



<http://www.sthelierstennis.co.nz>



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St Heliers Tennis Club ('The Club')

Health and Safety Policies and Procedures Manual

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Club commitment and policy

Purpose

The Club is committed to ensuring full compliance with current versions of the Health and Safety in Employment Act, the Health and Safety in Employment Regulations, Codes of Practices and any other relevant Standards, Guidelines or Legislation. The purpose of this Policy is to ensure The Club provides a healthy and safe environment for all members, visitors and contractors at The Club's premises.

We believe that:

- No organisation or business objective will take priority over health and safety
- We all have responsibility for health and safety
- All members have the responsibility to stop any practice or process they believe is unsafe or cannot be continued in a safe manner

Objectives

THE CLUB's health and safety programme aims to:

- proactively identify potential and actual hazards and unsafe behaviour and take all steps to manage these as best as reasonably practicable
- establish and maintain communication on health and safety
- support members' participation in health and safety matters
- identify needs and provide training on health and safety
- demonstrate a commitment to the accurate reporting and recording of health and safety matters

THE CLUB Committee is responsible for developing, implementing and improving health and safety policies and procedures. This includes:

- providing leadership and direction in matters of health and safety
- developing member commitment to achieving excellent health and safety standards
- ensuring the policy is accessible to all members on the Club's website AND in printed form at the Club's premises
- ensuring that new joiners are explicitly made aware of the Club's health and safety policies and procedures by inclusion in the new member welcome pack
- establishing, monitoring and achieving overall health and safety goals and objectives
- conducting regular health and safety inspections
- updating policies and procedures as required

Hazard management

Purpose

To further improve the method for systematically identifying, assessing and controlling hazards.

Scope

The procedures apply to all The Club's activities.

Responsibilities

The Club Manager is responsible for:

- conducting regular health and safety inspections
- maintaining the hazard register (appendix 3) including identification and risk analysis
- ensuring the fire extinguisher is within its expiry period and all H & S notices are up to date and in situ
- working with members to control identified hazards
- ensuring courts, access ways and clubrooms are clear of obstructions and litter
- ensuring there are no fire hazards.

The Committee member in charge of maintenance is responsible for:

- ensuring all court surfaces, nets, fences, gates and spectator seating are free of hazardous defects
- authorising specialist consultants to be contracted where necessary to identify, eliminate or minimise hazards

All members are responsible for:

- taking all practicable steps to ensure that hazards identified are eliminated, isolated or controlled
- completing a Hazard Assessment & Control form (appendix 4) if a hazard is identified and providing this to The Club Manager (who will undertake a full identification and risk analysis and enter details into the hazard register)
- informing others (members, visitors and contractors) of any hazards to health and safety and the steps to be taken to control any such hazard
- ensuring unsafe acts and unsafe conditions are appropriately addressed

Procedures

Hazard management steps include:

1. Identification – describe the hazard and state the location of the hazard
2. Risk analysis – rate the risk
3. Control – Recommend the control measure (eliminate, isolate or minimise).

Complete details on the hazard management register (appendix 3).

Hazard management needs to be completed:

- systematically for all areas and processes at regular intervals
- when an accident occurs, a check to ensure hazards are listed and their controls are adequate
- when a new process or equipment is introduced
- if a new hazard is observed

Step 1 – Identify hazards

| Hazard Identification Process | |
|-------------------------------|--|
| 1. | Use inspection, audits, walk-through surveys checklists and hazard identification forms (App 4) to determine hazards |
| 2. | Analyse any incidents and accidents that may have been recorded in the incident and accident register |

Step 2 – Risk analysis

Risk analysis is the process of estimating the magnitude of the risk and deciding what actions to take. The following considerations are made to establish risk using the likelihood and impact scales below.

A risk assessment category (critical, high, moderate or low) for each hazard is compiled by using the chart below. Hazards with the highest rating are given priority.

| Determine the risk category using the Risk Matrix below. Please circle. | | | | | |
|--|--|------------|------------|----------|----------|
| Risk Matrix (refer to main Risk Matrix for assessment of Assets and Organisation) | | | | | |
| Impact - see scale below Likelihood see scale below | Negligible | Minor | Moderate | Severe | Critical |
| Certain / Imminent | Low | Medium | High | Critical | Extreme |
| Very Likely | Low | Medium | High | High | Critical |
| Likely | Negligible | Low | Medium | High | High |
| Moderately Likely | Negligible | Low | Low | Medium | Medium |
| Unlikely | Nil | Negligible | Negligible | Low | Low |
| Risk Categories | | | | | |
| Extreme | Stop activity/process – action immediately | | | | |
| Critical | Consult immediately with Committee to stop activity/process – action immediately | | | | |
| High | Inform people – immediate action to be taken and applied | | | | |
| Medium | Correction required | | | | |
| Low / Negligible | Risk perhaps acceptable – attention indicated | | | | |

| Score | Scale | Frequency of accident or illness |
|-------|-------------------|--|
| 1 | Unlikely | May occur only in exceptional circumstances, e.g. less than 5% chance of occurring |
| 2 | Moderately likely | Could occur at some time, e.g. 5-29% chance of occurring |
| 3 | Likely | Should occur at some time, e.g. 30-59% chance of occurring |
| 4 | Very Likely | Will probably occur in most circumstances, e.g. 60-79% chance of occurring |
| 5 | Certain/Imminent | Will occur in most circumstances, e.g. 80%+ chance of occurring |

