or disciplinary jurisdiction of FIS, or is seeking to be within the governance or disciplinary jurisdiction of FIS (e.g. through application for membership)

(b) FIS identifies as being within the Office's jurisdiction.

- Administrative and technical staff

- Volunteers

(c) all FIS registered athletes, including those with temporary registration.

### **1.5 Safeguarding Athletes and Participants**

FIS is committed to creating an atmosphere in which all athletes, staff and volunteers who participate in the various FIS events and programmes may have a safe, rewarding and positive experience. All athletes and participants taking part in FIS activities should feel supported, and have their rights, wishes and feelings respected without the fear of discrimination or degrading treatment. Their needs and welfare are paramount.

'In-Competition' policies and procedures are set out to cover major events listed on the FIS calendar, in particular the various World Championships and Junior World Championships. Support will also be offered to NSAs which organise other events on the FIS Calendar to assist them in developing policies and procedures to safeguard against harassment and abuse at their events, and to set up pathways for correct reporting of concerns.

### **1.6 International Safeguards - Background**

Working with more than 50 organisations, the International Safeguarding Children in Sport Founders Group has developed the International Safeguards for Children in Sport. These safeguards set out the actions that all organisations working in sport should have in place to ensure children (and all athletes) are safe from harm. The eight safeguards are:

1. Developing your policy
2. Procedures for responding to safeguarding concerns
3. Advice and support
4. Minimising risks to children/athletes
5. Guidelines for behaviour
6. Recruiting, training and communicating
7. Working with partners
8. Monitoring and evaluating

These eight pillars of safeguarding equally apply to athletes of all ages.

[United Nations Convention on the Rights of the Child](#)  
[International Safeguarding Children in Sport Working Group](#)  
[Safesport – Where your game plan starts](#)

FIS is committed to ensuring that the safeguarding practices of the NSAs reflect and comply with all applicable statutory responsibilities and this FIS guidance. Their practices should also comply with current standards of best practice (these are to be set out in codes of conduct / best practice for roles within the sport), and the UNICEF backed International Safeguards for Children in Sport, and for all participants in Sport.

## 1.7 Defining Harassment and Abuse

FIS has adopted the descriptions of the various forms of harassment and abuse as set out in the IOC Consensus Statement (2016).

Harassment and abuse can be expressed in (but not necessarily limited to) five forms which may occur in combination or in isolation. These five categories are i) psychological abuse, ii) physical abuse, iii) sexual harassment, iv) sexual abuse, and v) neglect.

These forms of abuse are defined here as:

- **Psychological abuse** — means any unwelcome act including confinement, isolation, verbal assault, humiliation, intimidation, infantilisation, or any other treatment which may diminish the sense of identity, dignity, and self-worth.
- **Physical abuse** — means any deliberate and unwelcome act - such as for example punching, beating, kicking, biting and burning - that causes physical trauma or injury. Such act can also consist of forced or inappropriate physical activity (e.g., age- or physique- inappropriate training loads; when injured or in pain), forced alcohol consumption, or forced doping practices.
- **Sexual harassment** — any unwanted and unwelcome conduct of a sexual nature, whether verbal, non-verbal or physical. Sexual harassment can take the form of sexual abuse. Some individuals deliberately target sports

activities in order to gain access to athletes. Grooming may occur over several years before an individual makes a move.

- **Sexual abuse** — any conduct of a sexual nature, whether non-contact, contact or penetrative, where consent is coerced/manipulated or is not or cannot be given.
- **Neglect** — within the meaning of this document means the failure of a coach or another person with a duty of care towards the athlete to provide a minimum level of care to the athlete, which is causing harm, allowing harm to be caused, or creating an imminent danger of harm.

Harassment and abuse can be based on any grounds including race, religion, colour, creed, ethnic origin, physical attributes, gender, sexual orientation, age, disability, socio-economic status and athletic ability. It may be in person or online. Harassment may be deliberate, unsolicited and coercive. Harassment and abuse often result from an abuse of authority, meaning the improper use of a position of influence, power or authority by an individual against another person. The IOC Consensus Statements 2008/2016 consider that harassment and abuse are on a continuum, and therefore should not be separated. Harassment and abuse may comprise a one-off incident or a series of incidents; in order to be actionable, harassment should be shown to be severe or repeated.

