



## Health & Safety Policy

Health and Safety at Work etc Act 1974  
Management of Health and Safety at Work Regulations 1999  
The Workplace (Health, Safety and Welfare) Regulations 1992.

### **This is the Health and Safety Policy Statement of Lincolnshire Airsoft Club**

#### **1. Our statement of general policy is:**

- to provide adequate control of the health and safety risks arising from our work activities;
- to consult with our employees / volunteers (To be known as Staff) on matters affecting their health and safety;
- to provide and maintain safe plant and equipment;
- to ensure safe handling and use of substances;
- to provide information, instruction and supervision for all Staff;
- to ensure all Staff are competent to do their tasks, and to give them adequate training;
- to prevent accidents and cases of work-related ill health;
- to maintain safe and healthy working conditions; and
- to review and revise this policy as necessary at regular intervals.

Signed:

Print: Ian Lawrence  
**Owner**

Signed:

Print: Michelle Lawrence  
**owner**

Date: 01 March 2008

Review date: 01 March 2021

## 1.1 Introduction

Lincolnshire Airsoft Club (LAC) is a small sized organisation undertaking the full range of Airsoft activities.

We are fully committed to health & safety and welfare of all our staff and players and ensure as far as is reasonably practicable that they experience a rewarding experience at each event.

We undertake refresher / update training on a regular basis to ensure all our staff are kept up-to-date on the latest techniques, technologies and best practices.

We wholly embrace the contents of this Health and Safety Policy and have clearly communicated its contents to all our staff.

We review and where necessary revise the Policy, and associated procedures, annually and when there are changes in legislation or work practices.

Lincolnshire Airsoft Club  
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07775877057

## Health and Safety Policy Statement of Lincolnshire Airsoft Club Register

	Date	Name	Signature	Position	remarks
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**Signed as having read, understood and agreed to.**

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## 2. Organisation (Roles & Responsibilities)

**Overall and final responsibility for health and safety is that of:**

Ian Lawrence. **Owner.**

H&S consultant and retired armourer with 25 years' experience.

**Day-to-day responsibility to ensure this policy is put into practice is delegated to:**

Ian Lawrence. **Owner.**

To ensure health and safety standards are maintained / improved, the following people have responsibility in the following areas:

Managing Director/Owner Ian Lawrence	Overall Responsibility	Ensuring resources are available to meet the company's responsibilities
Health and Safety Manager Ian Lawrence  David hortop BA (Hons), Post Graduate Diploma Health and Safety (Aston) NVQ Level 7, CMIOSH Chartered Safety and Health Practitioner. OSHCR Registered Consultant Specialist Industry Educator NVQ Level 3	Directing policy and compliance   Day to day health and safety compliance	Keeping up to date with legislation and requirements, ensuring staff are correctly trained and certificated in all relevant areas, ensuring inspections and records are up to date, acting as a conduit between all interested parties so allowing the company to meet its legal responsibilities.  Ensuring risk assessments are in order, that site organisation and work is to the required standard and reporting any defective systems/equipment that could prejudice safe work.
Staff	Personal and other responsibility	To work safely following national/company guidelines, to report any conditions that prejudice safe working.
Lincolnshire & Counties training Solutions	Consultancy	Matters of Health & Safety Contact 07523518251 and 07775877057

All Staff have to:

- take reasonable care of their own health and safety and the health and safety of other persons who may be affected by their acts or omissions at work;
- co-operate with supervisors and managers on all matters including health and safety matters;
- not interfere with anything provided to safeguard all person's health and safety;
- report all health and safety and welfare concerns to an appropriate person (as detailed in this policy).

### 3. Arrangements

#### 3.1 Information, Instruction and Supervision

The Health and Safety Law poster is displayed in the company office.

Health and safety advice is sourced from:

- HSE website - [www.hse.gov.uk](http://www.hse.gov.uk) HSE Infoline 0845 345 0055
- LACTS – Health and Safety Advisors - 07523518251 and 07775877057

Supervision of young workers/trainees will be arranged/undertaken/monitored by Ian Lawrence.

Ian Lawrence shall be responsible for ensuring that Lincolnshire Airsoft Club staff working at locations under the control of other employers are given relevant health and safety information.

Information which is available to employees in Packs / Team Files (i.e. 'at the point of use') includes:

- Company Generic Risk Assessments
- COSHH Assessments
- Relevant Site Specific Risk Assessment / Job sheet
- Hospital (A&E) list
- Emergency contact details

Additionally, the above and other information is available to Staff from the office.

#### 3.2 Workplace Arrangements

A specific risk assessment covering the office(s), workshops, site (s) /safe areas and parking/camping shall be undertaken and maintained.

The above shall be kept in a safe and clean condition with no trip hazards or obstructions which could cause harm or prevent emergency access / egress.

Workspaces and display screen equipment shall be assessed for suitability for the specific user and these assessments shall be reviewed or repeated regularly to ensure continuing suitability.

#### 3.3 Emergency Procedures (Office(s) & Workshop / Stores)

Clear information regarding action in the event of a fire, fire exits, evacuation routes and assembly point(s) is prominently displayed in the office(s) and workshop / store. In addition, the action plan is to be detailed at each and every Safety Brief.

In the event of a fire, or any other circumstances which render the office(s), Workshop, Store and or site (s) unsafe staff and any visitors should immediately leave the building / location and follow the evacuation routes to the assembly point.

Ian Lawrence is responsible for ensuring the fire risk assessment is undertaken and implemented.

Escape routes are checked by Ian Lawrence or his nominated deputy during the working week or prior to any event.

Fire extinguishers are maintained and checked by Ian Lawrence *annually*.

Alarm systems are tested by Ian Lawrence every Monday morning.

Emergency evacuation will be tested every 3 months and will be organised by: Ian Lawrence. Owner

### 3.4 Emergency Procedures (Work-site, Airsoft)

Ian Lawrence is responsible for identifying the necessary emergency procedure requirements and means of recording this on the various sites.

Ian Lawrence is responsible for ensuring the procedures are in place, recorded and communicated to all staff on site with roles / responsibilities identified.

Ian Lawrence is responsible for checking emergency procedures on each site to ensure they are adequate and effective.

Ian Lawrence is responsible for reviewing emergency procedures for all on-site operations.

In the event of any emergency, the Team Leader (Nominated Marshal) shall lead the emergency procedure where possible. If the team leader is incapacitated the next most senior person, or the most experienced operative, should lead.

The procedure which shall be followed in the event of any emergency is:

The actions below are contingent on the proviso that no-one should put themselves at risk when dealing with an emergency or considering carrying out any form of rescue.

- **Stop all work** - All plant and machinery to be switched off and vehicles to be parked. All staff / players to assemble for further instructions.
- **Assess the situation and any casualties\*** (\*As far as it is safe to do so). Make the area safe if possible. Give / organise first aid as and when appropriate.
- **Get help?** - If emergency services are needed Phone 999 and specify the service required (ambulance / air ambulance / fire / police). Give the location including the postcode or grid-reference. Give a brief description of the nature of the emergency, when it occurred and the condition of any casualties.
- **Deal with the Aftermath** - Continue giving first aid to casualties as required, make them as comfortable as possible and monitor their condition until medical help arrives. Report to Management. Quarantine any equipment involved in the accident.

### 3.5 Personal Protective Equipment (PPE)

Staff shall be provided free of charge with PPE and safety equipment suitable for their role and the tasks they are expected to carry out. In the event of wear and tear rendering the PPE ineffective it shall be replaced free of charge. Staff are expected to look after, maintain and clean (where appropriate) their PPE and to report any wear or defects.

PPE issued to staff is recorded in a PPE Register recording details of issue, repair and replacement.

Daily checks shall be carried out by staff prior to using PPE. PPE shall be checked, inspected, maintained and serviced in accordance with the manufacturers' instructions. All equipment shall be clearly marked to be identifiable.

It shall be the responsibility of the staff using any equipment, including PPE, to report any defects in the equipment as soon as they become apparent. Arrangements shall be put in place to repair or withdraw the equipment.

Withdrawn equipment will be clearly marked as such and will not be used until repaired, if appropriate. The equipment will otherwise be disposed of.

