

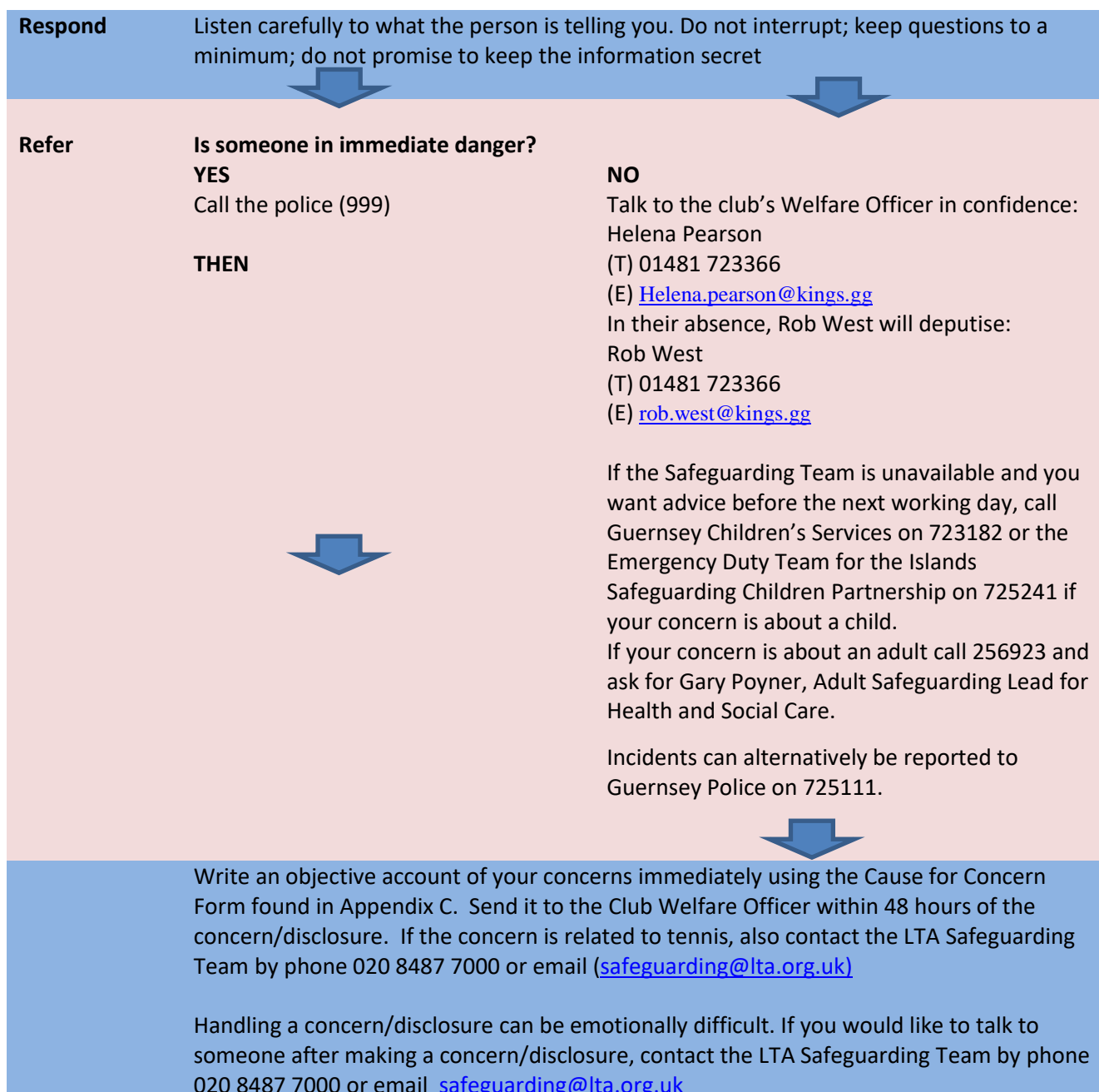


Diversity and Inclusion Policy

Including Code of Conduct and Reporting Procedure

1. Concern Reporting Procedure

Anyone who has concerns that they or someone else is being discriminated against or has been a victim of discriminatory language or behaviour should:



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Diversity and Inclusion Policy Statement

This document is the Diversity and Inclusion Policy for the Protection of Children and Vulnerable Adults for King's Life Limited, trading as Kings Premier Health Club and Marina Court Investments, trading as Marina Health & Leisure Limited (collectively the **"Club"**).