All ages and types of athletes are susceptible to the various forms of harassment and abuse. Studies have confirmed that elite, disabled, child and lesbian/gay/bisexual/trans-sexual (LGBT) athletes are at highest risk, that psychological abuse is at the core of all other forms and that fellow athletes can also be perpetrators. There are particular risks in dealing with young people, and children; and evidence also suggests that girls are at greater risk than of sexual violence, harassment and exploitation.

Research has shown that no sport is exempt from the incidence of harassment and abuse, and no country is exempt.

The impacts of all forms of harassment and abuse on the athlete are often extensive, and may be long term. They may persist long after the athlete has left the sport, and may lead to damage within family or other relationships.

Some more specific definitions can be found at the end of this document – **Appendix A - Definitions**

## 1.8 Impact on Athletes

The impact of the various forms of harassment and abuse on the athlete may include any or all of the following:

- Physical e.g. illnesses and injuries, loss of performance, disordered eating/eating disorders, Post-Traumatic Stress Disorder (PTSD), sexually transmitted infections
- Cognitive e.g. low self esteem
- Emotional e.g. volatile mood states
- Behavioural e.g. drop out, more likely to cheat
- Mental health e.g. anxiety, depression, self-harm, suicide
- Effect on relationships e.g. social exclusion/marginality
- Economic losses

Psychological abuse is at the core of all forms of abuse, and occurs when there is a 'power differential' between athlete and perpetrator.

Neglect can result in preventable accidents, recurrent injuries, malnutrition, disordered eating, eating disorders, dehydration, the effects of exposure to adverse atmospheric conditions (for example, excessive heat or excessive cold), long term illness, self-harm behaviours, mental health problems, disability and even death.

## 1.9 Young athletes (U18)

The physical and mental impacts of all forms of harassment and abuse on athletes under the age of 18 are likely to be greater on developing young athletes who have unique physical, cognitive and psychological vulnerabilities. Particular care must therefore be taken to protect them from any form of harassment or abuse.

## 1.10 Recognition

All those involved in the FIS Disciplines have a responsibility to learn how to recognise and respond to signs of harassment and abuse. It is also incumbent upon all those involved to report and act on concerns. There may be times when abuse is reported from outside the sporting arena; anyone concerned should report these concerns in accordance with the established FIS process.

## 1.11 Whistle Blowing

FIS will support 'whistle blowers' by providing a confidential reporting system. FIS believes it is important for anyone who has concerns to speak up, in the confidence that wherever possible the organisation will provide anonymity. FIS encourages anyone who has such concerns to 'blow the whistle' early, to prevent continuing

damage to athletes or participants.

## **2 FIS General Safeguarding Policy**

### **2.1 Safeguarding and Duty of Care**

FIS fully acknowledges its duty of care to promote the welfare of athletes and participants, and is committed to ensuring that its safeguarding policies and procedures comply with best practice.

FIS will:

- Appoint a Lead Welfare Officer
- Communicate that there is an established person/persons and pathway for reporting
- Provide education and training for all employees and volunteers, NSAs and Disciplines
- Provide support and guidance for all employees and volunteers, NSAs and Disciplines
- Ensure all cases of poor practice that may be abuse and any allegations of abuse are dealt with confidentially and properly and referred to other agencies if appropriate; anonymity will be an established principle in dealing with all such cases
- Provide support to all concerned persons
- Convene a Disciplinary Panel when necessary
- Deal with allegations and make decisions according to the FIS Disciplinary Policy
- Maintain a register of suspended, disciplined and disqualified persons
- Actively promote best practice in all aspects of athlete management

Every member of FIS has a responsibility to play a part in ensuring that the sport environment is free from harassment and abuse.

FIS encourages all incidents of harassment or abuse (or suspected harassment/abuse) to be reported, regardless of who the offender may be.

FIS will not investigate or attempt to resolve concerns when a criminal offence is suspected. Such cases will be referred by the Welfare Officer to the relevant public authorities.