### 3.6 Risk Assessment

All Lincolnshire Airsoft Club risk assessment state who has undertaken them. The findings of the risk assessments are being reported to all relevant Staff members and visitors.

Actions required to remove/control risks will be approved by Ian Lawrence. Responsibility for ensuring the action required is implemented is, with Ian Lawrence. Checking that the implemented actions have removed / reduced the risks is with Ian Lawrence.

Owing to the nature of the work risk assessments will be undertaken on a site-by-site basis, along with generic risk assessments for repetitive operations i.e. Chrono, HPA testing, to establish a safe method of work (where a complex, or new, operation is undertaken a job specific method statement may be produced to assist this.)

Generic Risk Assessments (GRAs) have been prepared for all operations carried out by LAC. These identify the hazards and risks associated with an appropriate and wide range of Airsoft related tasks and specify appropriate control measures to reduce risks to an acceptable level. GRAs will be available at the point of use (in Vehicle Packs / Team Files).

Site Specific Risk Assessments (SSRAs) shall be carried out for each airsoft site. The team leader / shall brief staff immediately prior to the start of the event and shall brief visitors prior to them being allowed onto the event site. The team leader shall also update the SSRA as necessary. SSRAs will identify site-specific hazards and the associated risks to employees / volunteers, players, the public and the environment and will specify the appropriate control measures (which may include additional measures to those already specified in the GRA). The control measures will form part of a safe method of work which all staff and if so required players must follow.

SSRAs will include information designed to minimise delay in the event of an emergency - e.g. Location (by postcode / grid ref.), nearest A&E hospital, mobile signal / nearest land-line phone, meeting point for emergency services, helicopter landing point, and others.

Where Work at Height (WaH) is required SSRA will indicate the WaH method adopted (following a WaH risk assessment) and provide adequate justification for the method chosen.

Where Work at Height (WaH) is required the SSRA will include a rescue plan and will indicate / record the names of one or more designated rescuer(s).

GRAs will be reviewed, and where necessary revised, annually and when there are changes in legislation or work practices.

SSRAs will be reviewed, and where necessary revised, annually and when there are changes in legislation or work practices or as a result of accidents / incidents / near misses.

A detailed job / site specific Method Statement may be produced where the client or main contractor requires or where the complexity or extent of the works indicate its desirability. All staff must comply with the Method Statement where one exists.



### **3.7 Welfare**

Suitable welfare facilities including toilets, hand-wash facilities and an area to take breaks and lunch are available at each site premises.

For short duration events on site 'local arrangements' shall be made and noted down. For example:

*Toilet and washing facilities are available in the toilet station located at:....*

For longer duration sites, facilities shall be provided on site or arrangements shall be made to share the facilities of the main organisation.

### **3.8 Consultation with staff**

Consultation with Staff is provided by:

- (i) use of appointed safety reps only
- (ii) use of appointed safety reps and direct consultation, as appropriate
- iii) direct consultation without safety reps, i.e. periodic formal H&S meetings

Staff representative(s) are: Chris Watchorn (SM), Chris Toyne(SM), Michelle Lawrence (retail) and Derryn Bryne (FA). Independent Consultation Glenn Toddington (acting as the 'Tenth Man').

In recognition that all staff have an active part to play in maintaining and improving safety standards, they are directly consulted on health and safety issues and any other issues relating to their employment at formal Weekly/monthly H&S Meetings and/or wash up Talks.

All H&S Meetings and/ or wash up Talks will be recorded (and therefore auditable) and will include the names of attendees and their signatures to confirm attendance, an agenda and minutes. For monitoring purposes, minutes will be retained for a period of 5 years.

### **3.9 Training and Competency**

All new staff receive induction training relating to Lincolnshire Airsoft Club procedures, health and safety matters and legal obligations, first aid, fire safety, & manual handling.

Induction training will be provided for all employees by Ian Lawrence.

All staff will be competent to carry out their duties and will have the necessary, extant certification. No one will carry out any function for which they are not trained or instructed in so as to be able to work safely with regard to themselves and others.

To ensure competency, personnel records will be kept and a Qualifications and Skills Matrix maintained to record areas of competency, skills and abilities. These will be reviewed on a regular basis to assess training needs and plan refresher training, on-going training and re-qualification (where applicable). All operational staff shall undertake appropriate refresher training within 5 years of obtaining their original qualification or last refresher training.

Training records are kept at the office by Ian Lawrence.

Training will be identified, arranged and monitored by Ian Lawrence.

In the event of a staff or player being involved in an accident, incident or near miss their training needs will be reassessed and training organised if appropriate.

Job-specific training will be provided by Lincolnshire Airsoft Club. On-going and refresher training will be provided by LAC and will be recorded (and therefore auditable).

Specific jobs requiring special training / qualifications / experience or equivalent are (e.g Safe guarding, mental health awareness, conflict management)

### **3.10 Manual Handling**

Management will carry out a Risk Assessment of manual handling tasks within the Company and seek to reduce these wherever possible, for example by the use of machinery.

Where manual handling is unavoidable, training will be delivered and relevant information provided on good working techniques to employees to ensure the risk of injury is minimized. Individuals should consider the load, the environment, individual capability and the task to hand when undertaking manual operations.

### **3.11 Work at Height**

In compliance with the Work at Height Regulations, 2005, all work at height will be adequately planned, organised, supervised and carried out in as safe a manner as is practicable, by competent persons in each case, consistent with the hierarchical approach specified in the regulations. Prior to any work at height a risk assessment will be undertaken to determine the most suitable safe means of accessing the task, the work equipment which is appropriate (which will be adequately inspected and maintained) and to ensure that adequate emergency procedures, including rescue provision, are in place.

Ian Lawrence will be responsible for identifying all work at height requiring a specific risk assessment. Ian Lawrence will be responsible for undertaking work at height risk assessments and determining the most appropriate means of access.

Ian Lawrence will be responsible for ensuring that all actions identified in the work at height risk assessments are implemented effectively on site and will be responsible for ensuring that all relevant employees are adequately informed.

Ian Lawrence will be responsible for ensuring that all relevant staff are informed about the work at height risk assessments Ian Lawrence will be responsible for monitoring work at height and reviewing / revising procedures where necessary / periodically.

### 3.12 Noise and Vibration

To control the risks associated with noise and vibration in the workplace and in order to comply with the Control of Noise at Work Regulations, 2005 and the Control of Vibration at Work Regulations, 2005 the following arrangements will be implemented.

An Asset Register showing the vibration and noise outputs of chainsaws, hedge trimmers, pole pruners and other vibrating or noise generating hand held equipment and machinery will be maintained.

Lincolnshire Airsoft Club staff will be provided with information about noise and vibration risks. A clear indication will be provided to operatives, via stickers attached to each piece of qualifying equipment, of the maximum daily 'trigger time' for each piece of machinery (re. Vibration).

Staff rotation will be implemented if maximum trigger times are reached in order these will not be exceeded (re. Vibration). Appropriately rated ear defenders (i.e. 'rated') will be issued to all Staff if required. All PPE and equipment will be maintained to ensure that noise and vibration levels are kept as low as possible. All new or replacement equipment purchased will be selected for low vibration and noise outputs so as to further reduce the risk.

Formal health surveillance of all by an external occupational health professional / organization will be carried out every three years to screen for early signs and symptoms of hand / arm vibration syndrome (HAVs), and of noise induced hearing loss (by audiometric testing). Annual 'in house' assessments / screening of all operatives will be implemented by the completion of an Annual Health Questionnaire.

### 3.13 Safe Plant and Equipment

The term 'equipment' has been used below to cover all tools, plant, vehicles, machinery and equipment used by Lincolnshire Airsoft Club in the course of its operations. Any problems found with plant/equipment should be reported to Ian Lawrence.

Ian Lawrence will ensure:

- that all equipment (including portable electrical equipment where applicable) which requires maintenance and/or inspection is identified,
- that effective maintenance / inspection procedures are drawn up
- that maintenance / inspection is carried out as is appropriate,
- that any new or second-hand equipment is confirmed to be suitable for use and accords with relevant legislation and health and safety standards before it is purchased.

Staff shall not be instructed or authorised to operate any machine or use any equipment unless they have received specific auditable training.

