



CONNAUGHT REGIONAL TENNIS CENTRE @ CASTLEBAR TENNIS CLUB



SAFETY STATEMENT

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Section 1 - INTRODUCTION & GENERAL POLICIES

1.1. INTRODUCTION – NOTICE TO ALL MEMBERS, PARENTS, VISITORS & CONTRACTORS

Castlebar Tennis Club is a voluntary sporting club that operates under an ethos of goodwill in ensuring we uphold core responsibilities under health and safety.

As a voluntary organization, we are completely reliant on the goodwill, assistance, behaviours and help given by members who assist the voluntary management committee in operating the club environs and supporting our voluntary and sports ethos.

The Club is committed to doing all it reasonably can to create an environment that is safe and healthy and in compliance with legislation. In order to achieve this, we rely on the responsible behaviour, assistance and commitment from all our members (adults and juniors) as well as from parents of junior/juvenile members, employees, coaches and visitors to the Club.

To achieve this, we must all be aware of our responsibilities in behaving responsibly (and ensuring anyone whom we are responsible for, behaves appropriately) so to ensure accidents are prevented and safety procedures are adhered to. To support this, core information on health and safety, codes of conduct etc are uploaded onto the members website and displayed on the noticeboards. Appropriate training is provided where applicable and a CCTV system is in place (albeit that it is not monitored 24/7) to monitor the premises.

As there is no 'full-time' person based in the Club during opening hours; there will be times when there will be no one on site. Therefore, it is required that all persons on Club premises behave in a responsible and safe manner at all times taking due care and consideration for their own safety and for that of any others who may be in their care (e.g. juniors/juveniles, visitors, contractors etc.). Parents in particular have an obligation for ensuring the safety of their children who may be attending activities or playing tennis on Club grounds and/or collecting them – please note, parents must not leave children unattended at any time on Club property.

Contained within this Policy are core protective measures and procedures in place that help us comply with our health and safety responsibilities as members, parents, employees and visitors. The voluntary management committee have endorsed this H&S Statement and have given their commitment to assist in its implementation.

Where appropriate, the services of a competent Safety Consultant will be engaged by the Club to give advice and information on the safety requirements the Club should comply with. Consultation on health and safety matters will be carried out through Management Committee meetings and direct engagement with employees and members.

The Club expects all members, parents of juniors/juveniles, juniors/juveniles, employees, visitors, contractors and any other persons to co-operate with all Club safety procedures in order to ensure that a safe and healthy Club environment and workplace is maintained.

1.2. GENERAL POLICY

Castlebar Tennis Club and the Voluntary Management Committee will do all it reasonably can to achieve and maintain good standards of health and safety for all our members (adult, junior/juvenile), visitors, employees and others. We will endeavor to take all reasonable precautions to ensure that Club users are protected from accidents and ill health as far as is reasonably practicable.

Equally, we are mindful that each Club user must take responsibility for his/her own actions (as must parents of juniors/juvenile members). The Club premises is not monitored 24/7 nor is there a designated person on site 24/7 therefore, shared responsibility rests with members, parents, employees etc. to ensure that their actions (or omissions) do not cause harm or injury to themselves or to that of any other person who may be affected by what they have done or not done.

It is our Club's policy to comply with the following legislation:

- The Safety, Health & Welfare at Work Act, 2005
- The Safety, Health & Welfare at Work (General Application) Regulations, 2007 ☐ The Fire Services Act 1981/Licensing of Indoor Events Act 2003.
- Intoxicating Liquor Act 2000, 2003, 2008
- Occupiers' Liability Act, 1995

The Club's Objectives, in conjunction with the support of Club Members/Parents of Juniors/Juveniles and Employees as far as is reasonably practicable is to:

- a. Provide a safe and healthy environment for all Club users.
- b. Meet our statutory obligations for any authorized person who are on Club premises.
- c. Provide safe access and egress routes within, to and from Club premises.
- d. Promote a 'safety aware' environment whereby any persons using the Club behave in a reasonable and safe manner (parents carry responsibility for the behaviour of their children) with specific regard for protecting the health, safety & welfare of themselves and any other person who may be affected by their actions or omissions when on Club property.
- e. Provide appropriate information, instruction and emergency details (where applicable) and ensure that any employees are competent, safety conscious and are aware of their own limitations with regard H&S responsibilities.
- f. Provide risk assessments for identifying potential hazards and implement appropriate control measures to reduce/eliminate risk.
- g. Risk Assessments will be carried out periodically to maintain our safety standards and to reduce risk of incident.

- h. Regular servicing of emergency and safety equipment on the premises e.g. fire extinguishers, emergency lighting, alarms etc.

Shared co-operation by everyone on Club premise is essential to maintaining a safe environment, therefore, we ask all members (adults, juniors, juveniles), parents of juniors/ juveniles, employees and any other persons in the Club to be accountable for their actions and to behave in a reasonable and safe manner at all times.

Adults members and parents are required to accept individual responsibility not only for their own safety but also for that of any juniors/juveniles (persons under 18 years of age) and/or visitors who may be accompanied by them.

- Please note - The Club requires all juniors/juveniles to be supervised at all times and parents must ensure their children are not left unattended at any time whilst on Club property.
- Equally, parents must ensure that children being dropped off/collected from activities in the Club should not be left on their own/kept waiting – the Club cannot take responsibility for children not collected by parents in a timely manner or for children left unattended on Club property by parents.
- Please remember – we are a voluntary organization and do not have a full-time person on site to monitor activities.

Employees are obliged to perform their work in accordance with the safe working procedure, general safety rules and to ensure they are aware of their working environment. Employees are notified of the Club’s Health & Safety Statement and are encouraged to comply with their duties under the 2005 Act to notify the voluntary management committee of any hazards identified in the workplace without delay.

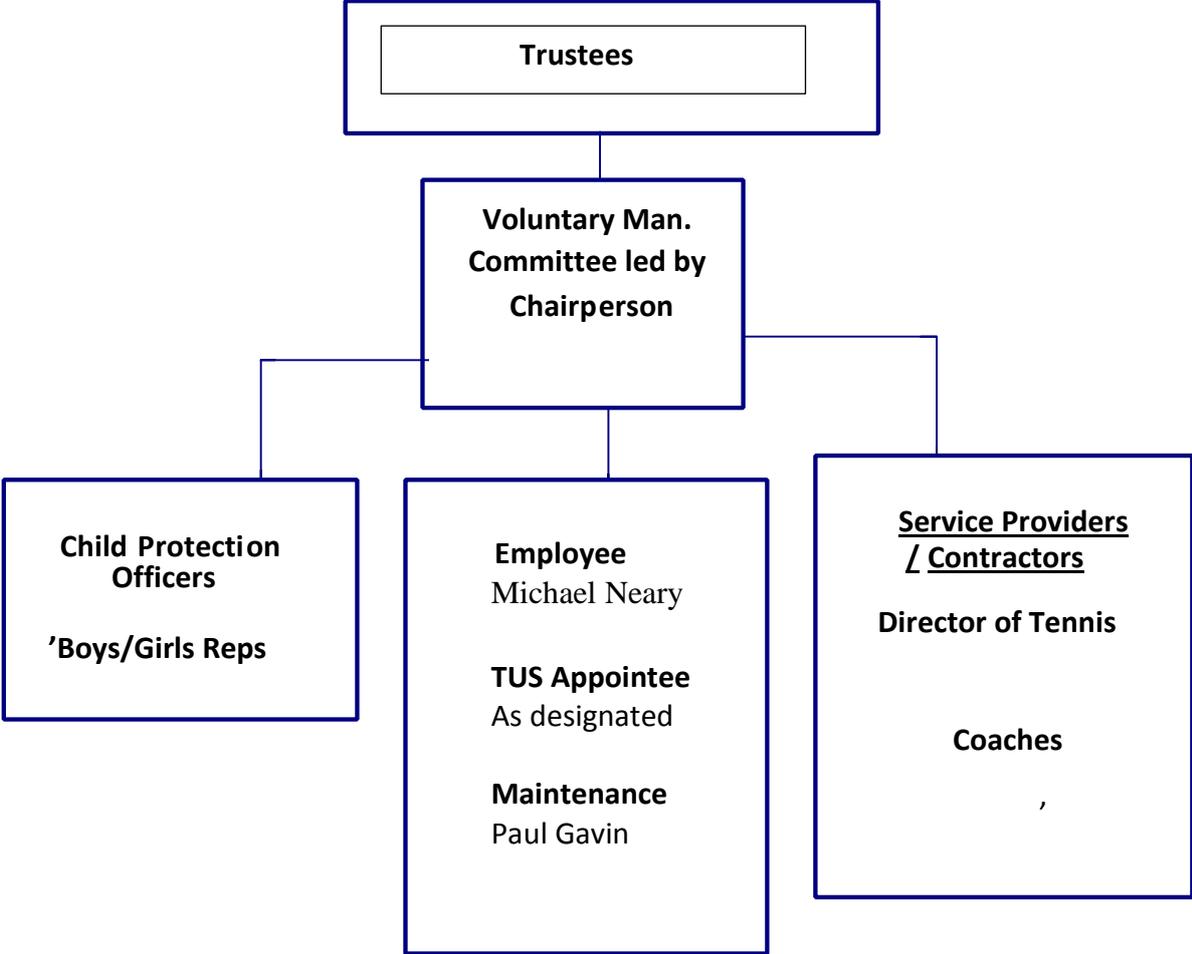
The Club’s Health & Safety Statement is available to all members, employees, visitors and Inspectors of the Health and Safety Authority for viewing via the member’s website and is displayed on the noticeboard. The Safety Statement will be regularly reviewed and updated as necessary.

Signed: _____
(Chairperson)

Date: _____

Section 2 – ORGANISATION CHART

This section of the Safety Statement sets out the structure of Castlebar Tennis Club in regard to Environmental Health and Safety Management of the Business Operations.