### **2.2 The Role of the Lead Welfare Officer**

The Lead Welfare Officer will:

- Take the lead role in the development and establishment of the organisation's approach to safeguarding athletes, participants, employees and volunteers from harassment and abuse
- Take the lead role in the production and updating of the Safeguarding Policy and procedures
- Agree safeguarding plans with the Local Organising Committee and host National Ski Association at major FIS sanctioned events (World Championships, Junior World Championships), on behalf of FIS
- Co-ordinate the dissemination of the Safeguarding Policy, procedures and resources throughout the organisation
- Co-ordinate training and education throughout the organisation
- Be the main point of contact for anyone reporting suspected harassment or abuse
- Provide support to anyone who reports possible abuse, and to anyone who has been the subject of abuse.

### 2.3 FIS Commitment

FIS is committed to ensuring that:

- All concerns and allegations of poor practice or abuse are taken seriously and responded to swiftly and appropriately.
- All FIS employees and volunteers who work with athletes are recruited with regard to their suitability for that responsibility and are provided with guidance and/or training in good practice and athlete safeguarding and protection procedures.
- All those in a position of responsibility throughout the organisation recognise it is not their responsibility to determine if abuse has occurred, but it is their responsibility to report and act on any concerns they have.
- FIS will ensure that the responding party is assured of a fair process; notice will be provided to the individual/individuals concerned, and they will be given the right to respond before any measure or sanction is applied.

FIS Council is responsible for ensuring that the Standards for Safeguarding and Protecting athletes, staff and volunteers are maintained and embedded within the organisation. The FIS Safeguarding Policy will be reviewed at least every 3 years or whenever there is a major change in the organisation or in relevant legislation. The Policy was first published in 2018 (June).

FIS will ensure that the FIS Snow Safe Policy details and all subsequent updates are communicated effectively to all the various FIS Committees and Subcommittees. FIS

will encourage all Committee and Subcommittee Chairs to list safeguarding as a regular agenda item and record discussions in the minutes.

### **3 Confidentiality**

Reports of harassment often contain extremely sensitive information, and athletes may fear coming forward with information.

FIS reassures those who are concerned about a possible alleged incident of harassment and abuse that personal information will not be disclosed, except, for example, if the concerned person gives his/her prior consent, if disclosure is necessary to protect someone from harm, or if a potential criminal act comes to the attention of FIS. FIS guarantees secure storage of records.

### **4 FIS In-Competition Policy**

Having a reporting framework in place at competitions underlines the commitment of FIS and of the NSA to ensure that athletes know that their safety and welfare are of paramount importance. FIS strongly believes that these measures are essential to ensure safe sport for all.

In this policy, FIS sets out a short framework for FIS sanctioned events to be adopted by the host NSA. Event organisers should be made aware of the FIS In-Competition Policy and adhere to the following short framework.

#### **4.1 Major FIS Competitions**

The FIS In-Competition regulations apply to all accredited persons on-site at major FIS sanctioned competitions (World Championships, Junior World Championships).

When organising a major FIS sanctioned event, the host NSA will appoint an Event Welfare Officer, in agreement with the FIS Lead Welfare Officer. This will ideally be someone who has undergone specific safeguarding training. The Event Welfare Officer will be named in all pre-race information, including at Team Captains' Meetings, and should be available to be contacted throughout the duration of the event.

FIS will agree a safeguarding plan with the Local Organising Committee and host

NSA in advance of FIS World Championships and FIS Junior World Championships, through agreement between the Event Welfare Officer and the FIS Lead Welfare Officer. The plan must include lines of reporting for all groups and persons involved.

The Event Welfare Officer and host NSA must establish a reporting chain according to local guidelines and adopt related policies regarding confidentiality and whistleblowing.

At major FIS sanctioned events, the Event Welfare Officer's core responsibilities are to:

- Be responsible for safeguarding athletes, participants and volunteers at the event.
- Be a central point of contact for anyone who has any safeguarding concerns that arise during the event, and for any athlete who is in need of advice and assistance.
- Ensure Incident Report Forms are completed where necessary and a copy forwarded to the Lead Welfare Officer at FIS without delay.
- Be vigilant and aware of any unexpected or unprofessional approach to athletes by officials, other athletes, or spectators.
- Provide appropriate support to anyone who reports possible abuse, or who has been subject to abuse.
- Ensure concerns are dealt with appropriately and confidentially, and where necessary make referrals to the Lead Welfare Officer at FIS, the Police, the medical services and / or other appropriate agency.
- The FIS Lead Welfare Officer must be informed of all complaints and concerns that arise at these events, whether the concern relates to FIS directly or to the Event Organisers / NSA.