Equipment shall only be used for the purpose for which it is intended and in accordance with the manufacturer's instructions. All guards must remain in place and be functioning correctly. No modifications are to be carried out unless under the instructions of the manufacturer. Essential details and warning signs must be in place at all times.

Equipment will be 'pre-use checked', inspected, maintained, repaired, serviced and thoroughly examined\* (\*where appropriate) in accordance with the manufacturer's instructions and the provisions of PUWER and LOLER.

Inspections, servicing and repairs will be recorded and the records retained for the service life of the equipment within Lincolnshire Airsoft Club.

Register(s)\* of all equipment will be maintained showing purchase dates and servicing and repair histories.

It is the responsibility of the staff using any equipment to report any defects as soon as they become apparent. Arrangements will be put in place to repair, replace or withdraw the equipment.

Withdrawn equipment will be clearly marked as such and will not be used until repaired, if appropriate. The equipment will otherwise be disposed of.

### 3.13.1 Climbing and Lowering Equipment

All climbing and lowering equipment will be clearly marked to be individually identifiable.

A daily pre-climb inspection of his/her climbing equipment will be carried out by the user.

A thorough examination of climbing and lowering equipment will be carried out by a suitably qualified competent person every 6 months in the case of personal protection equipment (PPE) items such as climbing equipment and every 12 months in the case of non-PPE items such as lowering equipment as required by LOLER.

Recorded weekly inspections will be carried out by Ian Lawrence for PPE items.

Recorded weekly inspections will be carried out by Ian Lawrence for non PPE items.

### 3.13.2 Electrical Equipment

Lincolnshire Airsoft Club shall ensure that all fixed and portable electrical equipment is regularly inspected for safety and structural integrity.

Portable electrical equipment that does not move or suffer wear and tear such as PC's:

Timescale	Action
Initial Installation	The appliance is inspected for integrity prior to use and then used until the next scheduled inspection
2 years from entry into service	The appliance shall be inspected and tested by a competent person
2 years from the last inspection	The appliance shall be inspected and tested by a competent person. The inspection routine shall follow the 4 yearly inspection rota until the equipment is deemed to be beyond its safe useful life expectancy.

Portable electrical appliances that are moved regularly and are likely to suffer wear and tear such as hand tools and extension cables

Timescale	Action
Initial Installation	The appliance is inspected for integrity prior to use and then used until the next scheduled inspection. It is checked by the user prior to use
12 months from entry into service	The appliance shall be inspected and tested by a competent person
12 months from the last inspection	The appliance shall be inspected and tested by a competent person. The inspection routine shall follow the 12 and 24 month inspection rota until it is deemed to be beyond its safe useful life expectancy.

Records of testing and examination shall be kept for reference.

### **3.14 Safe Handling and Use of Substances and Exposure to Biohazards (Control of Substances Hazardous to Health Regulations)**

Hazardous substances include any substance that could cause harm to employees or others, or harm to the environment. They include fuels, oils, chemicals, pesticides, preservatives and biological hazards (biohazards) such as London Plane leaf hairs, Lyme and Weil's disease, Giant Hogweed and others.

Substances considered for use will be assessed and less harmful substances will be used wherever practicable. Ian Lawrence will be responsible for identifying all (and new) substances which need a COSHH assessment.

COSHH Assessments have been prepared by Ian Lawrence for any substance which the Company uses and for any biohazards to which employees may be exposed. COSHH Assessments for substances have been prepared using Material Safety Data Sheets (MSDSs) obtained from manufacturers.

COSHH Assessments provide information regarding active ingredient(s), the ways in which the substance can cause harm, safety precautions and first aid. Ian Lawrence will be responsible for ensuring that all actions identified in the assessments are implemented.

COSHH Assessments will be made available to employees at the offices, where the substances are stored, and where they are used (in Vehicle Packs / Team Files).

Employees will be kept informed of the hazards that they are exposed to and to the relevant safety precautions.

As well as the above, pesticides, including herbicides, insecticides and preservatives, have specific requirements. They shall be securely stored, in their original containers, and their usage recorded. Pesticides shall only be mixed and used by trained and certificated personnel.

COSHH assessments will be reviewed every 12 months, when work activity changes or when new substances are brought into use or new biohazards are likely to be encountered.

### **3.15 First Aid and Work-Related Ill Health**

It will be ensured that all Lincolnshire Airsoft Club staff will hold as minimum a current Emergency First Aid at Work qualification awarded by an appropriate organisation. The most senior first aider on site (in terms of level of qualification (FAW or above), experience or most recently qualified) shall be responsible for taking charge in the event of injury or illness.

Each office, yard, site and vehicle will be equipped with suitable first aid kits appropriate to the number of persons in place and the tasks they are carrying out. Ian Lawrence will be responsible for checking first aid kits to ensure that sterile items are in date and restocking first aid kits when necessary.

Health surveillance of all staff will take place to screen for early signs and symptoms of hand / arm vibration syndrome (HAVs), and of noise induced hearing loss (by audiometric testing) (See 3.6 above).

Health surveillance will be arranged by Ian Lawrence with records kept at in the office.

### **3.16 Fire Precautions**

A Fire Risk Assessment has been carried out for the sites using the following method:

- A plan of the premises has been produced and included in the Fire Risk Assessment
- Significant fire hazards (ignition sources and fuel sources) have been identified
- Control measures have been put in place to reduce the risk of fire to a level that is as low as is reasonably practicable

The Fire Risk Assessment shall be available to all staff and visitors within the admin box or displayed on the appropriate board and will be reviewed and revised if necessary in the event of any change in circumstances.

Derived from the Fire Risk Assessment, a Fire (Action and Emergency Plan) has been produced detailing action in the event of a fire and providing information with regard to fire exits, evacuation routes and assembly point(s).

Clear information regarding action in the event of a fire, fire exits, evacuation routes and assembly point(s) is prominently displayed in the office(s) and workshop / store.

A practice fire drill will be carried out annually (staff will be notified in advance).

Fire extinguishers of the appropriate type are provided in the office(s) and workshop / store and in work vehicles. They are inspected annually for serviceability (and replaced as necessary) by Ian Lawrence

### **3.17 Dangerous Substances and Explosive Atmospheres Regulations (DSEAR)**

The DSEAR protects against risks from fire, explosion or similar events arising from dangerous substances used or present in the workplace.

Lincolnshire Airsoft Club will abide by the requirements of DSEAR and carry out appropriate risk assessments in relation to any qualifying substances and provide measures to eliminate or reduce the risks as far as is reasonably practicable. Lincolnshire Airsoft Club will provide the necessary equipment and procedures to deal with accidents and emergencies and provide information and training to staff. Where an explosive atmosphere may occur these areas will be zoned and suitable warnings put in place.

### **3.18 Oil Storage**

The Oil Storage Regulations require that oils are stored in such a way as to avoid damage to the environment in the case of a spill etc. The company will abide by the requirements of the regulations.

### **3.19 Asbestos**

It is unusual for staff and players to come into contact with asbestos during normal Event operations. There are however many building materials that could be encountered that may contain asbestos (ACM - Asbestos Containing Materials). Corrugated asbestos roofing materials, particularly on garages and outbuildings, are most likely to be encountered. ACMs will not cause harm whilst intact but will release harmful dust if broken, for example by a falling piece of timber.

Prior to the commencement of any airsoft activity, Ian Lawrence will be responsible for identifying sites where asbestos may be present and contacting the relevant 'experts' / specialist contractors for assistance.

Where asbestos is encountered on arrival at a new airsoft site, for example near a fly tipped waste which could be ACM, events shall not commence work but shall contact Ian Lawrence.

### **3.20 Lone Working**

Lincolnshire Airsoft Club will only allow persons to work alone once an assessment of risk has been carried out and all appropriate and necessary control measures have been validated and found to be wholly effective. In addition, Staff are required to take the following steps to protect themselves against the dangers of lone working, namely:

- Checking that the work / activity to be done is subject to a risk assessment and whether or not a second person has already been identified as essential for the work
- Obtaining as much information from the land and or building owner about what risks could be present and what existing controls are in place
- Carrying out your own site specific risk assessment
- Pre arranging contact check calls if deemed appropriate
- Ensuring suitable tried and tested emergency plans and arrangements are in place
- Taking such emergency survival apparatus and equipment as the environment requires.
- If you feel unsafe, do not put yourself at risk, discuss the situation with your line manager.