Section 3 RESPONSIBILITIES

3.1 RESPONSIBILITIES OF THE CHAIRPERSON:

- Ensure that an effective Health & Safety Statement is implemented and updated regularly
- Ensure that sufficient resources are allocated for the effective implementation of the Health & Safety Statement.
- Ensure that safety is prioritized and show good example by ensuring that it is incorporated into Club operations and environs.
- Make provision for environmental health and safety issues in all planning, budgeting, estimating and tender stages.
- Ensure that there are adequate arrangements for members and/or employees to make representations on matters of the environment, health, safety and welfare.
- Ensure that all accidents and dangerous occurrences are thoroughly investigated the cause identified and suitable preventative procedures put in place to prevent a reoccurrence.
- Inform the insurance company of any accident likely to lead to a claim or of any claim.
- Inform the Health and Safety Authority of any accident where an employee is absent for more than 3 days due to an accident/illness at work and/or where an employee or a member of the public is fatally injured in connection with our Club.
- Ensure that an appropriate insurance cover is in place that effectively protects the Club, its members, employees and/or members of the general public with regards to injury, loss or damage to persons/property. Review insurance and claims records periodically and make any changes deemed necessary.
- Obtain where necessary the services of a competent person to advise on Health & Safety, environmental matters, if such expertise is not available within Castlebar Tennis Club.
- Review the effectiveness of the Safety Statement at least annually and ensure that it is modified as necessary, ensuring that any additional hazards identified on an ongoing basis are risk assessed and the risk assessment appended to the Safety Statement
- Ensure that you are fully familiar with the Health & Safety Statement and all other Club Policy documents pertaining to the safe operations of the Club.
- Ensure that all employees, self-employed/service providers and/or contractors working in the Club are made aware of their responsibilities within the Health & Safety Statement.
- Ensure that all contractors and service providers make available a copy of their Health & Safety Statement and relevant insurance documentation to Club and get their agreement to operate under the requirements of the Club's Health & Safety Statement while operating on our site.

3.2 RESPONSIBILITIES OF THE VOLUNTARY MANAGEMENT COMMITTEE

- To support the Chairperson in his/her endeavours to ensure that safety is fully incorporated in the Club's operational procedures and activities.
- To liaise with the Chairperson on any issues of concern in order that they may be addressed without unnecessary delay.
- To be fully familiar with the Health & Safety Statement and with all other Club Policies pertaining to the safe operations of the Club.
- To be responsible for specific areas of accountability e.g. maintenance, bar operations, hall operations, juniors etc and ensure that these elements are operated in a safe manner.

- To respond to (without undue delay) any issues or concerns, hazards or incidents as may be brought to your attention by members, employees without undue delay, liaising with the Chairperson at all times.

3.3 RESPONSIBILITIES OF THE DIRECTOR OF TENNIS & DIRECTOR OF COACHING

- To be fully familiar with the Club's Health & Safety Statement and all other Club Policies and procedures in place pertaining to the safe operations of the Club. The Director of Tennis & Director of Coaching are responsible for ensuring that all Coaches are also fully familiar with this documentation and that all parties comply with their responsibilities for health and safety in the Club.
- To hold appropriate insurance cover (for themselves and for any coaches they engage) indemnifying the Club against claims and providing appropriate protection to all parties.
- To take all reasonable care and ensure that their actions and/or omissions (and actions and/or omissions of coaches) do not cause accident or injury to any person.
- Ensure so far as reasonably practicable that safe systems of work are in place and adequate supervision is in place at all times particularly in regard to junior/juvenile members.
- To be aware of safety and the protection of children in particular if attending events, tournaments, training sessions on behalf of Club.
- Equally, to be responsible for the behaviour and actions of all coaches engaged, ensuring that they comply with the Club's procedures and policies and tennis best practice guidelines.
- Ensure that the procedures outlined within the Club's Child Protection Policy are implemented at all times.
- To liaise with the Chairperson/Voluntary Management Committee with regards to any issues, concerns or incidents relating to the health and safety of members, juniors/juveniles and/or other persons using the Club.
- To report any hazards, accidents or incidents that arise, without delay, to the Chairperson and follow up to ensure that these are rectified.
- Maintain a tidy workplace, arrange for regular cleanups particularly at the end of the working day particularly following group/coaching activities.
- Ensure that the Chairperson or a member of the Voluntary Management Committee is informed of any accidents and that injured persons receive proper medical attention as required.
- Support the Chairperson in ensuring that any accidents are thoroughly investigated, submitting written reports detailing the incident and actions taken.

3.4 RESPONSIBILITIES OF COACHES

- To be fully familiar with the Club's Health & Safety Statement and all other Club Policies and procedures in place pertaining to the safe operations of the Club and ensure that these are complied with fully.
- To hold appropriate insurance cover indemnifying the Club against any claims and providing appropriate protection to all parties.
- To take all reasonable care and ensure that your actions and/or omissions do not cause accident or injury to any person on Club premises.
- Ensure so far as reasonably practicable that safe systems of work are in place and adequate supervision is in place at all times particularly in regard to juniors/juveniles.

- To be aware of safety and the protection of children in particular if attending events, tournaments, training sessions on behalf of Club.
- Maintain a tidy workplace, arrange for regular cleanups particularly at the end of the working day particularly following group/coaching activities.
- Ensure that any injured persons receive proper medical attention or First Aid and that any accidents are reported to the Director of Tennis & Director of Coaching and Chairperson without delay.
- Ensure that the procedures outlined in the Club Child Protection Policy are implemented at all times.
- To support the Director of Tennis, Director of Coaching, Chairperson and Voluntary Management Committee in adhering to all Club policies and procedures for maintaining safety in the Club.

3.5 RESPONSIBILITIES OF EMPLOYEES

- To be fully familiar with the Club's Health & Safety Statement and all other Club Policies and procedures in place pertaining to the safe operations of the Club and ensure that these are complied with fully.
- To take all reasonable care and ensure that your actions and/or omissions do not cause accident or injury to yourself or any person on Club premises.
- Ensure so far as reasonably practicable that safe systems of work are in place and, to supervise the activities of additional employees who may be allocated to your area.
- Maintain a hygienically clean, tidy and safe workplace, ensuring that regular deep cleaning takes place and all storage areas are maintained in a tidy condition.
- Ensure that all access routes, walkways, storage rooms and doorways are clean and free of trip hazards.
- To wear and/or use any Personal Protective Equipment (PPE) provided to you and to adhere to the instructions and safety directions in place when using equipment.
- To carry out tasks and duties in a safe manner, taking due care for your own safety and the safety of any other person who might be affected by your actions or omissions.
- To use your common sense and behave sensibly when at work e.g. lift items only within your capability, behave with care, be mindful of safety, use your initiative etc.
- To report to the Chairperson or member of the voluntary management committee without delay, any hazards, safety issues or concerns that come to your attention.
- To carry out your duties in safe manner.
- Where practical, take corrective action to resolve any minor safety issues or concerns without delay.
- To comply with any reports, requirements or reviews submitted by the authorities e.g. H&S Inspections, Fire, EHO etc.
- Any employee who does not adhere to Club safety rules will be subject to disciplinary action and possible summary dismissal.
- To co-operate with the Voluntary Management Committee and any other person to such extent as will enable them to comply with any of the relevant statutory provisions.
- No person shall intentionally or recklessly interfere with or misuse any appliance, protective clothing, convenience, equipment or other means or items provided by the Club in pursuance of any of the relevant statutory provisions or otherwise for securing the safety, health and welfare of people arising out of work activities.

3.6. HEALTH AND SAFETY CONSULTANT

- Develops, reviews and prepares the Club's Health & Safety procedures, risk assessments and other documentation required in accordance with legislative requirements and the needs of the operation.
- Provides advice, support and direction to the Chairperson and Voluntary Management Committee.
- Identifies all reasonably foreseeable hazards, risk assesses them and recommends relevant preventative measures and procedures to either eliminate or reduce hazards/risk.
- Carries out accident investigation if requested, establishes cause of accident, incident or dangerous occurrence and makes recommendations for future avoidance.
- Arranges for training and/or conducts training as requested.
- Is available to advice, direct and guide the Chairperson in all safety matters pertaining to the Club operations.

Section 4 – HEALTH & SAFETY ARRANGEMENTS

4.1 RESOURCES

Castlebar Tennis Club will dedicate the necessary resources to ensure in so far as is reasonably practicable, the Safety, Health and Welfare of Club members, employees and visitors.

Applicable resources can include (but are not limited to):

1. Engaging the services of competent specialists (e.g. Health & Safety Consultants, Engineers etc.) for activities and/or proposed activities on the Club's property.
2. Training – provision of appropriate training programs that educate and inform relevant personnel on site.
3. Advice/consultations, reports, investigations, audits and meetings where Safety, Health and Welfare are concerned.
4. Finance, in so far as reasonably practical to ensure the safety of Club users and employees e.g. equipment, PPE, maintenance contracts, training, instruction etc.
5. Appropriate resources/advice to ensure that Health & Safety is taken into account at that planning stage of all new work, where this new work may have an effect on Health and Safety of Club users and/or employees.

4.2 FIRST AID PROVISIONS

The Club has in place qualified First Aiders and First Aid Boxes for immediate 'first response' to minor injuries or accidents that occur in the Club.

In the event of more serious accidents/injury or illness; the following action should be taken:

1. An ambulance should be called (Dial 999) and/or;
2. The injured party brought to a doctor/hospital by another person.

First Aid Boxes are located in the Office and Kitchen.

Qualified First Aiders - The Director of Tennis, Director of Coaching and all Coaches are qualified First Aiders and are capable of 'first response'.

Reporting of Incidents - Any accident, injury or illness in the Club must be reported to the Chairperson, Director of Tennis, Director of Coaching and/or a member of the Voluntary Management Committee without delay.

Any incidents will be fully investigated and recorded and where necessary, appropriate authorities will be informed.

Local Emergency Services:

☒ Castlebar General Hospital – 094 904 3777

4.3 FIRE SAFETY PROVISIONS

The Club has in place an automated Fire Alarm in the Clubhouse.

In addition, the Clubhouse is equipped with appropriate fire-fighting equipment e.g. extinguishers and fire blankets which are sited in appropriate locations.

In the event of an evacuation, all persons on site are required to evacuate the building using the nearest safest exit route (use green running man signs as your guideline) and evacuate to the fire assembly point.

The Club's designated FIRE ASSEMBLY POINT is: The grass area beside the car park at the main entrance gates (i.e. please do not obstruct access/egress by emergency services!).

Both the Fire Alarm and Fire Fighting Equipment are maintained on a Service Contract by an external service provider and appropriate certification is received and available on request.

4.4. CCTV & SECURITY SYSTEM

The Club has in place a security alarm covering all access/egress points. In addition, the Club has in place a CCTV system (both inside the and outside the premises, car park, courts).

This CCTV system is in place for the security and protection and for monitoring all activities that take place on the Tennis Club property.

Members and employees and any other persons on Club property need to understand that footage from the CCTV can and will be used by either the Gardai or the Chairperson/Voluntary Management Committee in the event of any incident arising e.g. theft, break-in, inappropriate behaviour, breach of contract, physical abuse, damage or destruction etc.