Impact scale

| Score | Scale | Severity of accident or illness |
|-------|------------|---|
| 1 | Negligible | Negligible injury or illness |
| 2 | Minor | Minor injury or illness requiring minor first aid and/or less than one weeks' recovery |
| 3 | Moderate | Injury or illness requiring advanced first aid and medical visit (e.g. GP or hospital visit) and/or 1-6 week's recovery |
| 4 | Severe | Injury or illness requiring advanced first aid and emergency medical assistance (e.g. hospitalisation) and/or more than six weeks' recovery |
| 5 | Critical | Injury or illness requires immediate emergency medical assistance and may result in permanent or long-term disabling effects or death. Hospitalisation likely to be for more than six weeks |

Step 3 – Control

Where a significant hazard is to be controlled, this must, if practicable, be by elimination. Where elimination is not practicable then the hazard must be isolated. Only where both elimination and isolation are not practicable are methods of minimisation to be applied.

Smoke-free environment policy

Policy statement

THE CLUB recognises that the use of tobacco and smoking presents a health hazard that can have serious implications for both the smoker and the non-smoker and that smoking habits may have life-long adverse consequences. The Club supports a safe and healthy environment.

Scope

This policy applies to members of and visitors to The Club.

Purpose

This policy is based on the following principles:

1. Everyone is entitled to a smoke-free environment in all the areas normally used to play and watch tennis
2. Everyone who does not smoke, or who does not wish to smoke must, as far as is reasonably practicable, be protected from tobacco smoke when playing or watching tennis

Responsibilities

THE CLUB Manager is responsible for:

- The maintenance of “No Smoking” signage

Procedures

Smoke-free buildings:

Smoking on the premises is prohibited as it endangers the safety of others, creates an unhealthy environment and causes damage to property.

Complaints:

Complaints regarding smoking and suggestions or complaints regarding a smoke-free environment should be brought to the attention of The Club Manager.

Accident management

Policy statement

A safe and healthy environment is fostered through a partnership where all involved combine their efforts and share the responsibility for tennis related personal injury prevention and management. Early reporting is essential to this process and The Club has a specific accident reporting and investigation form that should be used in the event of an accident and incident.

Scope

This policy applies to members of The Club.

Purpose

To provide consistent procedures for recording and investigating tennis-related incidents and accidents. To help minimise tennis-related injury.

Procedures

Notification of accidents/incidents

Whenever there is an accident, incident or 'Serious Harm' injury the member should take the following steps:

- Inform The Club Manager or any Committee Member by phone or Email as soon as possible after the accident/incident occurs
- Complete an accident/incident/serious harm form (App 2) and send a copy to info.sthelierstennis@gmail.com as soon as possible

Investigation

The Club Manager should:

- initiate and carry out an investigation, ideally within 12 working hours of the event concerned
- ensure any hazard that is identified as the cause of the event is eliminated, isolated or minimised.

Strategies to minimise accidents/incidents

- Emphasise the Sunsmart message
- Sun Protection poster in clubhouse
- First Aid kit in Clubhouse
- Drinking water available in Clubhouse
- Promote injury prevention:
 - ACC poster in clubhouse
 - Arrange biennial training sessions in warm-up and warm-down techniques for members

Emergency management

Policy

The Club recognises the need to be prepared for emergency situations that may be encountered while at tennis.

Scope

This policy applies to all Club members and visitors.

Procedures

1. When emergency services are required

- For emergency services call 111 and ask for the service you require:
FIRE, AMBULANCE or POLICE
- Stay calm, give your name, details of the emergency, and street address:
3 Goldie Street, St Heliers
- Visitors are the responsibility of the member they are with.

2. Fire

Ensure you are familiar with the building evacuation scheme or evacuation procedure.

If you discover a fire:

- activate the alarm on the wall outside the kitchen (upstairs) or on the wall by the door into the Coach's room (downstairs)
- call 111 and ask for FIRE services
- alert other people at The Club
- do not extinguish the fire unless there is no personal danger to you or anyone else
- if safe to extinguish a small fire in the kitchen area, use the dry powder extinguisher on the wall
- if time permits and there is no danger, close all doors and windows
- evacuate the building through either of the doors and assemble on the footpath behind Court 1 on Vellenoweth Green
- Contact the Club Manager – phone no 021 0535813, or any Committee Member

If the fire alarm sounds:

- walk quickly to your nearest exit
- make sure any visitors leave the building with you
- do not stop to take personal items with you
- meet at the assembly area behind Court 1 on Vellenoweth Green

3. First Aid

- In case of emergency call 111 and ask for AMBULANCE services
- The First Aid kit in the kitchen contains supplies for minor injuries – the Club manager is responsible for ensuring contents are adequate and have not expired
- In the event of cardiac arrest, an AED (defibrillator) is located in a signed cupboard on the Ground Floor of the Clubhouse. The Club Manager is responsible for periodically testing and recording that the AED battery is charged. Other nearby locations with an AED include:
 - St Heliers Bowling Club (Goldie Street)
 - St Heliers Public Library (32 St Heliers Bay Road)
 - Life Pharmacy (23 St Heliers Bay Road)

4. Earthquake

- help those around you if possible
- evacuate as soon as possible and do not re-enter the building
- be prepared for aftershocks

When the shaking stops:

- keep calm and help those who need assistance
- check for hazards and extinguish any fires if safe to do so
- listen to the radio for civil defence instructions.

5. Flooding (in clubhouse)

- Shut off the power and water and turn off electrical appliances if there is no personal danger to you or anyone else
- Try to identify the source of the flooding if safe to do so.
- Contact The Club Manager - phone no 021 0535813 or any Committee Member
- Prepare to evacuate.

6. Flood (Natural Disaster)

- Shut off the power and water and turn off electrical appliances if there is no personal danger to you or anyone else.
- Notify emergency services.
- Prepare to evacuate.

7. Unwanted visitor

If a person is displaying unusual or aggressive behaviour:

- keep calm, make no sudden movements
- do what the offender asks
- try to memorise as many details about the offender as possible
- notify police as soon as it is safe to do so. Leave the phone line open until police arrive

Event Management

Policy statement

The Club has a responsibility to take 'all practicable steps' to ensure that participants, spectators, volunteers and the general public are protected from avoidable risk.

Purpose

To ensure a hazard and risk assessment is undertaken when planning events at the Club.

Scope

This policy applies to all Club members and visitors.

Responsibilities

THE CLUB Manager and the Committee are responsible for:

- noting any planned events in advance at Committee meetings
- ensuring a risk assessment is undertaken at Committee meetings for planned events

Procedures

Risk assessment should consider:

- suitability of premises for the event
- accident and first aid matters (participant competitors, officials, spectators, volunteers)
- crowd control
- lost children
- traffic
- an emergency such as fire, earthquake, evacuation
- security
- communication issues
- food handling

Safeguarding children and vulnerable adults

Policy statement

The Club believes that everyone has the right to be safe, protected, kept free from harm and have fun while taking part in any tennis related activity at the Club.

Purpose

To comply with the rules established by the National Police Vetting Service (established June 2023) to safeguard children (under 18) and vulnerable adults.

Scope

This policy applies to all Club members and visitors. Regular contact with children and vulnerable adults is defined as overnight; or at least once per week; or at least 4 times per month. It also includes those involved in organizing, running, delivering or officiating at tournaments, competitions, and events throughout the year held for children or vulnerable adults

Responsibilities

THE CLUB Manager and the Committee are responsible for:

- ensuring that police vetting is obtained for all tennis volunteers and/or workers who have regular contact with children and vulnerable adults (effective from 1 February 2024)
- ensuring that all Committee members have obtained required Police clearance
- obtaining assurance and indemnity from the Club Coach/Advantage Tennis that all coaches contracted to and used by Advantage Tennis have obtained required Police clearance

Procedures

- all persons required to be vetted to be sent a covering letter as recommended– ref <https://tennis.kiwi/clubs/safe/resources/national-police-vetting-service/>
- all persons required to be vetted to complete the prescribed vetting form – ref <https://portal.tennis.kiwi/police-vetting-form/>
- all vetting applications to be submitted through Tennis NZ which is an approved agency for Police vetting
- register of all vetted persons to be retained and updated by the Committee

Appendix 1: H & S Checklist

| Health & Safety System | Policy components | Review date |
|---|---|--|
| The Club's commitment to health and safety | <ul style="list-style-type: none"> Review of H & S Manual by committee | 2 yearly in June |
| Hazard identification and management | <ul style="list-style-type: none"> Review Hazards and update register Check for fire hazards by committee Maintenance person Check fire extinguisher and signage (Club Manager) | <ul style="list-style-type: none"> 6 monthly June & Dec Monthly 6 Monthly |
| Accident reporting and management | <ul style="list-style-type: none"> Analyse & assess accidents as reported Arrange "injury minimisation" workshops (ref Accident Management section) | <ul style="list-style-type: none"> Ongoing 2 yearly |
| Emergency planning and readiness | <ul style="list-style-type: none"> First Aid kit – ensure well stocked and no items past expiry date | <ul style="list-style-type: none"> Monthly |
| Member information, training and supervision | <ul style="list-style-type: none"> Ensure all members have access to up-to-date handbook H & S email to members reminding them of procedures Include H&S policies (or link to policies) in new member welcome pack | <ul style="list-style-type: none"> Ongoing Annually October Annually October |
| Event management | <ul style="list-style-type: none"> Checklists managing risk | Ad hoc – when organizing events. |

Appendix 2: Incident and accident reporting form

Record of Accident /Incident/ Serious Harm

To be completed by injured person and sent to Club Manager (info.sthelierstennis@gmail.com) within 48 hours

Is it an Accident Incident/Near Miss

Surname:

First name(s):

Residential address:

.....

.....

Phone:

Gender: M F

Date of event: Time am/pm

Date

reported:.....
.....

Location where event occurred:

.....

.....

.....

.....

Nature of injury (if any) :

-

-

THE INVESTIGATION: Describe what happened.

ANALYSIS: What caused the event? Is this a serious hazard to others?

To be completed by Club Manager:

PREVENTION: What action has or will be taken to prevent a recurrence?

By whom?..... By when?
.....

Date action completed.....

Appendix 3: Hazard register

For current register refer to the St Heliers Committee Google Drive.

Appendix 4: Hazard Assessment & Control form

Any member who identifies a hazard should complete this form. This form should also be used when hazards are identified at regular health and safety inspections. Form available on website and at [\(provide link\)](#)

| Section A – Hazard Details | | | |
|--|--|-------------------|--|
| Reference number | | Date | |
| Date Hazard Raised | | Raised by | |
| Site where hazard is located | | Specific location | |
| Describe the hazard | | | |
| How can the hazard occur? <i>(i.e. what circumstances must be present for it to happen)</i> | | | |
| What will happen if it occurs? <i>(i.e. what will the consequence be e.g. serious harm, death?)</i> | | | |
| Is this a Significant Hazard? <i>(Can it cause Serious Harm?)</i> | | | |
| Who is exposed to the hazard? | | | |
| How frequently does it occur? | | | |
| How likely is/could the hazard occur? | | | |
| How will it be fixed / controlled? | | | |
| Will this <u>eliminate</u> , or <u>minimise</u> the hazard? | | | |
| What time, resources and or costs will be needed? | | | |

| Section B – Risk Category Assessment | | | | | |
|--|--|------------|------------|----------|----------|
| Determine the risk category using the Risk Matrix below. Please circle. | | | | | |
| Risk Matrix (refer to main Risk Matrix for assessment of Assets and Organisation) | | | | | |
| Impact | Negligible | Minor | Moderate | Severe | Critical |
| Likelihood | | | | | |
| Certain / Imminent | Low | Medium | High | Critical | Extreme |
| Very Likely | Low | Medium | High | High | Critical |
| Likely | Negligible | Low | Medium | High | High |
| Moderately Likely | Negligible | Low | Low | Medium | Medium |
| Unlikely | Nil | Negligible | Negligible | Low | Low |
| Risk Categories | | | | | |
| Extreme | Stop activity/process – action immediately | | | | |
| Critical | Consult immediately with your Supervisor/Manager to stop activity/process – action immediately | | | | |
| High | Inform people – immediate action to be taken and applied | | | | |
| Medium | Correction required | | | | |

| | |
|--|---|
| Low / Negligible | Risk perhaps acceptable – attention indicated |
| Result (Extreme, Critical, High, Medium, Low or Negligible) | |

Section C - Hazard Action/Control Plan

| Action # | Activity/action to be completed | Responsibility | Due date | Progress status update | Date completed and verified as successful |
|----------|---------------------------------|----------------|----------|------------------------|---|
| | | | | | |
| | | | | | |
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Hazard Register: Where a hazard is not immediately eliminated, but the controls have been successfully implemented and verified, then you must enter the details onto your Hazard Register for ongoing management, i.e. review and monitoring.

Significant Hazard: these hazards may require a separate implementation plan depending on the scale of the required controls. Refer to the Protocol: Hazard Management.

Section D – Residual Risk Assessment

Use the Risk Rating Matrix in Section B to recalculate the risk and determine whether the selected control has reduced the risk.

| | |
|--|---|
| Result (Critical/High, Medium or Low) | Enter result into the “Risk Category Rating” column of the Hazard Register. |
|--|---|

Section E - Approval (Manager/Head to complete)

I declare that the information detailed above is a true and correct record.

| | | | |
|----------------|--|-------------------------------------|-------|
| Name | | Date | |
| Position Title | | | |
| Signature | | Hazard entered into Hazard Register | Y / N |
| | | Date | |