#### **4.2 All FIS Calendar Events**

FIS strongly advises all NSAs to adopt these same outlined regulations for all FIS Calendar events, including those listed as FIS Children's events in the FIS Calendar.

## **5 National Ski Associations**

All National Ski Associations providing services or activities for athletes should have a written safeguarding policy that is accessible to and easily understood by all, and actively promoted. The safeguarding policy should be approved and endorsed by the relevant management body of the NSA and reviewed appropriately.

NSAs should firstly research what their obligations are in relation to mandatory reporting to public authorities or duty to warn within their country/region.

In compiling their safeguarding policies, NSAs should include clear and easily understood procedures relating to:

1. Expected standards of behaviour towards athletes, participants and volunteers (including a Members' code of conduct, an explanation of discrimination and abusive behaviour, how to deal with unacceptable behaviour by or towards athletes, the use of sanctions/discipline and positive ways of managing the behaviour of athletes that do not involve physical punishment or any other form of degrading or humiliating treatment, and are age and gender appropriate).
2. Identifying signs of abuse, bullying, psychological stress, burnout and dropout (including appropriate definitions and/or indicators of such behaviour)
3. Taking athletes (especially young athletes) away on trips, tours or to competitions (including in relation to transport arrangements, insurance cover, venue safety)
4. The use of mobile equipment, information technology and social media (such as email and the internet)
5. The actions that should be taken on a step by step basis in the event of any incident, report or grounds for concern about abuse (including any relevant contact details for local police, social services departments etc)
6. Identifying applicable laws regarding disclosure of information – reporting of suspicions of abuse is a legal requirement in some nations
7. Making and dealing with complaints about abuse by individual(s) subject to clear timescales and incorporating any disciplinary procedures (where appropriate) as well as appeal procedures
8. Providing appropriate support to the individual(s) who raise, report or disclose concerns or incidents of abuse (on an anonymous basis or otherwise)
9. Ensuring the appointment of a Safeguarding Officer for the implementation and subsequent management and review of the safeguarding policies and procedures; also ensuring that every group and individual member is aware who this person is and how to contact them

10. Assessing the suitability of all individuals that have contact with athletes through self-declarations and references
11. Ensuring that all individuals acting for and on behalf of and/or with Members (whether as an employee, event official, coach, volunteer, parent helper, contractor, agent or otherwise) and their members themselves understand their role and responsibilities in respect of safeguarding and any code of conduct and are provided with appropriate training opportunities regarding the policy, the code of conduct and how to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to athletes
12. Ensuring that staff and volunteers with special responsibilities in relation to safeguarding athletes receive appropriate training on recruitment practice, complaints and disciplinary processes and update their knowledge and understanding generally
13. The secure storing of confidential, detailed and accurate records of all safeguarding concerns
14. Ensuring that all safeguarding arrangements (including training), procedures and policies are monitored, reviewed and updated as appropriate including where there is a major change in any relevant law or customs, guidance, experience or needs
15. Amending, as necessary, its constitution to reflect its responsibility for overseeing the adoption and implementation of these Guidelines and ensuring its members are fully signed up to its constitution

## 6 Who is Responsible and When?

### FIS – International related matters

The FIS Lead Welfare Officer must be contacted directly regarding any concerns or complaints that relate to international related matters, such as officials appointed by FIS to officiate and other accredited persons at major events (FIS World Championships and FIS Junior World Championships) and FIS professional staff.