The Club reserves the right to use all CCTV footage in investigations for criminal or civil prosecutions and/or for disciplinary investigations with employees under employment legislation and/or with members under Club rules and regulations.

Serious sanctions will be enforced for any breaches upheld which can include criminal prosecution, dismissal, exclusion from Club premises, termination of membership.

4.5 HYGIENE & MAINTENANCE

The Club's facilities include a bar, hall, kitchenette, toilets (including disabled), changing rooms and administration offices. The Club commits to maintaining these to a good standard of maintenance and hygiene.

In addition, the Club undertakes to maintain all services, equipment and grounds to a high standard of maintenance, repair and upkeep.

4.6 SAFE SYSTEMS OF WORK

Any employees employed by the Club are issued with a Contract of Employment and Job Description which defines their specific job role and operational procedures. These are also supported by appropriate training and information.

A Director of Tennis (DOT) and/or Director of Coaching (DOC) if engaged by the Club, are issued with a Contract for Services and Role Requirements which define his/her specific job roles and operational procedures. The Director of Tennis & Director of Coaching are self-employed and as such are responsible for ensuring that he/she is fully informed, proper insurance, qualifications and training in place. Both the DOT and DOC may engage the services of coaches and, if so, he/she is required to ensure that they too are fully informed, with proper insurance, qualifications and training in place. It is the responsibilities of the DOT and DOC to ensure that all coaches are properly trained and familiar with the Club's safety procedures.

External Contractors engaged by the Club are required to submit their Safety Statement, Risk Assessments and Safety Procedures in advance of carrying out any projects on Club property.

4.7 SMOKING POLICY

It is illegal to smoke in any public place – the Club does not permit any smoking inside the Clubhouse and members, employees, contractors or visitors may only smoke outside the building and only in the designated smoking area.

4.8 TRAINING & INSTRUCTION

Where appropriate, training and/or instruction will be provided to employees and/or designated personnel. Statutory training includes Child Protection, Fire Training, Manual Handling and Health & Safety Awareness. Records will be maintained of any training completed.

4.9 PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE is provided for specific tasks, as deemed appropriate in order to ensure the safe completion of the task. Employees are required to use/wear the appropriate PPE provided and failure to do so can result in a disciplinary discussion.

All PPE and clothing shall be used in a safe manner and maintained in a clean and serviceable condition. Common sense must be applied and the employee has an obligation to behave/conduct themselves in a sensible manner, mindful of safety and their own personal behaviour, actions and/or limitations.

All PPE equipment and clothing must only be used for the purpose they were intended – should new equipment be required; the employee must request this from a member of the Voluntary Management Committee.

External Service Providers e.g. Maintenance Contractors, Landscaping Specialists etc. are required to provide their own PPE and use/wear it as appropriate.

4.10 GOOD HOUSEKEEPING

Good housekeeping is one of the foundation stones of safety, many accidents result from carelessness e.g. slips, trips, taking short-cuts, careless lifting techniques, over-reaching etc.

The Club places a strong emphasis on all members, employees and service providers to ensure that they take due care and behave in a responsible manner when on Club property, paying particular attention to the following tasks:

- Not leaving items/equipment in corridors/places/on court where they can cause a trip hazard;
- Wearing appropriate tennis gear (especially shoes).
- Using handrails on steps
- Take additional care if walkways, steps, floors are wet or icy – particularly when using steps, showers/changing facilities.
- Lifting items – being mindful of your own personal abilities/limitations, lifting/carrying items properly with due care for your back, seeking assistance where necessary, using PPE equipment to assist in the lifting/carrying items.
- Not over-reaching/over-stretching oneself – not standing on unsafe items which could result in over-balancing/falling over.
- Not blocking fire exit routes;
- Storing items in a safe manner and storing them without delay;
- Storing items appropriately in designated areas, safe stacking arrangements should be applied;
- Safe usage of hazardous materials and/or detergents etc;
- Proper storage and labelling of hazards and materials in approved containers and designated areas;
- Safe storage of highly flammable liquids/gases, well ventilated storage areas ☑ Not overstretching, overreaching or putting yourself in danger; ☑ Using appropriate ladders/step ladders for high reaching.
- Proper storage and disposal of waste;

- Maintaining the area to the highest standards of cleanliness and hygiene;
- Taking due care when touching/using electrical equipment, never touching electrical equipment with wet hands, switching off and unplugging appliances not in use;
- Taking due care when using hot/boiling water;
- Taking due care when working with glass, crockery;
- Safe removal or disposal of broken glass/bottles;
- Good back care, safe manual handling, lifting and carrying items.
- No running on walkways, corridors in premises or up or down steps.
- Using their own 'Common Sense' when on Club premises to behave in a safe manner at all times.

This list is not exhaustive and all persons are required to use their common sense not to cause harm or injury to themselves and/or other people because of their actions or omissions when on Club property.

4.11 CHILD PROTECTION

Every member has a duty of care towards minors (under 18 year olds) and in a 'club environment' – we require every adult to behave in a responsible manner.

Any person, who suspects that a child is being abused, treated in an inappropriate manner or is at risk of abuse, has a responsibility to report their concerns to one of the Club's Child Protection Officers without delay.

This responsibility is of particular importance to those persons who regularly come into contact with children in the course of Club operations (e.g. coaches, parents, volunteers etc.).

The following examples would constitute reasonable grounds for concern:

A specific indication from a child that (s)he has been abused;

- A statement from a person who witnessed abuse;
- An illness, injury or behaviour consistent with abuse;
- A symptom which may not in itself be totally consistent with abuse, but which is supported by corroborative evidence of deliberate harm or negligence; consistent signs of neglect over a period of time.

N.B. A suspicion, which is not supported by any objective signs of abuse, would not constitute a reasonable suspicion, or reasonable grounds for concern but may warrant further investigation.

Reporting Procedure

In the event of a Club member, parent or coach having a concern in this regard, he/she should:

1. Initially report the matter to one of the Club's Child Protection Officers: Contact details are displayed on the Noticeboard in the Entrance Hall and on the Website.
2. The Child Protection Officers are obliged to conduct an investigation and, where upheld, make a report to the Health Board (by phone/in person). Each Health Board has a duty social worker on duty each day to meet with or, speak to persons wishing to report child protection concerns.

- Child Protection Unit, Health Board, Mayo County Clinic, Castlebar Tel 094 902 2333 (ext 2183)
3. It is generally most helpful if the person witnessing or who suspected the alleged child abuse is with the Child Protection Officer when he/she meets/speaks to the Health Board.
 4. In the event of an emergency or, the non-availability of Health Board personnel, a report may be made to:
 - a. An Garda Siochana, Castlebar (or any Garda Station).
 5. The Club has a Child Protection Policy and Children First Guidelines in operation – please refer to both documents.

4.12 GDPR (DATA PROTECTION) POLICY

The Club has in place a GDPR Policy for the protection and security of personal or sensitive data relating to members, employees. This policy is displayed on the website and on the noticeboards for easy reference by all.

Section 5 – EMERGENCY PLANS

5.1 FIRE PROCEDURES

If you discover a fire, activate the Fire Alarm by breaking a ‘break glass point’ (red boxes located at all exit points or alternatively the smoke detectors will activate the fire alarm automatically if a fire occurs unknown to you.

Under no circumstances should any person (be they member, employee or otherwise) put themselves in danger.

5.2 REPORTING THE FIRE:

If the fire cannot be safely extinguished, the fire brigade must be called as follows:

- Dial 999 or 112
- Ask the Operator for the ‘Fire Brigade’ and, if required ‘Ambulance’ and ‘Garda’
- When the Fire Brigade answers, state CLEARLY:
 - Location of Fire - Castlebar Tennis Club, Lough Lannagh Road
 - Give your name and mobile/contact number
 - Do not assume that the call has been received until the Fire Brigade has acknowledged your information.

5.3 EVACUATING THE BUILDING:

Follow the steps outlined below in the event of having to evacuate the building:

1. Do not panic!
2. Never put yourself in danger.
3. One person should call the Fire Brigade.
4. Another person should tell everyone to evacuate the building immediately.
5. Direct everyone towards the nearest, safest exit route.
6. If safe to do so, check bar, hall, changing rooms and toilet areas to ensure that everyone has evacuated.
7. If not safe to do so, leave the building immediately.
8. Proceed to the Fire Assembly Point and wait for the Emergency Services:
 - Fire Assembly Point is – Grass Area to side of main entrance gates
 - Do not block access/egress by emergency services.
9. Do not re-enter the premises.
10. Do not stop to collect any personal belongings.
11. Do not block access routes for Emergency Services.
12. Remain at the Assembly Point until the Fire Brigade have confirmed that it is safe to re-enter the building.

5.4 DEALING WITH SMOKE:

WARNING: If smoke is coming out from under a door – NEVER OPEN the door – it creates a fire ball

Smoke kills more people than flames, therefore, if you find yourself in a smoke-filled room,

1. Get down low to the floor – smoke rises so the cleanest air is near the floor;
2. Cover your nose and mouth with a cloth (dampened if possible)
3. Breathe through your nose as this is an additional filter (breathing through your mouth inhales smoke directly into your lungs)
4. Using the walls, feel your way around the room until you find the door/window
5. Using the back of your hand – sense if door handle is hot, listen for flames (indicates fire is on other side) – if safe, open door/windows to exit area.

5.5 FIRE FIGHTING EQUIPMENT

Colour	Contents	Types of Fires can be used on	Associated Hazards
BLACK 	Carbon Dioxide (CO ₂)	Electrical Fires Paper, Wood, Materials	<p>Freezing Gas – don't hold the nozzle as it freezes up - your skin can stick to it.</p> <p>Switch off all electrical items before using.</p> <p>Can destroy the memory banks of computers.</p>
CREAM	Foam	Liquid / Fuel Fires Paper, Wood, Materials	Do not use on electrical equipment.
BLUE	Powder	Most general extinguisher available: Fat fires, Liquid/Fuel Fires, Electrical Fires, Paper, Wood, Materials	<p>Switch off electrical items before using.</p> <p>Breathing difficulties.</p> <p>Very messy!</p>
RED – Fire Blanket	Fire Blanket	Fat / Liquid Fires, People	<ol style="list-style-type: none"> 1. Use toggles to protect your hands. 2. Use blanket as a shield to protect your body 3. Do not lift up the blanket too soon – leave for at least 45 minutes to cool.

Smoke Detectors : These detect air density and will activate the fire alarm if the air becomes thick with smoke or dust.