This policy applies to all staff that work for the Club regardless of their role and whether they work on a full-time or part-time basis, in a paid or unpaid capacity, or on a permanent, fixed-term, temporary, casual or voluntary basis (collectively the **"staff"**).

The purpose of this policy is to outline the duty and responsibility of the Club and its staff for the safety and wellbeing of all children who are engaged in Club activities or utilising the Club's facilities. Their safety and welfare is paramount and we all have an ongoing duty to create an environment at the Club that protects them from harm.

This Policy sets out our commitment and includes our Safe and Inclusive Standards, Code of Conduct and Reporting Procedure and it supports our overall aims for diversity and inclusion that are to ensure that:

- The Club remains diverse and inclusive
- Diversity and inclusion are embedded in Club culture and our behaviours
- We create a culture where inclusive leadership thrives
- We take a proactive approach using positive action to ensure that communities and individuals are valued and able to achieve their full potential.

To achieve these aims we believe that everyone has a vital role to play in promoting diversity and inclusion and we ask everyone to proactively take action against all forms of discrimination.

The Policy

As a club we actively strive to enable more people to achieve a broad range of health and fitness goals, in a manner that it is safe, inclusive, and fair. This applies regardless of a person's age, disability, gender reassignment status, sex, marital or civil partnership status, pregnancy or maternity, race, sex, sexual orientation, religion, race or sexual orientation, socio-economic status or any other background.

We recognise that many concerns and/or disclosures may have both safeguarding & diversity and inclusion elements to them. This policy reflects this through its reporting procedures, which replicate the safeguarding concern reporting procedures, as detailed in our Club Safeguarding Policy.

This Policy strives to minimise risk and support our venue, programmes, events and individuals to deliver and experience a positive experience for everyone. The Reporting Procedure outlines how to respond to any safeguarding or discrimination concerns/disclosures.

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1. Use of Terminology

We have adopted the following definitions to explain our approach to diversity and inclusion:

Discrimination – treating someone in a less favourable way and causing them harm, because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation

Diversity – acknowledging, celebrating and respecting the differences between groups of people and between individuals. We will work to ensure that people can be assured of an environment in which their rights, dignity and individual worth are respected, and in particular that they are able to enjoy their sport and leisure activities without the threat of intimidation, victimisation, harassment or abuse.

Harassment – unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual OR creates an intimidating, hostile, degrading, humiliating or offensive environment. The focus is on the perception of the complainant not the intent of the perpetrator. Employees can complain of behaviour they find offensive even if it is not directed at them.

Inclusion – ensuring that the Club is equally accessible to any member of the community so they can be fully involved in whatever capacity they choose; and that they are supported to achieve their potential in any capacity. We will work to ensure that people have a genuine and equal opportunity to participate to the full extent of their own ambitions and abilities, that they feel respected and valued and are not singled out, with regard to their age, disability, gender reassignment status, sex, marital or civil partnership status, pregnancy or maternity, race, sex, sexual orientation, religion, race or sexual orientation, socio-economic status or any other background.

Positive action – The Club is committed to taking positive steps to counteract the effects of physical or cultural barriers – whether real or perceived – that restrict the opportunity for all sections of the community to participate equally and fully.

(See Appendix A for full glossary of terms)

2. Scope

The Club has direct safe and inclusive responsibility for:

- Staff, consultants, coaches, instructors and officials, whether part time / full time / paid / unpaid or voluntary;
- Volunteers, including board members;
- Venues owned by the Club;
- Events and programmes run by the Club; and
- Ensuring all accreditation requirements are met.

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We recommend and support the development of good diversity and inclusion practice to:

- All staff, officials and venues;
- All members;
- Club Events.

This Policy is in line with UK legislation (see appendix B for details) and is applicable to the Club, specifically to every person and place that we have direct safe and inclusive responsibility for.

3. Responsibility for implementation of the Diversity and Inclusion Policy

Diversity and inclusion is everyone's responsibility: not responding to discriminatory or unacceptable language and behaviour is not an option.