### National Ski Associations - national related matters

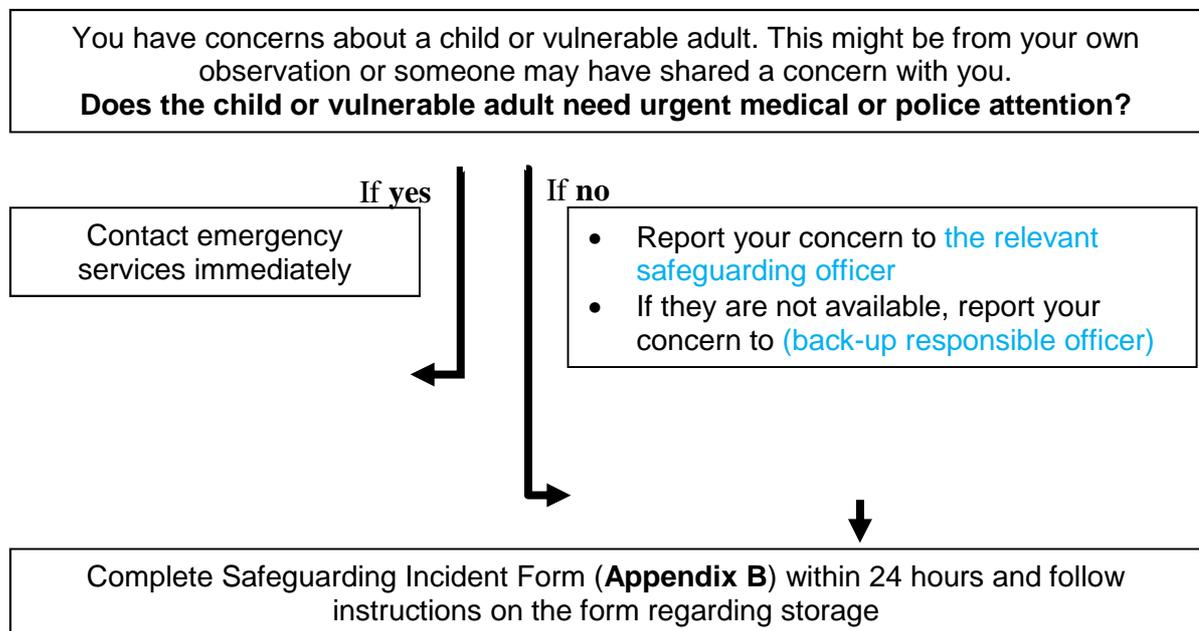
National Ski Associations are responsible for managing safeguarding concerns and

complaints that are raised in relation to persons and associations that fall within their remit including regional bodies and clubs (staff, volunteers, athletes).

FIS World Championships and FIS World Junior Championships Organisers (Major Events)

FIS will agree a safeguarding plan with the Local Organising Committee and host National Ski Association in advance of major FIS events (FIS World Championships and FIS World Junior Championships). Such a plan will include clearly defined reporting lines for all persons and groups involved (see Sections 4.1 and 2.2 above).

The **reporting process** outlined below should be followed:



The safeguarding lead should take the following steps once a concern is reported to them:

- Make referrals to external agencies (for example police, medical services, child or social care services) as appropriate.
- Ensure that a disciplinary panel is set in place within the relevant body (FIS, NSA) to consider the complaint or concern and to implement agreed disciplinary processes around investigation, outcomes and appeal, including imposition of agreed sanctions. The safeguarding lead should provide ongoing support to this process.
- Support the person sharing the concern to complete paperwork, and provide emotional support as needed.

- Follow up with referral agencies to make sure action has been taken to protect the child or vulnerable adult.

FIS / NSAs should regard an alleged incident of harassment and abuse as confidential, and personal information (including in particular name, date of birth, address, identification numbers) should not be disclosed, except:

- if the concerned person gives his/her prior consent
- if disclosure is necessary to protect someone from harm
- if a potential criminal act has been committed

## 7 Education and References

The IOC has developed a number of educational tools related to athlete safeguarding. They are free and accessible for all athletes and entourage members. FIS encourages all athletes and entourage members to work through the following module:

Athlete Learning Gateway – bite-sized course delivered by Dr Margo Mountjoy and Sheldon Kennedy (former athlete / survivor) <http://onlinecourse.olympic.org>

NSAs are advised to read and utilise the IOC Toolkit ‘Safeguarding Athletes from Harassment and Abuse in Sport’ when drafting their policies and procedures.  
[http://d2g8uwqn11fzhj.cloudfront.net/wp-content/uploads/2017/10/18105952/IOC\\_Safeguarding\\_Toolkit\\_ENG\\_Screen\\_Full1.pdf](http://d2g8uwqn11fzhj.cloudfront.net/wp-content/uploads/2017/10/18105952/IOC_Safeguarding_Toolkit_ENG_Screen_Full1.pdf)

IOC Consensus Statement 2016: harassment and abuse (non-accidental violence) in sport  
<http://bjsm.bmj.com/content/50/17/1019>

## 8 Appendix A – Definitions

The following definitions have been set out in the IOC Consensus Statement (2016):

- *Athletes with disabilities*—Those who have long-term physical, mental, intellectual or sensory impairments that, in interaction with certain barriers, may hinder their full and effective participation in society on an equal basis with others.\*

- *Bullying*—Bullying (or cyber-bullying if conducted online) is unwanted, repeated and intentional, aggressive behaviour usually among peers, and can involve a real or perceived power imbalance. Bullying can include actions such as making threats, spreading rumours or falsehoods, attacking someone physically or verbally and deliberately excluding someone.
- *Child and adolescent*—Every human being below the age of 18 years unless, under the law applicable to the child, majority is attained earlier. Early childhood relates to those below 8 years of age. Juvenile or young person and adolescents are 10–19 years of age.
- *Hazing*—An organised, usually team-based, form of bullying in sport, involving degrading and hazardous initiation of new team members by veteran team members.
- *Homophobia*—Antipathy, contempt, prejudice, aversion or hatred towards lesbian, gay or bisexual individuals.
- *Neglect*—The failure of parents or care givers to meet a child's or athlete's physical and emotional needs or failure to protect a child or athlete from exposure to danger. This definition equally applies to coaches and athlete entourages.
- *Negligence*—Acts of omission regarding athlete safety. For example, depriving an athlete of food/or drink; insufficient rest and recovery; failure to provide a safe physical training environment; or developmental age-inappropriate or physique-inappropriate training methods.
- *Physical abuse*—Non-accidental trauma or physical injury caused by punching, beating, kicking, biting, burning or otherwise harming an athlete. This could include forced or mandated inappropriate physical activity (e.g. age-inappropriate or physique-inappropriate training loads; when injured or in pain); forced alcohol consumption; or systematic doping practices.
- *Psychological abuse*—A pattern of deliberate, prolonged, repeated non-contact behaviours within a power differentiated relationship. This form of abuse is at the core of all other forms.
- *Safe sport*—An athletic environment that is respectful, equitable and free from all forms of non-accidental violence to athletes.
- *Sexual abuse*—Any conduct of a sexual nature, whether non-contact, contact or penetrative, where consent is coerced/manipulated or is not or cannot be given.
- *Sexual harassment*—Any unwanted and unwelcome conduct of a sexual nature, whether verbal, non-verbal or physical.

Two more terms in frequent use require some explanation: Violence and Safeguarding. The range of the various forms of physical, sexual and psychological abuse in sport is often referred to as 'non-accidental violence', or simply 'violence', to be consistent with the terminology used by other advocacy agencies in the field of safeguarding including UNICEF and Safe Sport International. In the UK, and in some

other countries, Safeguarding is the term used to cover all aspects of prevention of harassment and abuse in sport. The full term used by the IOC is ‘Safeguarding Athletes from Harassment and Abuse’.

## 9 Appendix B – Form of Reporting Concerns

Date/time of concern	
<b>Child’s or Vulnerable Adult’s Details</b>	
Name	
Age / Date of Birth	
Do they have a disability, impairment or other special/additional needs?	
Gender	
How do you know them?	
Next of Kin contact information	
<b>Details of person raising the concern</b>	
Name of person raising the concern with you (write your own name if you have the concern)	
Contact details of person raising the concern	
<b>Details of the concern</b>	
Nature of the concern including date, time of any specific incidents	
Name of any persons alleged to have been involved in or causing the concerns	
Contact details of any persons alleged to have been involved in or causing the concerns	
Details of action taken (including contact with referral agencies)	

Details of person reporting the concern	
Your name	
Your role	
Your email address	
Your phone number	
The following boxes should be completed by the Safeguarding Lead	
Confirm appropriate action has been taken to respond to the report of a concern	
Date case closed	

**Storage instructions**

Email this form to the FIS Welfare Officer [fis.safeguarding@gmail.com](mailto:fis.safeguarding@gmail.com)

Once the FIS Welfare Officer confirms they have saved this securely, please delete this form and the email.