Fire Doors : These are specifically designed to withstand fire/heat/smoke - therefore, they must NEVER be blocked open.

Fire Exit Routes/Doors: These are highlighted by the 'Running Green Man' signs – the arrows will point in the direction of the exit route and these will automatically light up in the event of a power failure.

5.5 USEFUL PHONE NUMBERS:

Tennis Club	094 902 3644
Health & Safety Authority	1890 289 389 091 563 930
National Poison Centre	01 837 9963
Doctor on Call / Mayo General Hospital	999 or 094 904 377
Ambulance / Fire Brigade	999 or 112
Local doctor NOWDOC	1850 400 911 (out of Hrs.)
Hospital - Mayo General	094 904 2377 / 78 / 79 / 80 / 81
Castlebar Garda	094 9022222 / 9038200 999 or 112
BOC Emergency	1850 390 000
ESB Emergency	1850 372 999

Section 6 – RISK ASSESSMENTS & HAZARD ANALYSIS

6.1 DEFINITIONS:

1. **HAZARD** - A hazard is anything that has the potential to cause harm or injury to an individual(s), to property and/or to the environment or a combination of the above.
2. **RISK** – A risk is the probability or likelihood of that hazard causing serious injury (e.g. low, medium or high risk)

6.2 RISK ASSESSMENTS

Risk Assessments are based on the linking of the probability of occurrence with the severity of loss/damage/injury. The assessment of risk is based on:

- The likelihood of an occurrence happening (frequency);
- The consequences of such an occurrence;
- The numbers exposed to the risk;
- The severity of injuries (severity)

Frequency Potential:

Frequency	Risk	Description
Frequent	3	Hazard is likely to occur frequently.
Occasional	2	Hazard likely to exist sometime during the life of an item.
Rare	1	Hazard unlikely, low chance of occurrence.

Severity Potential:

Risk	Severity	Injury Sustained
High Risk (H)	3	Cause death or major injury.
Medium Risk (M)	2	Illness/ Serious Injuries where medical treatment is required.
Low Risk (L)	1	Minor Injuries requiring First Aid only or .

* If the Risk Assessment has a high risk potential of 9, work will be stopped immediately.

Risk Assessment = Frequency Potential x Severity Potential

Risk Assessment Totals:

High	Medium	Low
6-9	2-5	1

6.3 CONTROLS

These are the precautions taken to *eliminate* or *reduce* the risk to an acceptable level.

6.4 HAZARD IDENTIFICATION & RISK ASSESSMENT

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Poor Manual Handling Techniques	Incorrect lifting and carrying causes back injury. Short-term / Long-term incapacity.	Med - High	Manual Handling Training with all Employees. Where possible use mechanical assistance e.g. trolley. Everyone's fitness levels differ – use your common sense and lift only weights that you are comfortable lifting. Seek additional help when lifting / carrying items – don't do it on your own. When carrying items, ensure you can see clearly the area that you are walking into – to avoid tripping.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Poor Storage	Incorrectly stacked goods may fall, injuring staff. Overloading shelving / racks may lead to collapse. Items left laying around can create a trip/fall hazard.	Med	Shelves should be stacked correctly (heaviest items on the bottom). Shelves should never be over-loaded. Step ladder should be used to load / unload items on shelves. Shelving should be appropriate to the needs i.e. capable of supporting the load. Ensure all items are properly stored away and not left laying around.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
High Reaching	Overstretching. Falling. Back or body injury.	Med	Employees must use mini-steps provided for all high reaching. Never over-reach. Do not climb to heights above 3 feet. Working at heights must only be conducted by trained professionals, not by Employees. Ladders must not be used by Employees or Members without proper training.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Wet or Uneven Flooring	Slips, Trips & Falls.	Med	Display 'Caution Wet Floor' sign if floor is wet / slippery. Ensure floors are dried off without delay. Maintain good floor cover, repair loose / broken tiles or surface without delay. Take particular care when using the shower and/or coming out of the shower.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Slips, Trips & Falls	Sprains. Breaks. Bruising. Personal Injury. Trailing leads/cables	Med - High	Use handrails on steps provided. Be careful of wet surfaces, particularly if it's been raining. Wear correct and appropriate footwear at all times. Do not run. Take particular care when in the shower and/or coming out of the showers. Due care to be taken when hovering, using cables/trailing leads – ensure that these are taped down or kept close to walls to avoid trips.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Electrical appliances – general	Electrocution. Shock. Burns.	Med - High	Never touch electrical items with wet hands. If appliance is sparking / looks burned – seek expert help e.g. qualified electrician. Ensure all Club electrics are checked and certified annually by a RECI electrician. Place ‘warning signage’ onto appliance item to warn others not to use.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
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Appliances – Specific items.			
Ice Machine	Electric Shock. Food Safety Hazard.	Low	Potable water must be used. Regular deep cleaning required. Safe usage of ice to prevent cross-contamination. Appliance is serviced on an annual basis.
Cash Register	Electric Shock. Crushed fingers.	Low	Avoid spillages on machine. Take particular care when closing drawer not to catch fingers.
Fridge / Freezer	Electric Shock. Freezer Burns Food Safety.	Low	Regular monitoring of temperature controls to ensure operating correctly. Defrosting as required. Store raw and cooked food separately. Cooked food to stored above raw food. Items to be covered and used within 'use by' date.
Microwave	Electric Shock. Burns. Fire. Food Safety.	Low	Use according to manufacturers instructions. Ensure that it is cleaned regularly. Do not place metal items in microwave. Ensure ventilation filters on top of microwave are kept clear at all times. Ensure food items are cooked / reheated to appropriate temperature and time.
BBQ	Burns Fire Gas explosion	Med High	Due care to be taken when cooking Ensure equipment is in good working orde and serviced regularly. If leased, ensure reputable company used.

Kettle	Burns, Scalds Electric Shock.	Med	Do not touch appliance with wet hands. Turn spout away when boiling kettle. Avoid steam burns. Never overfill kettle – boils over. Never underfill kettle – element blows.
Water Boilers	Electric Shock. Burns	Med	Never overfill. Be conscious about unplugging when not in use. Particular care to be taken when lifting lid off container. Do not lift when full, especially if water is hot/boiling.
Cooler Units/ Cold Cabinets	Electric Shock.	Med	Equipment is serviced annually. Temperature controls are monitored. If defective, service provided is called.
Coffee Machine	Electric Shock. Burns, Scalds.	Med	Particular care to be taken when using machine. Ensure steam element is away from you at all times. Ensure sufficient water supply in place.
TV & CCTV Display	Electric Shock, Fire	Low	Unplug at mains when not in use. Ensure that it remains dust free.
Computers & Printers.	Electric Shock, Fire. Ink toner. Viruses.	Med	Wear gloves when replacing toner ink. Avoid drinking water/coffee etc near electrical equipment. Appropriate firewalls and anti-virus protection in place. Access restricted to authorised personnel.
Hoover	Electric Shock. Fire. Trailing leads	Med	Unplug when not in use. Ensure lead does not create a trip hazard, run lead alongside wall whenever possible. Empty Hoover bag regularly and especially after a function/event in hall.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Chemicals / Detergents	<p>Splashing onto skin can cause:</p> <ul style="list-style-type: none"> a. Allergic Reaction b. Irritation c. Eye damage Can be poisonous if consumed. <p>Cause contamination if incorrectly stored. Flammable materials.</p>	Med - High	<p>Store chemicals / detergents in designated areas. Store in a cool, well ventilated area. Keep chemicals / detergents separate from all other items. Wear gloves/goggles (PPE) when using chemicals / detergents. Read Safety Data Sheets prior to using. Read the instructions on container before using. Wash skin area with cold water immediately. Wash eye out with eye wash or cold water. If irritation or reaction occurs, seek medical help without delay. Employees should be familiar with the main hazard signs/symbols and adhere to them.</p>

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Poor Hygiene	<p>Cross Contamination. Poor levels of cleanliness and hygiene. Dirty environment. Pest Infestation</p>	Low	<p>Cleaning schedules in place and adopted. Pest Control system in place and maintained. Regular checking / monitoring in place. Provision of appropriate cleaning materials and detergents.</p>

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Breakages	Cuts, incisions.	Med - High	<p>Handle glassware and crockery with care.</p> <p>Check for chipped or cracked items and dispose of appropriately.</p> <p>Dispose broken glass / crockery into a designated hard/metal container (not plastic bags).</p> <p>Wear gloves (PPE) when picking up broken glass/crockery.</p> <p>Ensure area is thoroughly cleaned.</p>

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Theft, Break-In / Robbery	Injury to Employees or Members.	Med	<p>CCTV in place acts as protection, surveillance and deterrent.</p> <p>Alarmed doors and access points – coded keylocks.</p> <p>Members only Club, excludes general public.</p> <p>Maintain limited amount of cash in till at all times.</p> <p>Ensure monies are locked in safe at the end of the day.</p> <p>Ensure bar shutters and all doors/ windows are secured at the close of business.</p> <p>Avoid being on premises on your own late at night.</p> <p>Maintain good security procedures at all times both internally (building) and externally (gates and fencing). Signage in place informing users that vehicles are parked at own risk. Avoid leaving cars unlocked and/or windows open.</p> <p>Avoid leaving valuables in changing rooms or laying around.</p>

