

### **For the attention of all BHRC licence holders**

The BHRC directors wish to make you aware that Heulwen Bulman has rescinded her resignation. We all now need to move on and continue to give Heulwen and Lorraine all the support we can.

There have been several meetings since Heulwen handed in her resignation and the subsequent negative, untruthful and slanderous comments that appeared on social media have been hurtful and unhelpful to all parties. Heulwen has however maintained throughout this that she has not been bullied and that she has not made any statements or comments to that effect either.

Despite the office being overwhelmingly in support of the online entry system it has created more additional work than Heulwen had imagined. However the office is committed to carrying on with the online system throughout the rest of the racing season. The problems with the system have been compounded by people playing on Heulwen's good nature and extending deadlines, not following the online system, and ringing her out of office hours, or on her own private mobile. Although we sympathise and can understand how it has happened, we must all try to make Heulwen's workload more manageable. Therefore:

- ALL entries must be made by the online system. Heulwen will not be taking any entries via any other method as this has caused her a lot of extra work and stress. It has also led to mistakes being made.
- Unfortunately in order to meet deadlines with start sheets/driver declarations and race cards, there can be no extension to entries (**unless agree by all parties due to a cancellation and entries in this instance can only remain open for a maximum of 12 hours from the original close of entry**). We will hopefully be able to review this next year with the new system.
- Phones will be switched off in the office each morning until 1pm. Please leave a message and a brief summary of your problem, the office will then get back to you in the afternoon. Please only phone in office hours.
- There must be NO use of Heulwen's private number at ANY time. Where people do abuse this it has been recommended that Heulwen blocks their number.

The issues with the computer system will be resolved with the long overdue implementation of a new computer system in the closed season. Using the current system for the 2021 season has given us an insight into both the positives and negatives of the online system.

The negative comments on social media have caused a lot of upset to both Directors and the office, but please be assured these are not the views of the office. We take abuse very seriously, where any licence holders are seen to be abusing other licence holders, staff or directors our social media policy will be implemented.

The Directors and the Office Staff of the BHRC