### **3.21 Sub-Contractors (other site marshals)**

Ian Lawrence will be responsible for identifying works where sub-contractors / other site marshals are required.

Prospective sub-contractors / other site marshals will be required by Ian Lawrence to complete a sub-contractors / other site marshals Questionnaire to assess competence as part of a vetting process to ensure they are competent to perform the task.

sub-contractors / other site marshals who are appointed will be required to read, understand and sign a Contract of sub-contractors / other site marshals Agreement before commencing any work on our behalf.

sub-contractors / other site marshals will be issued with a copy of this document and any appendices and will be required to comply with it in full.

sub-contractors / other site marshals will be audited for health and safety, quality and environmental compliance in the same way as employed staff by Ian Lawrence. (See 3.24 below)

### **3.22 Utility Services (Overhead and Underground)**

Ian Lawrence is responsible for identifying sites where utility services are present and represent a hazard to work operations.

Ian Lawrence is responsible for ensuring adequate arrangements for utility service avoidance or, if not possible, liaison with the service provider to obtain further information.

Ian Lawrence is responsible for ensuring the arrangements / controls are implemented on site, i.e. powerline shut down / underground cable CAT scan.

Ian Lawrence is responsible for checking emergency procedures on site to ensure they are adequate and effective in respect of utilities.

Ian Lawrence is responsible for reviewing emergency procedures for on-site operations where utilities are affected.

### **3.23 Alcohol and Substance Abuse**

Substance abuse, the use of illegal drugs, the misuse of prescribed drugs, the abuse of alcohol, solvents or similar, that can impair a user's judgment and ability to work safely can lead to unacceptable levels of risk to themselves, others and the environment.

Staff reporting for work in an unfit state due to any of the above will be suspended until such a time that they are fit to work again. Disciplinary action may result.

In the event of a player or visitor being in an unfit state due to any of the above will be removed from the site. If operating any machinery / vehicle, then appropriate action will be taken.

### **3.24 Smoking Policy**

Lincolnshire Airsoft Club is committed to providing a comfortable and healthy working environment for its employees and visitors alike within its premises; therefore, this smoking policy seeks to guarantee all staff and players the right to 'Event' in air free of tobacco smoke.

Laws banning smoking in public places (including work places) came in to effect on 1st July 2007 in England. Smoking is therefore prohibited inside Lincolnshire Airsoft Club premises and in substantially enclosed spaces on Lincolnshire Airsoft Club premises or at event-sites.

No Smoking signs (at least A5 size and contain the 'No Smoking' logo, together with the words 'No Smoking') will be prominently displayed at all entrances to the Lincolnshire Airsoft Club premises. 'No Smoking' signs will also be displayed in Lincolnshire Airsoft Club commercial vehicles.

All visitor and staff will be expected to comply with the terms of this policy.

Company cars and commercial vehicles are deemed to be entirely 'non-smoking' when being used by more than one person.

### **3.25 Road Safety Policy Statement - Occupational Driving**

As part of Lincolnshire Airsoft Club's overall Health and Safety Policy, Lincolnshire Airsoft Club is committed to reducing the risks which staff face and create while driving or riding for work. Lincolnshire Airsoft Club asks its entire staff to play their part, whether they use a Lincolnshire Airsoft Club vehicle, their own or a hire vehicle

Lincolnshire Airsoft Club is committed to promoting good health at work and safe driving and operation of vehicles used on Lincolnshire Airsoft Club business is a vital element in each individual's ability to perform his or her particular job effectively. The Company therefore looks to all employees to uphold the highest standards of driving.

Lincolnshire Airsoft Club recognises that it has a responsibility to ensure vehicles are fit for the purpose intended and meet all relevant legal requirements (including excise license, statutory inspections and insurance). Furthermore, Lincolnshire Airsoft Club also recognises its responsibility to ensure that vehicles are maintained in a safe and roadworthy condition.

Lincolnshire Airsoft Club will ensure that staff hold an appropriate class of licence for the vehicle to be used. The licences of staff using vehicles on company business will be checked annually for disqualifications and endorsements.

Staff using vehicles on company business are responsible for ensuring that routine pre-use safety checks are carried out, and that the vehicle is operated safely.



Lincolnshire Airsoft Club does not condone Staff using hand held mobile phones or other communication devices whilst driving.

Staff must never make or receive calls on a hand-held mobile phone whilst driving. Persistent failure to comply with this requirement will be regarded as a serious matter.

### **3.26 The Construction, Design and Management (CDM) Regulations**

It is Lincolnshire Airsoft Club policy to ensure as far as is reasonable practicable that construction work and construction related activity does not pose a risk to the health and safety of Staff, players, visitors, contractors or anyone else who may be affected.

The Construction (Design & Management) Regulations 2015 are intended to protect the health and safety of people working in construction, and others who may be affected by their activities, through a systematic management approach from concept to completion. The Regulations also encourage the integration of health and safety into project management. The Company is committed to complying with these regulations and the supporting ACOP's and HSE guidance.

Lincolnshire Airsoft Club will ensure that where appointed as a "Principal Contractor" under the Construction (Design and Management) Regulations 2015, a suitable construction phase health and safety plan is prepared before construction begins and that the plan is implemented and kept up to date as the project progresses. Lincolnshire Airsoft Club undertakes to fully consult and co-operate with the landowner / building owner appointed "Health and Safety Co-coordinator" for the project.

As a "Contractor" Lincolnshire Airsoft Club will implement the construction phase health and safety plan as directed by the "landowner / building owner" and ensure that any sub contractors are evaluated and approved.

Lincolnshire Airsoft Club will ensure safe working practices are followed on site; restricting entry to the site to authorised people; that site rules are enforced; that all workers receive site induction training covering site rules and have adequate information and training to carry out their duties.

If acting as such, Lincolnshire Airsoft Club undertakes to comply with duties as 'designers' under the CDM Regulations.

Lincolnshire Airsoft Club will ensure that the workforce is consulted about health and safety matters and that workers are instructed to inform management of any defects or concerns associated with any systems of work which we provide. Safety monitoring procedures are established and the health and safety of everyone on site is regularly reviewed.

CDM files will be kept up to date with relevant guidance notes and other information applicable to the project.

### **3.27 Incident and Accident Management**

Ian Lawrence and David Hortop are responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority. All reportable incidents, accidents and work related ill-health as defined in RIDDOR to the HSE will be reported to the enforcing authority in an appropriate manner and within the prescribed timescales.

Incidents involving near misses will be reported to Ian Lawrence and appropriate action will be taken to reduce the risk of similar incidents occurring. All employees will be encouraged to report near miss incidents as this will reduce the likelihood of recurrence, so improving safety standards.

All accidents resulting in personal injury, however minor, will be recorded in the Accident Book which is available *in the Lincolnshire Airsoft Club office / admin pack up*. Anyone may complete an entry in the Accident Book. Completed entries will be stored securely in a locked cabinet to comply with data protection legislation.

Incidents, accidents and near misses will be investigated by Ian Lawrence and or David Hortop and the significant findings and actions taken or to be taken will be recorded on a standard form.

Ian Lawrence is responsible for investigating work-related causes of sickness absences.

Completed forms will be retained to assist in monitoring the effectiveness of our health and safety systems. Ian Lawrence is responsible for acting on investigation findings to prevent a recurrence.

### **3.28 Monitoring**

The effectiveness of our health and safety systems and compliance with them will be constantly monitored. Unannounced health and safety audits (spot checks) will be carried out on each work team at monthly intervals by Ian Lawrence and David Hortop. These will be recorded on a standard Safety Audit Checklist. The Auditor will indicate any actions required to rectify any issues of non-compliance.

Safety Audit Checklists will be retained and used for monitoring purposes.

Accident, Incident and Near Miss Reports will be retained and used for monitoring purposes.

Accident, Incident and Near Miss statistics over recent years will be used in the monitoring process.

Accidents / Incidents which occur across the industry will also be considered.

All the above will assist monitoring in that they may identify trends of non-compliance which need to be addressed or indicate trends of good compliance which needs to be encouraged.