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Violence	Fighting. Physical abuse. Drunkenness, Inappropriate behaviour	Low	An ethos of Responsible Selling of Alcohol is in place. RSA training is provided facilitating how to deal with drunkenness. Never place yourself in danger, if an uncontrollable situation arises, call the Garda without delay.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Substance Abuse	Any person who is under the influence of alcohol or drugs can have an accident, become violent and/or cause harm or injury to themselves or another person.	Low	Excess drinking and/or the use of nonprescribed drugs are strictly forbidden to be used by Club Employees, Members and/or be on Club premises. Possession or consumption of drugs or alcohol on Club premises by Employees is a dismissable offence.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Food Safety	Cross Contamination. Food poisoning. Sickness.	Low	Kitchenette is used for basic food preparation (e.g. sandwiches, cakes, tea/coffee etc). Refrigeration is in place and used appropriately. HACCP principles are adhered to.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Knives	Cuts, incisions. Stabbing.	Med - High	Sharp knives only should be used when cutting food items. Appropriate chopping boards should be used for cutting items. When cutting, the movement of the knife is forward and downward. Particular care should be taken by knife users when cutting food items. Knives should always be carried with blade facing downwards. Do not try and catch a knife if it drops – let it fall to the floor then pick it up by the handle. Washing knives – particular care needs to be taken if washing knives in sinks.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Burns / Scalds	Kettles, boilers or steamers can burn or scald. Lifting / Carrying hot items. Lifting heavy items.	Med - High	Take additional care when using hot/boiling water appliances. Ensure spouts face away from person. Lift only items that are a comfortable weight, to reduce likelihood of spillage. Ensure appliances are working correctly. Ensure steam nozzle faces away from person using coffee machine.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Pest Control	Pest Infestation. Cross contamination.	Low	Pest Control system is in place and maintained. Bait boxes are placed in appropriate locations and checked. Windows / Doors are closed when not in use. Any evidence of pest infestation must be reported in order to be addressed. Food items are kept properly covered and stored/refrigerated at all times.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Sports Injuries	Twisted or sprained ankles, limbs etc. Broken bones. Pulled or torn muscles. Overstretching.	Med	Shelves should be stacked correctly (heaviest items on the bottom). Shelves should never be over-loaded. Step ladder should be used to load / unload items on shelves. Shelving should be appropriate to the needs i.e. capable of supporting the load. All players must ensure that a proper 'warm up' is completed prior to playing. Coaches must ensure that proper 'warm ups' are completed prior to lessons commencing.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Child Abuse, Bullying, Harassment, Inappropriate Behaviour	Bullying. Harassment. Stress.	Med	Child Protection Policy is in place and actively promoted. Child Protection Officers are appointed. Children / Minors are never left unsupervised. Youth behaviour is monitored by Coaches, Parents, Volunteers. Respect & Dignity Policy in place. Grievance & Disciplinary Procedure in place for addressing any grievances or complaints raised. Ethos of respect, dignity and cultural diversity in the Club promoted.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
External Contractors, Service Providers	Lack of familiarity with Contractor's work practices and area of expertise. Contractors may be unfamiliar with the Club's premises and safety procedures	Med	All parties are to be compliant with current Health & Safety legislation. Contractors/Service Providers must submit H&S Statement, Work Procedures and Insurance documentation to the Club prior to commencing works. Contractors must ensure proper supervision of their employees at all times when on Club premises. Contractors/Service Providers are responsible for ensuring that correct tools are used by personnel.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Plant & Machinery Heating & Ventilation System (HVAC)	Exposure to aerosolized infectious agents in buildings. Improper maintenance of filtration systems.	Low	Equipment is subject to an annual recorded service inspection by competent persons. Equipment is not used, if defective. Area must be well ventilated. Regular inspections are completed.
Air Conditioner	Poor Maintenance Leaking Refrigerant.	Low	Equipment is subject to annual recorded service inspection by competent person. Equipment is not used if defective. Ventilate any enclosed area when servicing the unit. Keep fingers and clothing away from moving parts. Turn off power before servicing unit.
Mini tractor	Personal or Pedestrian Injury. Entanglement. Death.	High	Use of tractor is restricted to one person Vehicle may not be used by Under 18s. Wear seat belts, particularly for hill work and when driving on public roads. Vehicle is serviced and well maintained, tyres/brakes checked. Do not touch engine whilst vehicle is operating. Be careful of balance – avoid overturning situations.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Fire	Death. Serious Injury Burns.	High	<p>Fire Alarm system in place.</p> <p>Fire Evacuation Procedures are displayed</p> <p>Exit routes are clearly displayed. All exit routes are to be kept clear of debris for easy evacuation.</p> <p>Chemicals/detergents to be stored separately to reduce fire risk.</p> <p>Electrical appliances are serviced and regularly inspected.</p> <p>Appliances are unplugged when not in use.</p> <p>Smoking is prohibited inside the building.</p> <p>Waste is segregated and disposed of appropriately.</p>

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Pregnant /Expectant Mothers	Fatigue. Fainting. Miscarriage. Back Injury	Med	<p>A risk assessment is conducted with any employee who become pregnant and appropriate measures are put in place.</p> <p>Medical assistance is sought immediately should an expectant mother begin to feel unwell, faint etc.</p> <p>Expectant mothers must take due care to prevent against slips, trips and falls, use handrails, be aware of floor surfacing, lifting or carrying when on Club premises.</p>

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Dispense Gas	Compressed Gas. Beverage Dispense Units. Beer Kegs. Asphyxiation.	Low	Cylinders must be secured when stored or in use. Keep all cylinders in an upright position. Do not allow feedback into cylinder – prevent suck back of air/fluid into cylinder. BOC must conduct annual service of keg store equipment. Store gas in a cool, well ventilated environment – Do not breathe the gas. Take particular care when changing kegs – trained personnel only to change kegs. Open/close cylinder valves slowly. Close cylinder valves when not in use.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Butane / Flogas / Calor Gas	Highly Flammable. Readily forms an explosive air-vapour mixture at ambient temperature.	Low	Cylinders to be secured and kept in an upright position at all times. Store gas in a cool, well ventilated environment. Cylinder and valve to be checked to ensure no leakage. Open/close cylinder valves slowly. Close cylinder valves when not in use. Do not breathe the gas. Keep away from sources of ignition. When installing/removing cylinders in the LPG system, procedures and recommendations by Supplier should be followed. Be aware of lifting heavy cylinders.

Hazard Identified	Associated Hazards and Injury	Likely Risk	Control Measures
Gas Leaks	Asphyxiation Headaches, dizziness. Fainting. CO2 is colourless, odourless and heavier than air, it doesn't dissipate easily.	Med	<p>Keg room has been risk assessed by BOC Gas however, it has not been fitted with a 'safesense' gas alarm. Currently conditions include:</p> <ol style="list-style-type: none"> 1. Low level ventilation required – less than 2ft in height vented to the outside atmosphere and; 2. Smaller cylinders only to be used If there is to be any change to these conditions then an appropriate gas alarm must be fitted. <p>Check dispensing system daily for faults by checking that all nuts, seals are tight and listening for hissing sounds. Area should be well ventilated. Do not switch on any electrical equipment or light switches.</p> <p>Turn off cylinder valve to isolate gas supply and call BOC / responsible provider to repair leak.</p> <p>If a person feels the effects of CO2 concentrations (shortness of breath, dizziness, breathing faster) evacuate the cellar and call for assistance. If in any doubt, call the Emergency Services by dialling 999 or 112 and report gas leak.</p>

Section 7- POLICY & PROCEDURE STATEMENTS

7.1 CODE OF CONDUCT & ETHICS

The Club's Code of Conduct requires all members, employees and visitors to the Club to:

- Behave in a respectful and polite manner at all times and;
- Refrain from using bad / foul language and;
- Treat everyone with courtesy and speak politely to each other and;
- Refrain from shouting, yelling or speaking in a forceful/loud voice.
- Respect everyone's cultural differences - be patient and understanding of each other.
- Refrain from arguing and conduct conversations in a calm and reasonable manner.
- Refrain from making any physical, threatening or forceful gestures and;
- Never push, hit or touch another person in a manner that could be interpreted as intimidating.
- Adhere to 'court etiquette' – respect your opponent/referees - play tennis with a 'sporting spirit' & never throw rackets, balls or lose your temper when on court or club surrounds.
- Behave in a responsible manner e.g. not drink excessively, adhere to health & safety procedures, no horseplay, use your common sense and be responsible in your actions
- Adhere to Club rules and regulations.
- Support the voluntary ethos of the Club - fulfil all membership commitments to the Club e.g. pay fees on time, participate and volunteer to help out
- To participate positively in Club's activities, volunteering and helping out as required.
- In the interests of health and safety – parents/guardians are responsible for their children and must not leave children under the age of 18 unsupervised on Club property.

This list is not exhaustive and seeks to provide a positive framework which supports the Tennis Club's sporting ethos and venue for leisure activities and mutual enjoyment.

7.2 RESPECT & DIGNITY POLICY

The Club is committed to creating a harmonious club and working environment in which Members and Employees feel comfortable to be in and which prevents apprehension or concern because of their gender, marital or family status, sexual orientation, race, colour, nationality, national/ethnic origin, religion, disability or age.

Club membership is available to all individuals from all walks of life, cultures and status.

Prevention of Inappropriate Behaviour:

All Members, Employees and Visitors to the Club are required to comply with the Club's Code of Conduct & Ethics. This Code requires people to be polite and courteous at all times both 'on the court' and 'off the court'. Each person must be respectful of other peoples cultures, abilities/disabilities and not discriminate in any manner.

Definition of Inappropriate behaviour (e.g. Harassment, Bullying or Intimidation):

Inappropriate behaviour consists of:

- a. Bullying as defined under Health & Safety Legislation
- b. Harassment as defined under Equality Legislation.

Collectively 'Inappropriate Behaviour' is defined as being any form of behaviour which is deemed unwelcomed or unsolicited by the recipient and which makes that individual feel intimidated, undermined, threatened, uncomfortable, humiliated or belittled in the workplace and/or on Club premises.

Inappropriate Behaviour describes the behaviour of one person (or group of persons) that another, person finds unacceptable or unwelcome. It can affect the confidence, moral and health of the recipient and it is therefore a very serious issue.

Examples of Inappropriate Behaviour include:

Any verbal or physical abuse, derogatory statements, displays or emblems or discriminating remarks made by one or more persons in the workplace. Sexual harassment is unwanted conduct of a sexual nature based on sex affecting the dignity of persons at work.

Examples of sexual harassment include:

Non-verbal/visual sexual harassment, (e.g. sexually suggestive or pornographic pictures/calendars, photos, texting, leering or whistling).

Verbal sexual harassment, (e.g. unwelcome sexual advances or unwelcome pressure for social contact, sexually suggestive jokes, remarks or innuendo).

Physical sexual harassment, (e.g. unwelcome physical conduct such as groping, pinching, patting, or unnecessary touching, unwelcome fondling or kissing, sexual assault etc.).

Examples of Bullying include:

Repeated aggressive and/or intimidating behaviour and/or repeated threatening gestures, words or actions.

Reporting Inappropriate Behaviour:

In the event of a person:

- a. Witnessing inappropriate behaviour by another person(s), he/she should report this to the Chairperson or a member of the Management Committee, Child Protection Officer or Director of Tennis without delay and as soon as possible after the incident/event or;
- b. Where an individual believes that they are the recipient of Inappropriate Behaviour by another person, he/she should report the matter without delay and as soon as possible after the incident or event.

N.B. Individuals should not assume that others are or may be aware that inappropriate behaviour has occurred or is ongoing.

Regrettably, the Club cannot deal with instances of Inappropriate Behaviour if such incidents are not reported.