- The Club has overall accountability for this Policy and Reporting Procedure, for being the strategic lead on diversity and inclusion and for ensuring compliance with the relevant legislation (see Appendix for details).
- The Club Manager, Rob West and Welfare Officer, Helena Pearson, have overall responsibility for implementation of this policy.
- The Manager and Welfare Officer of the Club are responsible for updating this Policy and Reporting Procedure in line with legislative and organisational developments; and for developing a strategic and proactive approach to diversity and inclusion and response to discrimination concerns.
- The Club's Welfare Officer is responsible for supporting the club to identify where diversity and inclusion support is required; for implementing safe and inclusive procedures; promoting diversity and inclusion principles, including the Safeguarding and Reporting Procedure, to all venues, programmes, events and individuals.
- All staff, consultants, coaches, officials and volunteers involved with the Club are responsible for raising diversity and inclusion concerns with the Club's Welfare Officer to start with; then, if applicable, as outlined in the Reporting Procedure.
- The Club is committed to:
 - formally adopt this policy,
 - take steps to ensure that members, participants and volunteers behave in accordance with this policy, including where appropriate taking disciplinary action;
 - ensure that access to membership as well as access to participation is open and inclusive; and
 - publish accurate information about the location and accessibility of our facilities

Where there is a diversity and inclusion concern/disclosure:

- The individual who is told about, hears, or is made aware of the concern/disclosure is responsible for following the [Concern Reporting Procedure](#) above.

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4. Breaches of the Diversity and Inclusion Policy, Standards, Code of Conduct and Reporting Procedure

Where there are concerns that diversity and inclusion good practice has not been followed, all staff are encouraged to:

1. Complain directly to the person or organisation and seek resolution. In the first instance, this can often resolve many disputes or concerns.

2. Contact Club Manager or Welfare Officer. If required, you can contact the LTA Safeguarding Team: safeguarding@lta.org.uk - they can assist in liaising with the club and investigating the matter. Alternatively, Guernsey Children's Services on 723182 or the Guernsey Adult Safeguarding team on 256923.

3. Seek further advice from the Equality Advisory Support Service a call on 0808 800 0082. For further information their website is: <http://www.equalityadvisoryservice.com/app/ask>.

If someone comes to you with a concern around discrimination, listen to their complaint, reassure them and advise them of the routes listed above (1-3).

Breaches of this Policy and/or failure to comply with the outlined responsibilities may result in the following:

- Venues – Potential removal of accreditation.
- Staff – disciplinary action leading to possible dismissal and legal action.
- Contracted consultants, officials and coaches – termination of current and future roles within all four organisations and possible legal action.
- Recruited volunteers, including councillors and board members – termination of current and future roles within all four organisations and possible legal action.

5. Related policies and guidance

- Safeguarding Policy for Children & Vulnerable Adults
- Grievance Policy
- Bullying & Harassment Policy
- Physical Contact Policy
- Data Protection Policy
- Disciplinary Policy
- And others that may be identified from time to time

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Codes of Conduct

All members of staff and volunteers agree to:

- Prioritise the well-being of all children and adults at risk at all times
- Treat all children and adults at risk fairly and with respect
- Be a positive role model. Act with integrity, even when no one is looking
- Help to create a safe and inclusive environment both on and off court
- Not allow any rough or dangerous behaviour, bullying or the use of bad or inappropriate language
- Report all allegations of abuse or poor practice to the club Welfare Officer
- Not use any sanctions that humiliate or harm a child or adult at risk
- Value and celebrate diversity and make all reasonable efforts to meet individual needs
- Keep clear boundaries between professional and personal life, including on social media
- Have the relevant consent from parents/carers, children and adults before taking or using photos and videos
- Refrain from making physical contact with children or adults unless it is necessary as part of an emergency or congratulatory (e.g. handshake / high five)
- Refrain from smoking and consuming alcohol during club activities or coaching sessions
- Ensure roles and responsibilities are clearly outlined and everyone has the required information and training
- Avoid being alone with a child or adult at risk unless there are exceptional circumstances
- Refrain from transporting children or adults at risk, unless this is required as part of a club activity (e.g. away match) and there is another adult in the vehicle
- Not abuse, neglect, harm or discriminate against anyone; or act in a way that may be interpreted as such
- Not have a relationship with anyone under 18 for whom they are coaching or responsible for
- Not to have a relationship with anyone over 18 whilst continuing to coach or be responsible for them
- Abide in full with the Club's Terms & Conditions

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All children agree to:

- Be friendly, supportive and welcoming to other children and adults
- Play fairly and honestly
- Respect club staff, volunteers and Officials and accept their decisions
- Behave, respect and listen to your coach
- Take care of your equipment and club property
- Respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, culture, religion or sexual identity
- Not use bad, inappropriate or racist language, including on social media
- Not bully, intimidate or harass anyone, including on social media
- Not smoke, drink alcohol or drugs of any kind on club premises or whilst representing the club at competitions or events
- Talk to the club Welfare Officer about any concerns or worries they have about themselves or others
- Abide in full with the Club's Terms & Conditions

All adults agree to:

- Positively reinforce your child and show an interest in their sporting activities
- Use appropriate language at all times
- Be realistic and supportive
- Never ridicule or admonish a child for making a mistake or losing a competition
- Treat all children, adults, volunteers, coaches, officials and members of staff with respect
- Behave responsibly at the venue; do not embarrass your child
- Accept the official's decisions and do not go on court or interfere with tennis matches
- Encourage your child to play by the rules, and teach them that they can only do their best
- Deliver and collect your child punctually from the venue
- Ensure your child has appropriate clothing for the weather conditions if partaking in outdoor activities
- Ensure that your child understands their code of conduct
- Adhere to your venue's safeguarding policy, diversity and inclusion policy, rules and regulations
- Provide emergency contact details and any relevant information about your child including medical history
- Abide in full with the Club's Terms & Conditions

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Appendix A:

Glossary of terms

Age: This refers to a person belonging to a particular age group, which can mean people of the same age (e.g. 32-year olds) or range of ages (e.g. 18 - 30-year olds, or people over 50).

Bisexual or Bi: – refers to a person who has an emotional and/or sexual orientation towards more than one gender.

Bullying: can involve any form of physical, emotional, sexual or discriminatory abuse. It can also include cyber-bullying – using social media or mobile phones to perpetrate bullying.

Direct discrimination: treating someone less favourably than another person because of a protected characteristic.

Disability: A person having a physical or mental impairment that has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Discrimination: treating someone in a less favourable way and causing them harm, because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

Discrimination by association: discrimination against someone because they are associated with another person who possesses a protected characteristic.

Discrimination by perception: discrimination against someone because of the belief that someone possesses a protected characteristic.

Diversity: acknowledging and celebrating the differences between groups of people and between individuals.

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Equality: treating everyone with fairness and respect and recognising and responding to the needs of individuals. Taking positive actions to address existing disadvantages and barriers affecting how people engage with and participate in tennis.

Ethnicity: the social group a person belongs to, and either identifies with or is identified with by others, as a result of a mix of cultural and other factors including language, diet, religion, ancestry and physical features traditionally associated with race. Ethnicity is essentially self-defined and may change over time.

Gay: refers to a man who has an emotional, romantic and/or sexual orientation towards men. Also, a generic term for lesbian and gay sexuality - some women define themselves as gay rather than lesbian.

Gender identity: this is an individual's internal self-perception of their own gender. A person may identify as a man, as a woman, as neither man or woman (non-binary) or as androgyne/polygender.

Gender reassignment: The process of changing or transitioning from one gender to another.

Harassment: unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual or creates an intimidating, hostile, degrading, humiliating or offensive environment. The focus is on the perception of the complainant not the intent of the perpetrator. Employees can complain of behaviour they find offensive even if it is not directed at them.

Hate crime: crime that is targeted at a person because of hostility or prejudice towards that person's disability, race or ethnicity, religion or belief, sexual orientation or transgender identity. This can be committed against a person or property.

Homophobia: the fear, unreasonable anger, intolerance or/and hatred toward homosexuality, lesbian gay and bisexual people whether that person is homosexual or not.

Inclusive leadership – leaders who are aware of their own biases and preferences, actively seek out and consider different views and perspectives to inform better decision-making. They see diverse talent as a source of competitive advantage and inspire diverse people to drive organisational and individual performance towards a shared vision.

An Inclusive Leader – is a role model exemplar of inclusive behaviour; listens to and seeks out the views of diverse people and takes account of these views, without bias, in the decisions they make; appreciates that

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a diverse group of people will generate more creative solutions to problems and encourages this; inspires people through a shared vision of future success and motivates them to deliver it; leverages difference for high performance and provides responsive excellence to customers', clients' and service users' needs; provides positive feedback to boost people's self-efficacy; puts effort into helping diverse people identify their talents and develop them for performance now and future advancement; communicates authentically and honestly in a way that inspires trust, loyalty and well-being.

Inclusion: recognising that people from different backgrounds may have difference needs and expectations and may experience barriers in trying to access tennis. An inclusive venue is one that takes steps to attract and engage with people from many different backgrounds and meet their needs so that everyone has a positive experience and has the opportunity to achieve their potential.

Indirect discrimination: a practice, policy or rule which applies to everyone in the same way, but that has a worse effect on some people than others.

LGBTQ: an acronym for Lesbian, Gay, Bisexual, Trans and Questioning.

Lesbian: a woman who has an emotional romantic and /or sexual orientation towards women.

Monitoring equality: refers to data collection and analysis to check if people with protected characteristics are participating and being treated equally. For example: monitoring of the number of people with a disability who play tennis at our venue.