### **3.29 Review**

This Policy will be reviewed and revised if necessary on an annual basis.

It will be reviewed and revised if necessary in the event of changes to legislation, changes to work practices or in response to accident / incident / near miss / work related ill-health trends.

### **3.30 Conclusion**

This concludes the health and safety policy of Lincolnshire Airsoft Club and we hope you found it to be both adequate and compliant. It is based on the HSEs documents "An Introduction to Health and Safety" (INDG 259), and "Stating Your Business" (INDG 324), and policy templates contained therein with some specific amendments to better reflect the nature of tree work operations. It also takes account of the requirements of the CHAS (Contractors Health and Safety assessment scheme) 'Stage 1' assessment but for none construction activities.

This policy acts essentially as a 'sign post' document, directing health and safety management within the company, and is to be read in conjunction with other company procedures / associated documentation. The policy is regularly reviewed, usually annually, alongside the associated documentation but should you have any concerns regarding its content, or suggested improvements please communicate these to us...thank you.

Annex A.1.

## Environmental Policy

We are committed to reducing our environmental impact and continually improving our environmental performance as a fundamental part of our business strategy and operating methods.

It is our priority to encourage our customers, suppliers and all business associates to do the same. Not only is this sound commercial sense for all; it is also a matter of delivering on our duty of care towards future generations.

Our policy is to:

- Wholly support and comply with or exceed the requirements of current environmental legislation and codes of practice.
- Minimise our waste and then reuse or recycle as much of it as possible.
- Minimise energy and water usage in our buildings, vehicles and processes in order to conserve supplies, and minimise our consumption of natural resources, especially where they are non-renewable.
- Operate and maintain company vehicles with due regard to environmental issues as far as reasonably practical and encourage the use of alternative means of transport and car sharing as appropriate.
- Apply the principles of continuous improvement in respect of air, water, noise and light pollution from our premises and reduce any impacts from our operations on the environment and local community.
- As far as possible purchase products and services that do the least damage to the environment and encourage others to do the same.
- Assess the environmental impact of any new processes or products we intend to introduce in advance.
- Ensure that all employees understand our environmental policy and conform to the high standards it requires.
- Address complaints about any breach of our Environmental Policy promptly and to the satisfaction of all concerned.
- Update our Environmental Policy annually in consultation with staff, associates and customers.

Signed:

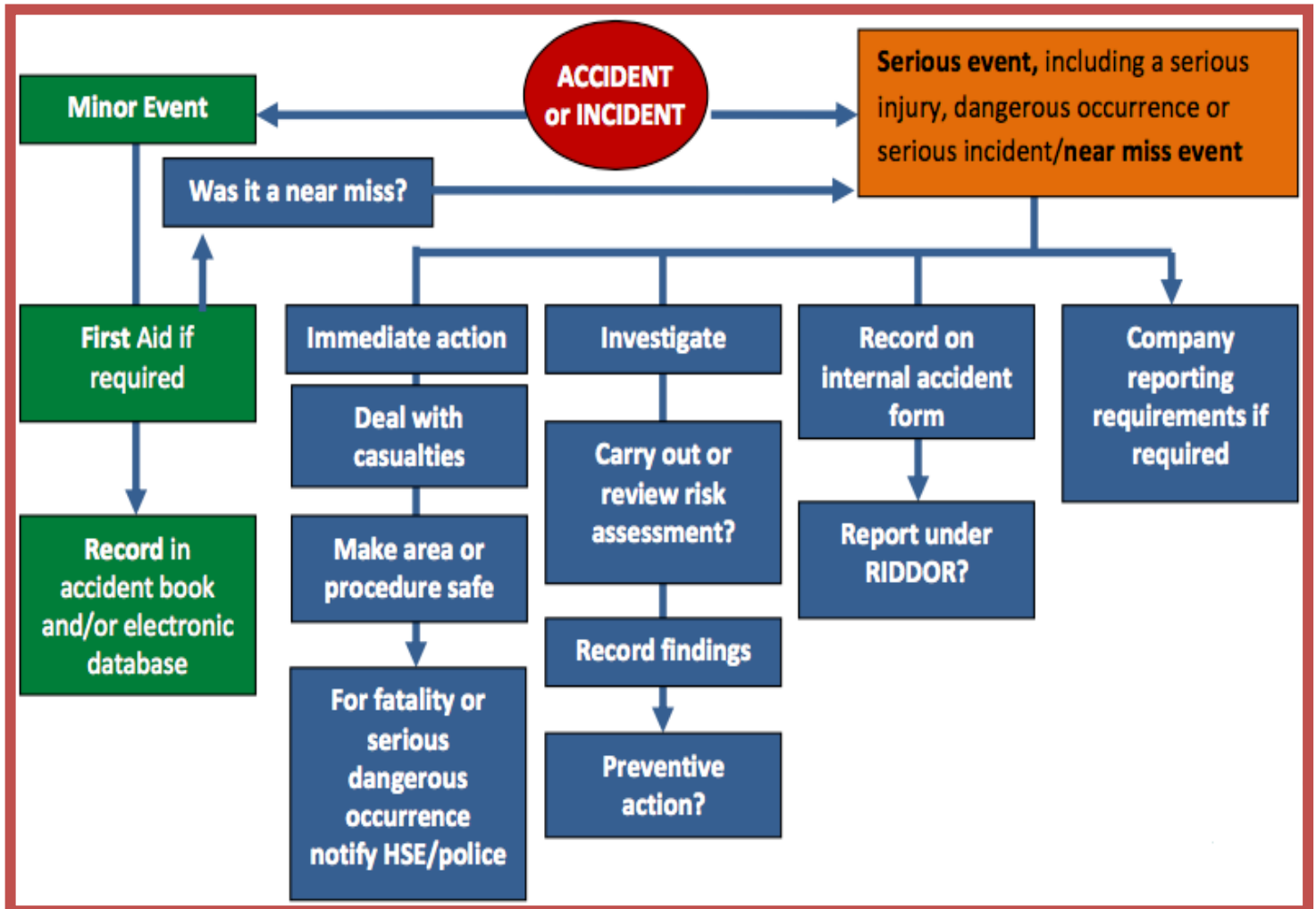
Print: Ian Lawrence  
Owner

Date: 01 March 2008

Review date: 01 March 2021

Annex A.2.

## Accident / incident investigation guidelines



### Order of investigation

#### 1. Gather Information

As soon as possible after an incident has occurred, identify all involved as well as any potential witnesses. Interview everyone identified to establish events. Interviews should be conducted privately whilst reassuring individuals that the primary goal of accident investigation is to prevent recurrence and that the process is primarily fact-finding as opposed to blame-assigning, so they should endeavour to give as much information as possible. Ensure you keep detailed records of conversations.

#### 2. Investigate

Investigate the scene of the incident to help establish facts. Look for anything out of the ordinary, photographing everything. New dents, damage, spillages and footprints could help you build up a picture of what happened. Similarly, CCTV images provide irrefutable evidence so consider whether the incident may have been covered by surveillance cameras, both when an incident has occurred at

and away from your premises. Particularly where you may have conflicting reports in step one, physical evidence may be vital in determining what actually happened.

### **3. Establish Cause**

When trying to establish the cause of an incident, it is important to be open-minded, and not settle on the first or most obvious cause. If an employee / player / visitor was injured after slipping on a greasy residue, the obvious cause of the injury would be a slip hazard. However, you must also consider, for example, whether they were wearing appropriate footwear, why the residue hadn't been cleared up, if the area was suitably lit to allow the hazard to be seen, and so on. There are often multiple contributing factors that result in an incident occurring – all of which should be addressed in steps four and five.

### **4. Identify Solutions**

Once an incident has been thoroughly investigated, and its causes identified, the next step is to determine the preventative measures that need to be implemented in order to avoid recurrence of the same circumstances. Continuing the slip example, possible measures could include enforcing stricter housekeeping procedures, delegating particular employees the responsibility to undertake regular checks of pertinent areas, improving lighting and evaluating the footwear worn by employees and its appropriateness to the environment. Consider how effective a solution will be as a quick, inexpensive fix may not offer a sufficiently protective, longer-term solution.

### **5. Implement Measures**

Having identified the solutions that will be most effective in preventing recurrence, the final step is to implement those measures, with time 'of the essence'. As your business will likely continue to be operational during the investigation process, your employees will continue to be exposed. Furthermore, in addition to implementing the measures, debrief your employees, educating them as to what they can do to avoid a similar incident occurring, as well as sharing the steps you have taken to protect them. They will likely have concerns and it is imperative, as their employer, to demonstrate your commitment to protecting them and making their workplace a safer one.

Finally, ensure you monitor the situation to assess whether your measures have been successful in reducing the risk. If not, return to step four.

**In each case contact is to be made with the Lincolnshire Airsoft Club Resident Health & safety consultant.**

Annex A.3.

## **Safe guarding policy**

**Lincolnshire Airsoft Club** acknowledges the duty of care to safeguard and promote the welfare of children and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and local authorities, CQC and Ofsted requirements.

In relation to children and young people, **Lincolnshire Airsoft Club** adopts the definition used in the Children Act 2004 and the Department for Education (DofE) guidance document: *Working Together to Safeguard Children* 2013. The above statutory guidance defines child protection as part of safeguarding and promoting welfare.

The policy recognises that the welfare and interests of children are paramount in all circumstances. All staff must be aware of their responsibilities in this regard. All **Lincolnshire Airsoft Club** staff, and those who undertake work on **Lincolnshire Airsoft Club** behalf, must maintain a proper focus on safeguarding children, young people and vulnerable adults, and this must be reflected both in sound individual practice and in our internal policies and guidance.

**Lincolnshire Airsoft Club** will ensure that it fulfils its responsibilities to work jointly with others to safeguard and promote the welfare of children and young people.

**Lincolnshire Airsoft Club** acknowledges that some children, including disabled children and young people or those from ethnic minority communities, can be particularly vulnerable to abuse and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare.

As part of our safeguarding policy **Lincolnshire Airsoft Club** will:

- promote and prioritise the safety and wellbeing of children and young people
- ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and young people
- ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern
- ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored
- prevent the employment/deployment of unsuitable individuals
- Ensure robust safeguarding arrangements and procedures are in operation. Child Protection Policy
- "All organisations need to listen and be responsive to the diverse needs of young people and their families, and to recognise that safeguarding young people is everyone's business."
- Taking into account in all its considerations and activities the interests and well-being of young people
- Respecting the rights, wishes and feelings of the young people with whom it is working.
- Taking all reasonable practicable steps to protect them from physical, sexual and emotional harm
- Promoting the welfare of young people within a relationship of trust

Lincolnshire Airsoft club believes that safeguarding and protecting the welfare of all the young people we work with is the responsibility of everyone.

### Code of Conduct

To give positive guidance, the Code of Conduct sets out a code of behaviour for all staff to adhere to

Parents/carers are made aware of the Code of conduct and our child protection policy.

#### The Do's

- Do keep to this code at all times.
- Do set an example for others to follow.
- Do treat all young people equally – do not show favouritism.
- Do plan activities that involve more than one other person being present, or at least within sight and hearing of others.
- Do avoid unacceptable situations within a relationship of trust, e.g. a sexual relationship with a young person even one who is over the age of consent.
- Do allow young people to talk about any concerns they may have.
- Do encourage others to challenge attitudes or behaviours they do not like.
- Do make everyone (young people, parents and carers, and other helpers) aware of our safeguarding arrangements.
- Do remember this code at sensitive moments, e.g. when helping someone who has been bullied, bereaved or abused.
- Do tell other staff where you are and what you are doing.
- Do remember someone else might misinterpret your actions, even if you mean well.
- Do take any allegations or concerns of abuse seriously and refer them to the Management of Lincolnshire Airsoft Club immediately.

#### The Do Not's

- Do not trivialise abuse.
- Do not form a relationship with a young person that is an abuse of trust, e.g. contacting young person's through personal accounts directly when not business related.
- Do not drink alcohol when you are directly responsible for young people.
- Do not take part in inappropriate behaviour or contact, whether physical, verbal or sexual.
- Do not make suggestive remarks or threats to a young person, even in fun.
- Do not use inappropriate language when writing, phoning, emailing or using the internet.
- Do not let allegations, suspicions, or concerns about abuse go unreported.

The policy and procedures will be promoted within the organisation and are mandatory for everyone involved in **Lincolnshire Airsoft Club**. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

The policy will be reviewed a year after development and then annually, or in the following circumstances:

- Changes in legislation and/or government guidance, and local authorities, CQC and OfSTED guidance.
- As required by government guidance, and local authorities, CQC and OfSTED as a result of any other significant change or event.

Print: Ian Lawrence  
 Owner

Date: 01 March 2008

Review date: 01 March 2021

Annex A.4.

## **Equality and Diversity Policy**

### **Policy statement**

Lincolnshire Airsoft Club recognises its responsibility to eliminate unlawful discrimination, challenge anti discriminatory practice, promote equality of opportunity and diversity in all aspects of its activities:

Lincolnshire Airsoft Club is committed to promoting equal opportunity and to adopting proactive measures to address unlawful discrimination in the execution of its services.

Lincolnshire Airsoft Club will ensure that equality of opportunity is prominent throughout our work; in making policy, managing the business, service delivery i.e. events and hosting, in complying with current UK regulations, and in our employment practice.

Lincolnshire Airsoft Club will provide a working environment that is free from any form of harassment, intimidation, victimisation or discrimination on the grounds of; nationality, race, colour, gender, sexual orientation, identity, ethnic or national origin, disability, marital status, gender reassignment, pregnancy, status or home responsibility, HIV or AIDS status, age, work status (part-time or fixed term), religious or political belief and socio-economic background. All individuals will be treated with dignity and respect and valued for who they are and for their contribution.

All Lincolnshire Airsoft Club staff are responsible for ensuring that the Equality and Diversity Policy is put into practice and that they have due regards to the need to:

- i) challenge all forms of discrimination.
- ii) eliminate unlawful discrimination.
- iii) promote equality of opportunity.

Lincolnshire Airsoft Club will review its Equality and Diversity Policy annually. The following opportunities are taken to invite feedback from staff, clients and students:

- Recruitment and Selection
- Initial Assessment
- Induction
- Assessment and Planning
- Player and staff Reviews
- Internal Verification
- External Verification
- Examinations and training
- Exit Interviews

This feedback will be included in the annual review of our policies.

### **Scope of Policy**

Lincolnshire Airsoft Club will adhere to all relevant Statutory Legislation and the Code of Practice as per Appendix .1



In accordance with its commitment to equal opportunities, Lincolnshire Airsoft Club will ensure that positive steps are taken to identify and combat all forms of discrimination so that no potential or existing members of staff, players or visitors are discriminated against from any of the four main types of discrimination - Direct discrimination, Indirect discrimination, Harassment and Victimisation.

Direct discrimination is treating one person less favourably than others because of, for example their race, gender, sexuality or disability (a fuller list has been provided above).

Indirect discrimination is creating a condition, term of employment or requirement of service delivery which cannot be justified and which, in practice, prevents people from certain groups from receiving a service.

Lincolnshire Airsoft Club will not tolerate any form of harassment when offensive or intimidating behaviour, or encouraging or allowing other people to do so, aims to humiliate, undermine or injure its target, causing any physical or mental harm.

Lincolnshire Airsoft Club will not tolerate any form of Victimisation, which means treating somebody less favourably than others because they tried to make a discrimination complaint. Lincolnshire Airsoft Club will ensure that we comply with the Public Interest Disclosure Act 1998, to ensure that all relevant protection is afforded to all relevant parties. This legislation is

“An Act to protect individuals who make certain disclosures of information in the public interest; to allow such individuals to bring action in respect of victimisation; and for connected purposes”

Lincolnshire Airsoft Club recognises that the implementation of the Equal Opportunity Policy is vital to its development and continuing success, and the Directors will take full and frank responsibility for ensuring effective implementation of the policy and code of practice.

We will ensure that all individuals and organisations which provide services for or on behalf of Lincolnshire Airsoft Club are aware of and fully complying with our commitment to equality of opportunity.

Lincolnshire Airsoft Club will investigate any alleged breach of this policy by staff, players or visitors. If the allegation is upheld, action will be taken which could result in disciplinary proceedings against the staff, players or visitors, as detailed in our Maladministration and Malpractice Policy.

### **Aims of the Policy**

- To comply with the general and specific duties of all UK Equal Opportunities Legislation.
- To fulfil our statutory obligation to raise awareness of the policy to all staff, clients and students.
- To ensure that all potential, new and existing staff, players or visitors are informed of the policy and its implication. All students will be issued with a copy of the policy on registration, all job applicants will receive the policy when applying to work with us.

- To ensure that all students have access to a fair and well managed examination and assessment process, in accordance with both Lincolnshire Airsoft Club guidelines for Maladministration and Malpractice.

### **Publishing Arrangements**

Lincolnshire Airsoft Club will ensure the policy statement is displayed and distributed throughout our business, in a variety of media, including but not limited to, paper copies issued at registration, the policy will be published online on the company's website (and will be available on our Facebook page).

### **Organisation, Consultation and Participation**

As the employers, staff, players or visitors have the ultimate responsibility for ensuring compliance with Equal Opportunity Legislation.

The Directors / Owners shall carryout and annual review of the policies that are in use, ensuring the policies are up to date, reflect current good practice and legislation. We will consult as widely as possible with all stakeholders i.e. staff, players or visitors and any other relevant parties.

### **Equal Opportunities: Functional Responsibilities**

The Directors / Owners are responsible for:

- i. personnel related policies and strategies.
- ii. developing and delivering a programme of (or arranging delivery of) staff development in all aspects of diversity and equality of opportunity matters.
- iii. advising and supporting staff to identify and disseminate good equal opportunity practice, particularly in relation to equal treatment in all aspects of the staff and client and student experience.
- iv. ensuring that all HR policies and procedures meet legal and ethical standards in relation to equal opportunity.
- v. advising staff on procedures in relation to the Lincolnshire Airsoft Club Equal Opportunities Policy.

### **Making an Equal Opportunities Complaint**

Staff, players or visitors who feels they have not been fairly treated within the scope of this policy should raise the matter through Lincolnshire Airsoft Club Grievance and Disciplinary Procedure.

### **Dealing with discrimination and harassment as an Event Provider**

As an Event Provider staff, players or visitors complies with anti-discrimination and human rights legislation and promotes the wellbeing of candidates. Lincolnshire Airsoft Club actively seek to eliminate all forms of discrimination and harassment – whether towards staff, players or visitors. We will use the following model for challenging discrimination:

- Recognising individualism and value difference.
- Breaking down stereotypes.
- Challenging discrimination.
- Role modelling appropriate behaviour.

In general, this is dealt with through our own disciplinary policy, but in all circumstances the safety, well-being and support needs of the victim is our first priority.

Lincolnshire Airsoft Club will comply with its legal responsibility to make a written record of any racist incident which takes place on our premises or any satellite office.

Certain racist incidents may also be criminal offences in England and Wales under the Crime & Disorder Act 1998. These include:

- i) Racially aggravated assaults, including common assault, actual bodily harm, grievous bodily harm and wounding.
- ii) Racially aggravated criminal damage, including racist graffiti, damage to property and arson (lighting fires).
- iii) Racially aggravated public order/harassment, including engaging in behaviour which causes (or is likely to cause) harassment, distress or fear of violence.

The police, not Lincolnshire Airsoft Club are responsible for investigating and dealing with any racist incidents where criminal offences may have been committed. All racist incidents of this kind will be reported to the police as soon as possible.

Lincolnshire Airsoft Club will also report the incident to the police if asked to do so by the victim or their parent.

In addition to the general principles for dealing with discrimination or harassment, LAC will adhere to the specific rules which exist for dealing with sexual harassment and discrimination. If the perpetrator is an employee/ staff member of Lincolnshire Airsoft Club or other professional in a position of authority, then this will normally be either a criminal matter (in which case it should be referred to the police) or a disciplinary offence under Lincolnshire Airsoft Club Disciplinary Procedure.

## **APPENDIX 1**

The relevant Acts of Parliament relating to equal opportunities policy are:

- Rehabilitation of Offenders Act 1974.
- The Public Order Act 1986.
- Employment Act 1989.
- Human Rights Act 1998.
- The Public Interest Disclosure Act 1998.
- Protection from Harassment Act 1997.
- Part Time Worker Regulations 2000.
- The Race Relations (Amendment) Act 2000.
- The Gender Recognition Act 2004.
- Racial and Religious Hatred Act 2006.
- Equality Act 2010

In addition, Lincolnshire Airsoft Club will comply with the following codes of practice relating to equal opportunities; including guidance available from:

- Equality and Human Rights Commission
- Disability Rights Commission.
- ACAS : Advisory Conciliation and Arbitration Service.
- Equality Act Codes of Practise

The Equality Act Codes of Practise can be found at: [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

The full details of the Equality Act 2010 can be found at: [www.legislation.gov.uk](http://www.legislation.gov.uk)

Print: Ian Lawrence  
Owner

Date: 01 March 2008

Review date: 01 March 2021

Annex. A.5

## Complaints Policy

### Introduction

This document sets out Lincolnshire Airsoft Club complaints policy and is aimed at customers and all interested parties who encounter a direct or indirect service from Lincolnshire Airsoft Club. It covers complaints which players, staff or members of the public may wish to make in relation to the qualifications and associated services offered by Lincolnshire Airsoft Club.

If you are unhappy about the way an event, staff debrief or in game decision or action was managed and you suspect malpractice may have occurred you should send your concern to Lincolnshire Airsoft Club in accordance with the arrangements in our Malpractice and Maladministration Policy.

### Review Arrangements

We will review the policy and its associated procedures annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer, learner or regulatory feedback.

### How Should I Complain?

You should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with you. If they cannot help or you wish to speak to someone else, you can ask to speak to the Ian Lawrence.

If this is not possible, or if you are not satisfied with the help provided by Ian Lawrence, please send a written complaint. You should complain in writing, normally within one month of the event you are complaining about and address it to us at the contact details outlined at the end of policy.

### What Details Do I Give?

When you contact us, please give us your full name, contact details including a daytime telephone number along with:

- a full description of your complaint (including the subject matter and dates and times if known)
- the names of any of the people you have dealt with so far
- any copies you may have of papers or letters/emails to do with the complaint

### What Will Happen?

We will acknowledge receipt of your complaint within 5 working days, letting you know who is investigating your complaint.

We aim to investigate the complaint within 30 days. If your complaint is more complex, or involves people who are not available at the time, we may extend this to 60 days. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation we shall write/email to inform you of our decision.

### What Happens if my Complaint is Upheld?

If any part of your complaint is upheld we will of course apologise and give due consideration to how we can improve our service and arrangements - for example, by reviewing our procedures to assess the impact on our arrangements and assessment process (if relevant) or arranging for staff training. In extreme circumstances, disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed inappropriate.

### **What if I Disagree?**

If you disagree with the decision the first point of call is Ian Lawrence. If you are still unhappy with the decision taken by Lincolnshire Airsoft Club in reviewing the complaint you can then take the matter through whatever legal representation you require

### **Contact Us**

If you've any queries about the contents of the policy, please contact us on 07775877057 or via email at [ian@lincolnshireairsoftclub.co.uk](mailto:ian@lincolnshireairsoftclub.co.uk).

**Print: Ian Lawrence  
Owner**

**Date: 01 March 2019**

**Review date: 01 March 2020**

## Malpractice and Maladministration Policy

### Introduction

This policy is aimed at our players, who are using Lincolnshire Airsoft Club for their preferred events. It is also for use by our staff to ensure they deal with all malpractice and maladministration investigations in a consistent manner.

### Review Arrangements

Lincolnshire Airsoft Club will review the policy annually as part of our annual self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies, changes in legislation, or trends identified from previous allegations.

### Definition of Malpractice

Malpractice is essentially any activity or practice which deliberately contravenes regulations and compromises the integrity of the internal or external assessment process and/or the good name of Lincolnshire Airsoft Club. It covers any deliberate actions, neglect, default or other practice that compromises, or could compromise:

- the booking in process;
- the chrono process;
- the safety brief/ and game brief;
- the reputation and credibility of Lincolnshire Airsoft Club

Malpractice may include a range of issues from the failure to maintain appropriate records or systems to the deliberate falsification of records.

For the purpose of this policy this term also covers misconduct and forms of unnecessary discrimination or bias towards certain or groups of staff, players or visitors.

### Definition of Maladministration

Maladministration is essentially any activity or practice which results in non-compliance with administrative regulations and requirements laid down by Lincolnshire Airsoft Club

### Examples of Malpractice and Maladministration

The categories listed below are examples of centre and learner malpractice and maladministration. Please note that these examples are not exhaustive:

- Denial of access to premises, records, information, learners and staff to any authorised HSE representative and/or the regulatory authorities
- Failure to carry out internal assessment, internal quality assurance in accordance with our requirements
- Deliberate failure to adhere to procedures.
- Persistent instances of maladministration within Lincolnshire Airsoft Club
- Fraudulent claims for funds and or equipment
- The unauthorised use of inappropriate materials / equipment.

- Intentional withholding of information from Lincolnshire Airsoft Club officials which is critical to maintaining the rigour of quality assurance and standards.
- Collusion or permitting collusion with outside influences detrimental to Lincolnshire Airsoft Club
- A loss, theft of, or a breach of confidentiality in, any Lincolnshire Airsoft Club materials
- Plagiarism of Lincolnshire Airsoft Club by staff
- Submission of false information detrimental to Lincolnshire Airsoft Club
- Deliberate failure to adhere to, or to circumnavigate, the requirements Lincolnshire Airsoft Club

### **Process for Making an Allegation of Malpractice or Maladministration**

Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time **must immediately notify the awarding organisation**. In doing so they should put the details in writing/email and enclose appropriate supporting evidence.

All allegations must include (where possible):

- name, address
- details of the affected or nature of the service affected
- nature of the suspected or actual malpractice and associated dates
- details and outcome of any initial investigation carried out by the Lincolnshire Airsoft Club or anybody else involved in the case, including any mitigating circumstances

Lincolnshire Airsoft Club, must note that in all instances the relevant awarding organisation must be immediately notified if they suspect malpractice or maladministration has occurred as we have a responsibility to the awarding organisation and relevant regulatory authorities to ensure that all investigations are carried out rigorously and effectively.

In all cases of suspected malpractice and maladministration reported to, Lincolnshire Airsoft Club will protect the identity of the 'informant' in accordance with our duty of confidentiality and/or any other legal duty.

**Print: Ian Lawrence**  
**Owner**

**Date: 01 March 2008**

**Review date: 01 March 2021**



# **Mental Health and Wellbeing Policy**

**A policy for:**  
**Effective from:**  
**Next review date:**

## **Introduction**

Mental ill health and stress are associated with many of the leading causes of disease and disability in our society. Promoting and protecting the mental wellbeing of the workforce is important for individuals' physical health, social wellbeing and productivity. Mental wellbeing in the workplace is relevant to all staff and players and everyone can contribute to improved mental wellbeing at work.

Addressing workplace mental wellbeing can help strengthen the positive, protective factors of employment, reduce risk factors for mental ill health and improve general health. It can also help promote the employment of people who have experienced mental health problems, and support them once they are at work.

Important aspects of mental health and wellbeing includes providing information and raising awareness, management skills to deal with issues around mental health and stress effectively, providing a supportive work environment, offering assistance, advice and support to anyone experiencing a mental health problem or returning to work after a period of absence due to mental health problems.

## **Policy Statement:**

Lincolnshire Airsoft Club is committed to the protection and promotion of the mental health and wellbeing of all staff.

Lincolnshire Airsoft Club shall continuously strive to improve the mental health environment and culture of the organisation by identifying, eliminating, or minimising all harmful processes, procedures and behaviours that may cause psychological harm or illness to its Staff.

Lincolnshire Airsoft Club shall continuously strive, as far as is reasonably practicable, to promote mental health throughout the organisation by establishing and maintaining processes that enhance mental health and wellbeing.

## **Policy Aim:**

To provide a working environment that promotes and supports the mental health and wellbeing of all Staff and if possible players.

## **Scope:**

This policy will comply with Health and Safety legislation and best practice guidelines.

This policy will be developed in accordance with existing organisational policies and procedures.

This policy will be owned at all levels Lincolnshire Airsoft Club, developed and implemented across all departments, evaluated and reviewed as appropriate.

## **Policy Objectives**

**To develop a supportive culture, address factors that may negatively affect mental wellbeing, and to develop management skills.**

*Policy actions:*

Reduce discrimination and stigma by increasing awareness and understanding

Complete an Staff non intrusive survey to identify mental health needs

Give Staff information on and increase their awareness of mental wellbeing.

Include information about the mental health policy in the Lincolnshire Airsoft Club induction programme.

Provide opportunities for staff to look after their mental wellbeing, for example through physical activity, stress reducing activities and social events.

Promote the Five Ways to Wellbeing concept

Provide systems that encourage predictable working hours, reasonable workloads and flexible working practices where appropriate.

Ensure all staff have clearly defined job descriptions, objectives and responsibilities and provide them with good management support, appropriate training and adequate resources to do their job.

Manage conflict effectively and ensure the workplace is free from bullying and harassment, discrimination and racism.

Establish good two-way communication to ensure staff involvement, particularly during periods of organisational change.

Ensure that staff have a clearly defined role within the organisation and a sense of control over the way their work is organised.

Ensure that job design is appropriate to the individual, with relevant training, supervision and support provided as required.

Ensure a physical environment that is supportive of mental health and wellbeing including a sound, ergonomically designed workstation or working situation with appropriate lighting, noise levels, heating, ventilation and adequate facilities for rest breaks.

Promote and support opportunities to enhance professional development, identified through the appraisal.

Provide training for designated staff in the early identification, causes and appropriate management of mental health issues such as anxiety, depression, stress and change management.

### **To provide support for employees experiencing mental health difficulties.**

#### *Policy actions:*

Ensure individuals suffering from mental health problems are treated fairly and consistently.

Manage return to work for those who have experienced mental health problems and in cases of long-term sickness absence, put in place, where possible, a phased return to work.

Give non-judgemental and pro- active support to individual staff that experience mental health problems such as counselling, CBT etc

Ensure employees are aware of the support that can be offered through occupational health department, Staff Assistance Programme (if applicable) or alternatively their own GP, or a counsellor.

Make every effort to identify suitable alternative employment, in consultation with the employee, where a return to the same job is not possible due to identified risks or other factors.

Treat all matters relating to individual staff and their mental health problems in the strictest confidence and share on a 'need to know' basis only with consent from the individual concerned.

**To encourage the employment of people who have experienced mental health problems.**

*Policy actions:*

Show a positive and enabling attitude to staff and potential staff with mental health issues. This includes having positive statements in recruitment literature.

Ensure that all staff involved in recruitment and selection are briefed on mental health issues and the Disability Discrimination Act, and are trained in appropriate interview skills.

Ensure all Senior marshals have information and training about managing mental health in the workplace.

**To recognise that workplace stress is a health and safety issue.**

*Policy actions:*

Adopt the principles of the HSE Stress Management Standards for Staff or groups of staff that it is felt may be affected by stress  
 Consult with safety representatives on all proposed action relating to the prevention of workplace stress.

Provide training in good management practices

Provide confidential counselling and adequate resources.

Align with other relevant policies such as physical activity, alcohol and absence management

**Communication**

All staff will be made aware of the mental wellbeing policy and the facilities available. This will be part of a health at work policy, which will be included in the employee handbook and employee information or induction packs.

The Lincolnshire Airsoft Club Health and Safety Team will take forward the actions from this policy.

Regular updates will be provided to all staff via their Team management.

**Review and monitoring**

Staff participating in any of the mental wellbeing activities will be regularly asked for feedback.

The mental wellbeing activities will be included in an annual 'health at work audit'.

The policy, status updates and evaluation reports will be circulated to management and be available on request through the nominated workplace health champion.

Lincolnshire Airsoft Club (or an individual as appropriate) will be responsible for reviewing the mental wellbeing policy and for monitoring how effectively the policy meets its aims and objectives

The policy will be reviewed annually from implementation

**Print: Ian Lawrence**  
**Owner**

**Date: 01 March 2014**

**Review date: 01 March 2021**