The matter will then be investigated fully and appropriate action will be taken. As much as possible confidentiality will be maintained and every effort will be made to ensure that the person reporting the matter will not be victimized. Victimization of any person who makes a complaint of inappropriate behaviour or of an individual who gives evidence regarding inappropriate behaviour will result in disciplinary action up to and including dismissal for employees and expulsion from Club for members and/or others.

The Investigation Procedure:

1. Report the matter to the Chairperson or, any member of the Voluntary Management Committee. (Alternatively the matter can also be reported to the Director of Tennis, Director of Coaching, a Coach or either of the Child Protection Officers who must bring this to the attention of the Chairperson without delay).
2. Please note, the complainant may be required to submit (or sign) a written statement outlining the details of their complaint if required by the Chairperson.
3. The matter will then be investigated by an authorized person designated by the Chairperson. The investigation will either be carried out internally or if deemed more appropriate by an external third party.
4. Suspension - If deemed appropriate, the Club may suspend relevant member(s), employee(s), coach(es) etc. during the course of the investigation process. Should this be the case, that individual may not be on Club property for the duration of the investigation.
5. The Investigation process will include:
 - a. Interviewing all relevant parties and witnesses involved – during which time all parties will be given fair and reasonable opportunity to express themselves and/or respond to the allegations made.
 - b. The interviewing process can take some time and it may be necessary to interview the same people more than once to ensure a thorough understanding of events.
 - c. Receive written statements from all relevant parties (if required).
 - d. Assessing evidence received through individuals, witnesses, CCTV, documents etc.
6. A Findings Report detailing the findings identified from the investigation will be compiled- this will be issued to the Chairperson, Complainant and Alleged Wrong doer(s).
7. The Chairperson will make his/her decision on actions to be taken following review of the Findings Report. The Chairperson's decision is final.

8. Outcomes - If the complaint is upheld and:
- a. The alleged wrong doer is an employee of the Club – he/she will be subject to disciplinary action (which can include dismissal) under the Club’s Disciplinary Policy, or;
 - b. If the alleged wrong doer is a Service Provider, Club Member, Coach etc. – he/she will be subject to the Club’s Disciplinary Procedure which can include:
 - 1 Exclusion from the Club in the case of members or;
 - 2 Termination of Contract for Services in the case of a Service Provider.
 - a The alleged wrong doer is a Visitor – he/she will be required to leave Club property.
 - c. The Club reserves the right in **all** circumstances to:
 - 1 Report matter to Garda and/or
 - 2 Initiate legal proceedings and/or
 - 3 Inform Tennis Ireland.

Confidentiality & Sensitivity

All complaints will be dealt with as sensitively and as confidentially as possible. All parties involved are required to treat any such complaint in this manner.

Entitlement to Fair Process

All parties will be reminded of the following entitlements:

- a. Right to be accompanied by a friend or colleague from the Club
- b. Right to receive full details of the allegation
- c. Right to a fair and impartial hearing
- d. Right to given fair opportunity to respond to the allegation
- e. Right to appeal the decision made.

Choice of being Accompanied

An individual attending an investigation meeting can chose to be accompanied by a friend or colleague from the Club to any investigative meeting is available to all parties. The role of this person is to observe proceedings and/or advice the individual party.

The Choice to Appeal

The choice to appeal the decision exists and should an individual wish to evoke this he/she must submit a written statement to the Chairperson within 5 working days of his/her decision being made - clearly outlining the factual and objective reasons for making an appeal of the decision.

7.3 GRIEVANCE & DISCIPLINARY POLICY (for Employees)

The Club has in place for employees procedures for:

- a. Resolving individual work-related matters (Grievance Procedure) and;
- b. Addressing breaches in conduct (Corrective & Disciplinary Action Procedure).

Full policy documents are issued to all employees and are available from the website.

A.GRIEVANCE PROCEDURE

Purpose

Occasionally, from time to time, we understand that work-related issues might arise and the Club has in place an internal procedure for resolving such matters when they arise.

However, the Club / Management Committee may not be aware that any such problem exists, therefore, responsibility rests with the employee to raise any such concerns to the appropriate person without delay using the Club's Grievance Procedure. There is a legal obligation on employees to follow this procedure and exhaust this process before bring the matter elsewhere to external third parties.

Onus on the Employee

The onus is on the employee to raise any work-related concern to the appropriate Club person without delay and as soon after the incident/issue arises so that discomfort and/or undue concern is kept to a minimum.

Informal & Formal Procedure:

The Club has in place both an informal and formal procedure for addressing any work-related concerns – experience tells us that matters are often resolved most effectively when done so through informal discussion as this enhances mutual understanding and facilitates frank and open discussions so that the matter can be explored and resolutions found. However, should the problem continue and/or the matter is of a very serious nature, the formal process is also available and can be utilized.

Stage 1 - Informal Grievance Procedure

In the event of a work-related concern arising, please speak to a member of the Voluntary Management Committee without delay and as near to the incident/concern arising so to avoid unnecessary discomfort or upset.

The member of the Voluntary Management Committee will then:

- a. Explore this matter and/or talk to any other individuals involved so to enhance understanding and gain insight into the situation;
- b. He/she will then revert back to the employee (usually within 3-5 working days with an outcome) and will;
- c. Ensure that the Chairperson and rest of Voluntary Management Committee are kept informed of any matters raised/actions taken and records of any informal discussions will be maintained and;
- d. Important to monitor situation with the employee going forward to ensure that the matter has been resolved successfully.

In the main, the vast majority of issues raised are addressed and resolved informally through open and frank discussion which enhances understanding however, if the matter has not been resolved satisfactorily through informal discussions, the employee may raise the grievance under the Formal Grievance Procedure.

Stage 2 - Formal Grievance Procedure

Should the employee wish to evoke the Formal Grievance Procedure, he/she is required to do so in the manner outlined below:

- a. If speaking to a member of the Voluntary Management Committee has been unsuccessful (i.e. Informal Procedure) – the employee should **speak** to the **Vice Chairperson** – he/she will investigate the matter and will usually revert to the employee within 5-7 working days.
- b. Should the **Vice Chairperson** be unable to help or fail to do so, the employee must put his/her grievance **in writing** to the **Chairperson**, explaining in detail their grievance (when and what)– the Chairperson will then review the matter (what’s been done throughout earlier stages etc.) and revert to the employee, usually within 10 working days.

Choice of Being Accompanied

At all stages of the grievance process, the employee may choose to bring a friend or colleague from work to accompany him/her to any such meetings.

The role of any person accompanying an employee to a grievance meeting is to:

- a. Observe the procedures of the meeting and;
- b. Offer advice to the employee as required.

Working Under Protest

At each stage of the grievance procedure an employee must comply with the decision made at that level, ‘under protest’ if necessary, pending the outcome of the appeal process, however, the decision of the Chairperson is final.

Compliance with Procedure

Employees are required to exhaust the Club’s Internal Grievance Procedure *fully* before referring any matter to an external third party. The Club is committed to helping resolve work-related problems but can only do so if employees utilize this resolution procedure.

Choice of Appeal

The grievance procedure has an internal appeal mechanism that is available to all employees at every level of the grievance procedure.

If an employee chooses to appeal the decision made, he/she is required, within 5 working days of the decision being issued, to submit his/her appeal in writing to the Chairperson, clearly outlining the objective reasons for appealing the decision.

B. CORRECTIVE & DISCIPLINARY ACTION PROCEDURE

Gross Misconduct and Summary Dismissal

Gross Misconduct is defined as any action by an employee that is in serious breach of legislation and/or Club's terms and conditions of employment and/or policies and/or is seriously detrimental to the good conduct of the Club's business and/or its' reputation or members.

Such offences will be considered as Gross Misconduct and render the employee responsible liable to serious disciplinary sanction including unpaid suspension, written warning and/or summary dismissal.

Summary Dismissal means that an employee's employment is terminated immediately without the normally agreed period of notice being given and without payment in respect of notice, following a full investigation having taken place.

Listed below are some examples of **Gross Misconduct** (this list is not exhaustive!):

1. **Dishonesty** – Theft, fraud, embezzlement of any kind from the Employer, its' members/customers or suppliers.
2. **Having possession of; taking; or being under the influence of alcoholic drink and/or restricted drugs when on duty and/or in the workplace** – (including solvents except for those drugs prescribed by a Register Medical Practitioner).
3. **Refusing/neglecting to carry out a duty or responsibility** that forms part of your contract of employment and/or job description.
4. **Leaving the Club premises/your workplace** without letting a person in authority know in advance.
5. **Breaking the law of the land** by knowingly committing an action that causes the Club to be in breach of legislation e.g. Fire, Health and Safety, Licencing Legislation etc.
6. **Serious or Continuous Breach(es)** of any of your **terms & conditions of employment, Club policies and/or regulations.**
7. **Physical assault** on any person, be they member, customer or visitor.
8. **Continuous poor attendance / absence /punctuality** - your inability to be relied upon to be at work as per your roster.
9. **Sleeping** whilst on duty.
10. **Negligence in relation to handling Club property** in the form of keys, equipment or monies or any other property entrusted to you and/or which you are responsible for.
11. **Tampering with Club data.**
12. **Breach of confidentiality** – divulging any information relating to Club's business and/or its members to an external third party.
13. **Sexual misconduct** of any kind with any person on Club premises.
14. **Harassment, sexual harassment and/or bullying** of any kind in the workplace.
15. **Serious discourtesy or inappropriate conduct/attitude or behaviour** at work or towards a member/customer of either a willful or deliberate nature.
16. **Financial impropriety** of any kind.

17. **Working in another job** whilst on absence leave (e.g. sick leave) from the employer.
18. **Not wearing the necessary protective clothing or equipment (PPE) provided.**
19. **Not adhering to or using the necessary safety signage/instructions** at work.
20. **Serious misbehavior or negligence** in the workplace.
21. **Unauthorised or inappropriate comments** placed on Social Media platforms, texting, emailing etc.
22. **Smoking** in a non-designated area.
23. **Committing an action prejudicial to the good order** of the Club's business or is liable to bring the Club's good name into disrepute.

MISCONDUCT

Misconduct is defined as being less serious offences which are *correctable*. However, should they continue, it could lead to dismissal but initially are subject to corrective action/disciplinary sanctions.

The following are some examples of **Misconduct** – (again, this list is not exhaustive!):

1. Poor or inconsistent **timekeeping, punctuality, attendance.**
2. **Unreliability** to be at work or to complete tasks properly.
3. **Absence from work** without reasonable cause.
4. **Not adhering to the correct reporting absence procedures.**
5. **Refusing/neglecting to carry out a reasonable instruction** in connection with your duties at work.
6. **Being rude or off-hand to another person(s).**
7. **Abuse or damage to Club property or facilities.**
8. **Demonstrating a poor attitude** at work – lack of team ethos, generally being un-co-operative, unhelpful or inflexible.
9. **Disruptive or inappropriate behaviour** in the workplace.
10. **Negligent or careless behaviour** in the workplace.
11. **Failure to meet the required standard of personal hygiene and/or grooming** at work.
12. Poor or inconsistent **standards of work performance, failure to carry out job role correctly.**
13. **Minor breach of legislation** - e.g. Fire, Health and Safety etc.
14. **Minor breach of any terms & conditions of employment and/or Club policies or regulations.**

Club's Corrective Action / Disciplinary Procedure

Except for breaches of Gross Misconduct, where serious disciplinary sanction (e.g. written warning, unpaid suspension or summary dismissal) is applicable, the following corrective action / disciplinary process will be adopted for breaches of Misconduct:

1. Informal Process
2. Formal Process

Stage 1 - Informal Corrective Action/Disciplinary Process

Where appropriate, the Club will endeavour to resolve any such breaches through 'informal discussion' – in the main, the Club has a 'two-strike rule' whereby alleged breaches of misconduct will be discussed informal twice before, evoking the formal process.

In the event of an alleged breach arising - an informal discussion will be held with the relevant employee(s). The alleged breach(es) will be explored and the employee will be given an opportunity to explain their actions, behaviours etc. This is a frank and open discussion and it is hoped that improved understanding will be achieved so that this matter will be resolved through informal discussion.

Outcome - Both parties will agree actions for improvement and this situation will be monitored by the Committee. In most cases, a 'review date' may be set. A record of this conversation will be placed on the employee(s) file (improvements notice) but this is not deemed to be a formal warning.

In most cases, *but not all*, the Club operates a 'two strike rule' and will have two 'informal discussions' with the employee before initiating the Formal Process.

Stage 2 - Formal Corrective Action/Disciplinary Procedure

Should further breaches occur and/or the allegation is of a more serious nature, the Formal Corrective Action/Disciplinary Procedure will be evoked by the Club.

The employee will be given written notice to attend a formal disciplinary meeting, which will outline:

- a. Date, time & venue and;
- b. Full details of the allegation and;
- c. A reminder that the employee may choose to be accompanied by another person to the meeting (see note on 'Choice of Being Accompanied')

The Chairperson will appoint nominated members of the Voluntary Management Committee and/or an external facilitator to the formal disciplinary meeting(s) and investigation(s) as appropriate to the matter.

Purpose of a formal meeting:

The purpose of having Corrective Action/Disciplinary meeting(s) is to:

- a. Inform the employee as to their entitlements under law (see below); and
- b. Explore the details and establish facts pertaining to the alleged breach of Gross Misconduct / Misconduct and gain an understanding of the alleged perpetrator's view point and that of any witnesses present;
- c. Conduct a formal workplace investigation if required; and
- d. Complete a Findings Report summarizing findings.

Such investigative discussions can take time as more than one party may need to be spoken to in order to verify and/or correlate information received. The Chairperson is required to make a decision based on the findings of the nominated Committee Members/external facilitator and in certain circumstances, based on reasonable assumptions.

The Club will endeavour to address any breach of Gross Misconduct/Misconduct speedily in order to minimize disruption and/or discomfort within the Club operations.

Reminder of entitlements at formal meetings:

At the start of the formal meeting, the employee will be reminded of their five basic rights during a formal disciplinary interview/meeting, which are as follows:

1. The employee concerned is given the opportunity to be accompanied by another person during the meeting, should he/she so choose, this is usually a friend or colleague from work (see note below on 'Choice of Being Accompanied').
2. The employee concerned is given the full details of any allegations, or complaints at the interview (For breaches of Gross Misconduct or where dismissal is being contemplated, these details will be given to the employee concerned *in writing* and *in advance* of the disciplinary interview).
3. The employee concerned is given the opportunity to respond fully to any allegations or complaints and explain their actions, reasons etc.
4. The employee concerned is entitled to a fair and impartial determination of the issues concerned, the Club will take into account any representations made and any other relevant evidence, factors or circumstances before any decision is made.
5. The employee concerned has the choice to appeal the decision in accordance with the Club's grievance procedures (see note below on 'Choice of Appeal').

Corrective Action / Disciplinary Sanctions:

1. Informal Process:

- a. **1st Informal Discussion** – the outcome will be an ‘improvements notice’ placed on the employee’s file and copied to the employee.
- b. **2nd Informal Discussion** - the outcome will be an ‘improvements notice’ placed on the employee’s file and copied to the employee.

(N.B. The Club operates a ‘two strike rule’ and in most cases, *but not all*, will have two ‘informal discussions’ before initiating the Formal Process).

2. Formal Process:

- a. **Recorded Verbal Warning** – this will be issued and will remain on the employee’s personal file for a period of six (6) months.
- b. **First Written Warning** – this will be issued and will remain on the employee’s personal file for a period of twelve (12) months.
- c. **Final Written Warning** – this will be issued and will remain on the employee’s personal file for a period of twelve (12) months.
- d. **Action short of Dismissal** - Where appropriate, the Club may consider reasonable alternative options, prior to entering the final stage of dismissal e.g. a period of unpaid suspension, reduced responsibilities, demotion if appropriate and/or if viable.
- e. **Dismissal** - If ‘action short of dismissal’ is not appropriate or viable and/or if the employee continues to breach misconduct/gross misconduct, they are liable to be dismissed.

Documentation control

A copy of all warnings issued will be given to the employee as well as a copy placed on the employee’s file for the designated period, after which time, it will be removed.

Skipping Stages of the Procedure

Generally, the steps in the procedure will be progressive e.g. recorded verbal warning followed by first written warning etc. However, the Club reserves the right, in appropriate circumstances, to commence corrective / disciplinary action at any of the stages outlined in the procedure above and, where appropriate, to skip a stage or stages if deemed necessary.

Counselling / Medical Examination

At any stage of the Corrective Action/Disciplinary process, the Club may require the employee to attend either formal counselling and/or medical examination in situations where they believe expert advice is required. If so, the Club will do all it reasonably can to facilitate the employee, however this in no way detracts from the fact that the Club expects all its’ employees to behave in accordance with legislation and Club policies/regulations.

Suspension

During the investigation process, the employee may be suspended from work (on full pay) pending the outcome of the investigation. The employee will be given a date and time to attend the disciplinary interview/meeting. Whilst under suspension the employee is not allowed on Club premises.

Choice of Being Accompanied

At all stages of the formal Corrective Action/Disciplinary procedure, the employee may choose to be accompanied by a friend or colleague from work to all such meetings.

The role of any person accompanying an employee to a Corrective Action/Disciplinary meeting is to:

- a. Observe the procedures of the meeting and;
- b. Offer advice to the employee as required.

Impartial Review

No decision regarding corrective or disciplinary sanctions will be made until the matter has been fully investigated and all formal disciplinary meeting(s) have been completed. The Club will not prejudge the outcome of the meeting(s) and will take into account all evidence before deciding on appropriate action.

Working under protest

Employees must comply with any work instruction, 'under protest' if necessary, pending the outcome of the appeals process - the decision of the Chairperson will be final.

Employees who are within their Probationary Period

If an employee is within their probationary period when the breach occurs, the corrective action procedure in its' entirety is not required to be completed and although the Club will give the employee a reasonable opportunity to rectify the breach(es), employees can be released from employment at any time within their probationary period.

Confirmation of Dismissal

The Chairperson will confirm all dismissals in writing.

Choice of Appeal

The Club's Corrective Action/Disciplinary Procedure has an internal appeal mechanism that is available to all employees.

If an employee chooses to appeal the decision made, he/she is required to submit his/her appeal in writing to the Chairperson within 5 working days of receiving the sanction/disciplinary decision - the decision of the Chairperson will be final.

Compliance with Procedure

Employees are obliged to comply with the Club's Policy on Corrective Action/Disciplinary Procedures and failure to do so can result in the Employer making a decision in their absence.

7.4 ALCOHOL & SUBSTANCE ABUSE POLICY

Purpose

The Club has in place procedures which prevent excessive alcohol abuse and the use of illegal substances on the premises in order to do all that they reasonable can to protect members (especially junior/juvenile members) and employees from exposure to inappropriate alcohol and/or substance abuse.

A. ALCOHOL

Legal Obligations - Alcohol

- The Club complies with its responsibilities under the Liquor Licencing Acts and Health & Safety Legislation.
- As such, the Club complies with opening/closing times for the responsible service of alcohol.
- Alcohol will only be served to persons over the age of 18 years.
- It is deemed to be a serious breach of conduct if any Club related person (e.g. employee, service provider) is under the influence of alcohol whilst on Club premises – such breaches will be addressed under the relevant Disciplinary Procedure which can result in dismissal/termination of contract.

Responsible Service of Alcohol

The Club's Code of Conduct requires that all individuals behave in a responsible manner, this includes no excessive drinking when on Club premises or arriving to Club premises.

Only alcohol purchased in the Club may be consumed in the Club's premises except in express situations as approved by a designated Committee Member.

Employees are trained in RSA (Responsible Service of Alcohol).

B. DRUG & ILLEGAL SUBSTANCES

Legal Obligations – Drug & Illegal Substances

- Drugs and/or other illegal substances are strictly prohibited from being on Club premises.
- Any person(s) found to be in possession and/or under the influence of restricted drugs or illegal substances is deemed to be in breach of the law and renders themselves liable for serious disciplinary action which can include dismissal, termination and/or legal action.

Reporting Drug or Illegal Substance Use:

In the event of an individual becoming aware of another person(s) being in possession of and/or using drugs or illegal substances, he/she is obliged to report this without delay and as near to the event as possible.

He/she should report this matter to the Chairperson or any member of the Voluntary Management Committee (alternatively to the Director of Tennis, Director of Coaching and/or Child Protection Officer(s) who must bring this to the attention of the Chairperson).

In the event of an incident arising:

If any person is aware of any breaches of policy, he/she is obliged to report it to the Chairperson or a Member of the Voluntary Management Committee without delay who will investigate the matter.

7.5 POLICY FOR DEALING WITH VIOLENT SITUATIONS

Introduction

The Club is primarily used by Club members, guests of members and visitors attending tournaments or events approved by the Voluntary Management Committee. However, the risk of violence must be addressed.

Purpose

This policy outlines safety measures in place in the Club in the unusual event of a violent situation arising.

Examples of such situations include:

- Robbery
- Unacceptable behaviour e.g. losing tempers
- Fighting/physical assault
- Forceful argument

In the event of such a situation arising:

- The individual must never endanger themselves nor put themselves in danger.
- He/she should try and maintain a calm and reasonable manner at all times, speaking quietly, calmly and without antagonism, behaving non-aggressively.
- As much as possible, try to placate individuals, calm down the situation
- It is better to do what the person wants e.g. robber, attacker and not antagonize the person further.
- You must not attempt to attack to capture the person – never endanger yourself.
- Where possible, seek help - try to contact the Garda or get another person to do so.

It's really important to report any such incidents to the Chairperson or a Member of the Voluntary Management Committee without delay so that he/she can take appropriate action.

7.6 INCIDENT/ACCIDENT REPORTING PROCEDURE

Introduction

In the event of any person (be it employee, member, child, visitor or contractor) experiences or witnesses an accident/incident on Club property – the following procedure should be followed:

Procedure:

- If a qualified First Aider is on site, seek their advice without delay.
- If not:
 - Seek expert medical assistance i.e. doctor/hospital – call 999/112 for ambulance or bring individual to casualty/doctor without delay.
 - Report all accidents/incidents to the Chairperson or a Member of the Voluntary Management Committee

Where possible 'protect and make safe the area' – e.g. put up warning signs to restrict access – this is done for two reasons:

- a. Stops any other person having a similar accident in that area; and
- b. Facilitates an investigation into the root cause of the incident/accident.

Please note - There is no full-time person on Club property during all opening hours, therefore, should an incident/accident happen, please ensure you take appropriate emergency action as you would do if the incident happened in your own home.

7.7 DRIVING (IN RELATION TO CLUB ACTIVITIES)

Any person(s) who may drive themselves and/or others (e.g. juniors/juvenile, adult players etc.) for Club related activities, must ensure that they are not in breach of the Road Traffic Acts. He/she must behave responsibly ensuring that they obey the rules of the road and are in a safe condition to drive.

Individuals must ensure that the vehicle used is roadworthy, well maintained, safe and 'fit for purpose' i.e. is an appropriate vehicle for the purpose required.

In addition, individuals who drive must ensure that they are in possession of a full and valid driving licence as well as appropriate insurance cover. Individuals may be required to submit a copy of their driving licence and insurance to the Chairperson if required to do so. Any subsequent endorsements, disqualifications or driving restrictions must be made known to the Chairperson at the time of receipt as they affect that individuals ability to drive in relation to Club related activities.

Individuals who drive long journeys must ensure that they behave safely, taking appropriate rest breaks – as a guideline, rest breaks should be taken every 2 hours.

Any vehicles (e.g. lawnmower) provided by the Club will be maintained in a safe condition and must only be used by authorised personnel.

7.8 CHILD PROTECTION POLICY STATEMENT

Castlebar Tennis Club is fully committed to safeguarding and protecting the well-being of its junior/juvenile members. Every individual in the Club (regardless of age or status) should show respect and courtesy to other people, fellow juniors/juveniles and adults.

Under the "Code of Ethics and Good Practice for Children's Sport" - "Children have the right to be protected from all forms of violence; they must be kept safe from harm, and they must be given proper care by those looking after them" (Article 19; UN Convention on the Rights of the Child)

Equally, all children's sport should be conducted in an atmosphere of fair play. Ireland has adopted and is committed to the European Code of Sports Ethics, which defines fair play as: "much more than playing within the rules". It incorporates the concepts of friendship, respect for others and always playing within the right spirit.

Fair play is defined as a way of thinking, not just a way of behaving. It incorporates issues concerned with the elimination of cheating, gamesmanship, doping, violence (both physical and verbal), exploitation, unequal opportunities, excessive commercialism and corruption." (European Sports Charter and Code of Ethics, Council of Europe, 1993)

The Childcare Act 1991 (ROI) and The Children's (NI) Order (1995) are based on a clear and consistent set of principles designed with the common aim of promoting the welfare of children.

Children have the right to be safe. All coaches should ensure that this fundamental principle takes precedence over all other considerations.

Standards set by Castlebar Tennis Club will be achieved through ensuring the Club:

- It implements the principles of the Code of Ethics and Good Practice for Children's Sport as an integral part of its policy on children in the Club.
- Has its constitution approved and adopted by Club members at an AGM or EGM.
- Ensures that the Club's Voluntary Management Committee is elected by Club members in an appropriate manner.
- Adopts and consistently applies a safe and clearly defined method of recruiting and selecting Sports Leaders.
- Clearly defines the role of the voluntary management committee members, all sports leaders, coaches, parents/guardians.
- Appoints and trains Child Protection Officers – one for boys and one for girls
- Ensure best practice throughout the club by disseminating its code of conduct, including the disciplinary, complaints and appeals procedures in operation within the club to all its members. The club's code of conduct should also be posted in all facilities used by the club.
- Have in place procedures for dealing with a concern or complaint made to the statutory authorities. Regulations should stipulate that a sports leader/coach who is the subject of an allegation, (which has been reported to the statutory authorities) should stand aside while the matter is being investigated. He/she should be invited to resume full duties immediately if he/she is vindicated.
- Ensure that relevant Sports Leaders report to the Club Chairperson/Voluntary Management Committee on a regular basis.
 - Develop effective procedures for responding to and recording accidents / incidents.

This policy applies to all those involved in Castlebar Tennis Club, Director of Tennis, Director of Coaching, Coaches, Employees, Volunteers, Drivers, Parents and young people.

Copies of the full policy and detailed guidelines on recruitment, reporting, recording accidents / incidents, bullying, away trips and use of photography are available from the Club's Website.

CHILD PROTECTION OFFICERS

A notice displaying a photograph, names and contact details of the current Child Protection Officers is displayed on the noticeboard and also on the Club's website.

Names of Child Protection Officers shall be made known to junior/juvenile members, coaches and parents alike as the 'designated persons' to whom any concerns should be addressed. If the concern is about the Child Protection Officer; please report the matter to the Chairperson.

The club has procedures in place for dealing with any concern or allegation of abuse either within the club or externally, but the first point of contact for a child, parent / guardian or coach should be the Children's Officer, although any individual has the right to contact the HSE / Social Services or the Police if they have a concern about a child's safety.

EQUALITY ETHOS

We are committed to evaluating and treating all children in an equitable and fair manner regardless of ability, age, sex, religion, social and ethnic background or political persuasion. Children, irrespective of ability or disability should be involved in sports activities in an integrated and inclusive way, whenever possible, thus allowing them to participate to their full potential alongside other children (Code of Ethics and Good Practice for Children's Sport 2000) Castlebar Tennis Club recognises the additional vulnerability of some children and the extra difficulties they may face when seeking help e.g.:

- Dependency due to disability may make some children feel powerless
- On occasions, possible limited ability to communicate their feelings
- Negative self image can make children vulnerable to manipulation by others.

To address this vulnerability; coaches will seek guidance on working with children with a disability from external agencies, parents / guardians and the children themselves.

CONFIDENTIALITY STATEMENT

The Club recognises that albeit that the welfare of the child is paramount, the consideration of confidentiality should not be allowed to override the right of children to be protected from harm. Everyone in our Club, including children, must be aware that they can never promise to keep secrets. However, information of a confidential nature will only be communicated on a 'need to know' basis.

CLUB CHILD PROTECTION POLICY

A full copy of this policy is available and is displayed on the Club's website for easy access by members.

7.9 ENVIRONMENTAL POLICY

Castlebar Tennis Club is aware of its 'carbon footprint' and commits itself to operating in a manner that safeguards our environment and enhances 'Green Awareness' amongst members, employees, visitors and the community at large.

As a Club, we're committed to;

1. Adhering to our legal responsibilities in relation to protecting the environment e.g. recycling, reducing waste, energy consumption etc.
2. Ensure that Club operations and products used don't create unacceptable risk to health or the environment in general.
3. Ensure that any discharges or waste generated from our sites/premises and their effects, is disposed of appropriately, recycling products where possible.
4. Maintain our site in a clean and tidy condition as far as is reasonably practicable.

We have introduced a number of 'green initiatives' to promote understanding and encourage support for 'protecting our environment' for generations to come. These initiatives include:

- Introduction of re-usable sports/water bottles; and
- Replacement of plastic cups/straws with recyclable paper alternatives
- Replacement of lights with LEDs.

7.10 CONTRACTS:

Albeit that the Club is a voluntary sporting organization, the Club must rely on the professional services provided by either an employee and/or by external service providers. To that effect, the Club has in place appropriate 'contracts' that differentiate between both employees and non-employee service providers.

- a. Contracts of employment – are issued in accordance with the employment legislation where a person is engaged as an employee of the Club. Such contracts of employment are accompanied by relevant grievance & disciplinary policies, respect & dignity policies etc. (all of which are contained in the Health & Safety Statement).
- b. Contracts for services provided – are issued to external contracted service providers (e.g. Director of Tennis, Director of Coaching) which details his/her responsibilities and Club requirements. In addition, any persons sub-contracted by these service providers remain the responsibility of the Service Provider and as such, it is their responsibility to ensure that they behave appropriately, are paid, have appropriate insurance in place, have appropriate qualifications and skills in place and comply with Club policies and regulations.

Such Contracts for Service extend to any persons engaged by the Service Provider or by the Committee who are required to conduct activities on Club premises and/or represent the Club at events, tournaments etc.

7.11 GDPR DATA PRIVACY STATEMENT

A GDPR data privacy statement is in place detailing protective measures and procedures for the accessing, storing and sharing of Member information and any other sensitive data (e.g. photos etc.) be it on a manual system, electronic or via website, social media or media outlets etc.

A full copy of this statement is available from the Club's website.

SECTION 8 – DECLARATION OF UNDERSTANDING OF CASTLEBAR TENNIS CLUB'S HEALTH & SAFETY STATEMENT

Communication of the Health & Safety Statement:

1. A copy of this updated Statement has been circulated to:
 - The Chairperson,
 - Voluntary Committee members,
 - Director of Tennis,
 - Director of Coaching (who must copy to the Coaches); and
 - Employees

Each person has a responsibility to read this Statement, understand it and where unsure, bring any questions to the attention of the Chairperson without delay.

2. A copy of this updated Statement has been uploaded onto the Club's website for easy access by members.

All persons using or working in Castlebar Tennis Club have an obligation to ensure that health and safety is maintained within the Club environs.

(Chairperson)

Date: _____