Non-binary – an umbrella term for a person who does not identify as only male or only female, or who may identify as both.

Positive action: a range of lawful actions that seek to overcome or minimise disadvantages (for example in employment opportunities) that people who share a protected characteristic have experienced, or to meet their different needs.

Pregnancy and maternity: pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

Questioning: it refers to the process of exploring your own sexual orientation and/or gender identity.

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Race: refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

Radicalisation, extremism and terrorist behavior: Radicalisation is the process by which a person comes to support terrorism and/or forms of extremism. Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. There is no single way to identify an individual who is likely to be susceptible to extremist ideology. The internet and the use of social media can be a major factor in the radicalisation of people.

Reasonable adjustment: What is considered reasonable will depend on all the circumstances of the case including the size of an organisation and its resources, what is practicable, the effectiveness of what is being proposed and the likely disruption that would be caused by taking the measure in question as well as the availability of financial assistance

Religion or belief: religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Sex: refers to the biological makeup such as primary and secondary sexual characteristics, genes, and hormones. The legal sex is usually assigned at birth and has traditionally been understood as consisting of two mutually exclusive groups, namely men and women.

Sexual orientation: a person's emotional, romantic and/or sexual attraction to another person.

Trans: an umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth. Trans people may describe themselves using one or more of a wide variety of terms, including (but not limited to) transgender, cross dresser, non-binary, genderqueer (GQ).

Transphobia: the fear, unreasonable anger, dislike, intolerance or/and hatred toward trans people, whether that person has undergone gender reassignment or is perceived to have done that.

Transsexual Person: someone who has started the process of changing their gender identity is undergoing or has undergone gender reassignment.

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Unconscious bias or implicit bias: this refers to a bias that we are unaware of, and which happens outside of our control. It is a bias that happens automatically and is triggered by our brain making quick judgments and assessments of people and situations, influenced by our background, cultural environment and personal experiences.

Victimisation: when someone is treated badly because they have made or supported a complaint or grievance.

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Appendix B:

UK Legislation

The **Equality Act 2010**¹ legally protects people from discrimination in the workplace and in wider society. We follow best practice and the UK legislation provides the basis for our Club Diversity and Inclusion Policy. It states that;

It is against the law to discriminate against anyone because of:

- age
- being or becoming a transsexual person
- being married or in a civil partnership
- being pregnant or on maternity leave
- disability
- race including colour, nationality, ethnic or national origin
- religion, belief or lack of religion/belief
- sex
- sexual orientation

These are called 'protected characteristics'.

People are protected from discrimination:

- at work
- in education
- as a consumer
- when using public services
- when buying or renting property
- as a member or guest of a private club or association

People are also protected from discrimination if:

- they are associated with someone who has a protected characteristic, e.g. a family member or friend
- they have complained about discrimination or supported someone else's claim

Discrimination can come in one of the following forms:

- direct discrimination - treating someone with a protected characteristic less favourably than others.
- indirect discrimination - putting rules or arrangements in place that apply to everyone, but that put someone with a protected characteristic at an unfair disadvantage.
- harassment - unwanted behaviour linked to a protected characteristic that violates someone's dignity or creates an offensive environment for them.
- victimisation - treating someone unfairly because they've complained about discrimination or harassment.

¹ <http://www.legislation.gov.uk/ukpga/2010/15/contents>

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Further sources of advice and guidance on child welfare and safety in Guernsey can also be found online. By way of example only, see the following links on the websites hosted by Health and Social Care and the States of Guernsey which the Club recommends **all** staff take the time to read and familiarise themselves with periodically.

<http://iscp.gg/>

<https://www.gov.gg/cypp>

<http://www.gov.gg/childprotection>

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Appendix C:

CAUSE FOR CONCERN FORM

This form must be completed on all occasions where there is cause for concern that an individual is being discriminated against or has been a victim of discriminatory language or behaviour.

Date:

Time:

Name of individual cause for concern is about:

Age and Date of Birth (if known):

Address (if known):

Contact No. (if known):

Describe your concern and action taken:

Observations to support cause for concern and/or account given of allegation:

Description and location of any visible marks, bruising etc.:

Details of any witnesses to incident/cause for concern:

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CONTINUATION SHEET – CAUSE FOR CONCERN FORM

Name of alleged abuser, relationship to victim (if known):

Any special factors and other relevant information:

Name of person completing form:

Signature:

Date:

Print Name:

Acknowledgement of receipt by Welfare Officer:

Signature:

Date:

Print Name: