



# **British Tennis Diversity and Inclusion Policy 2017**

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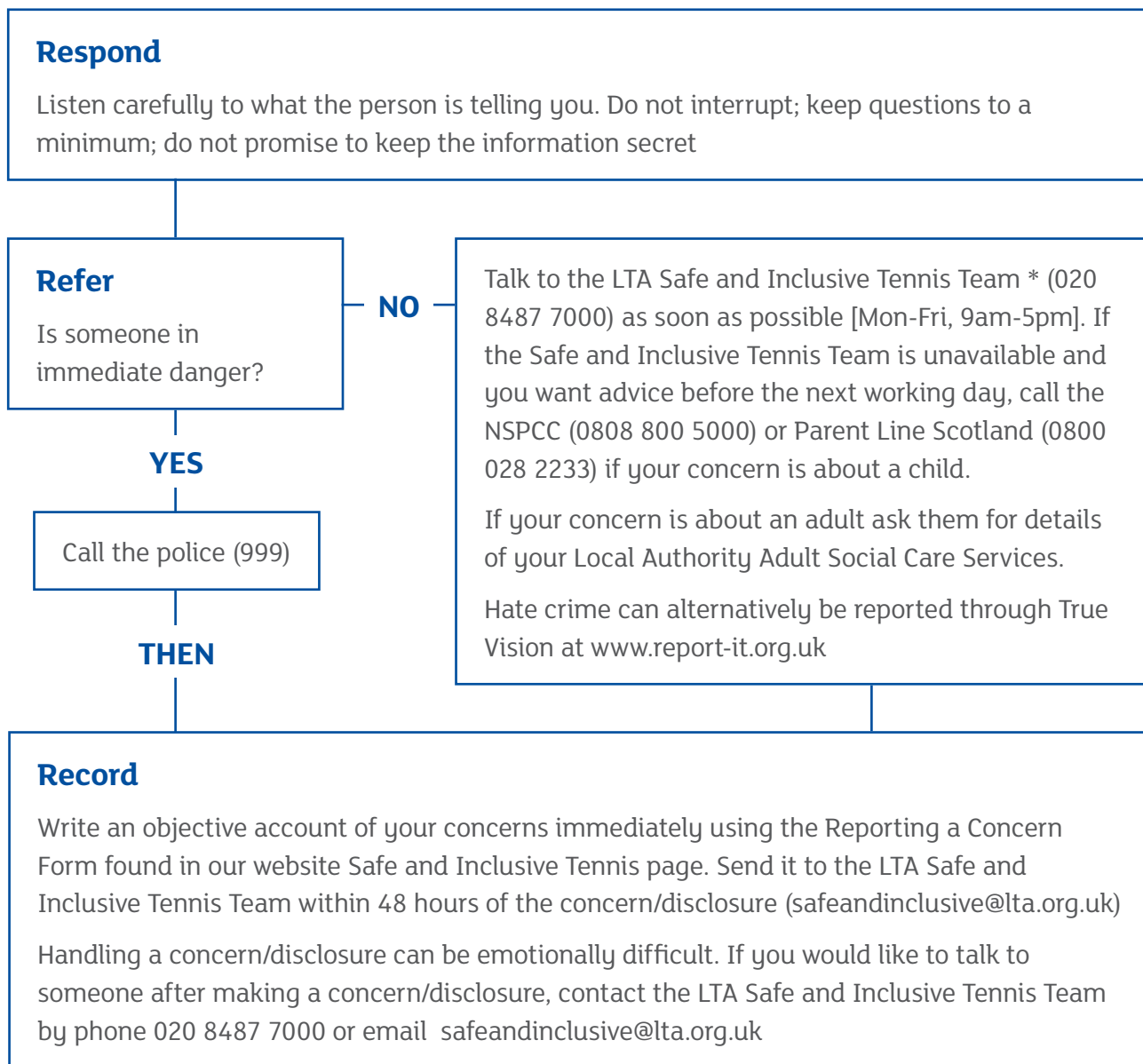
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## Contents

<b>Concern Reporting Procedure</b>	<b>2</b>
<b>Diversity and Inclusion in British Tennis</b>	<b>3</b>
<b>Diversity and Inclusion Policy</b>	<b>4</b>
<b>Safe and Inclusive Tennis Standard</b>	<b>9</b>
<b>Safe and Inclusive</b>	<b>11</b>
<b>Appendix</b>	<b>12</b>

# Concern Reporting Procedure

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



\* In Wales? You can also contact the Wales Safe and Inclusive Tennis Lead (029 2046 3335).

In Scotland? You can also contact the Tennis Scotland Safe and Inclusive Tennis Lead (0131 444 4154).

(see appendix C for more details on what to do if a disclosure from a child or adult at risk is made to you)

## Diversity and Inclusion in British Tennis

The primary aim of the LTA, Tennis Scotland, Tennis Wales and the Tennis Foundation is to enable more people to play tennis more often, growing and sustaining the sport so that it is safe, inclusive, fair and accessible. As we work towards this we are committed to promoting safe and inclusive tennis, so that people have positive experiences of our sport and that tennis is accessible and available to everyone.

While we have made considerable progress regarding diversity and inclusion in tennis we know that there is more to be done to engage with and involve people from many different backgrounds whether as a player, coach, official, staff or as a volunteer. This applies at all levels of the game and a key aim in support of this is ensuring that we comply with the UK Sport and Sport England Code for Sports Governance as well achieving the highest level of the Equality Standard for Sport.

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

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

To achieve these aims we believe that everyone involved in British Tennis has a vital role to play in promoting diversity and inclusion and we ask everyone to become Safe and Inclusive Tennis Champions – proactively promoting Safe and Inclusive tennis and taking action against all forms of discrimination.

We are proud to have a British Tennis Diversity and Inclusion Policy, Safe and Inclusive Standards, Code of Behaviour and Concern Reporting Procedure that demonstrates our commitment to making tennis diverse and inclusive. It is a commitment upheld by all - Lawn Tennis Association, Tennis Scotland, Tennis Wales and the Tennis Foundation, tennis venues, programmes, events and individuals.

These commitments are fully supported by the respective Boards.

Together we can make a positive difference to people from different backgrounds to participate in British Tennis.

Thank you.

# Diversity and Inclusion Policy

## 1. Policy Statement

The British Tennis Diversity and Inclusion Policy, Standards, Code of Conduct and Reporting Procedure are applicable to:

- The Lawn Tennis Association (LTA)
- Tennis Scotland
- Tennis Wales
- The Tennis Foundation.

The primary aim of all four organisations is to enable more people to play tennis more often, growing and sustaining the sport so that it is safe, inclusive, and fair. This applies regardless of a person's age, disability, gender reassignment status, sex, marital or civil partnership status, pregnancy or maternity, race, sex, sexual orientation, religion, race or sexual orientation, socio-economic status or any other background.

British Tennis' Safe and Inclusive approach recognises that many concerns and/or disclosures may have both safeguarding and diversity and inclusion elements to them. This policy reflects this through its reporting procedures, which replicate the safeguarding concern reporting procedures.

The LTA Safe and Inclusive Tennis Team supports the LTA, Tennis Wales, Tennis Scotland and the Tennis Foundation to ensure that the sport is safe, diverse and inclusive. This Policy, Standards and Code of Conduct strive to minimise risk and support venues, programmes, events and individuals to deliver a positive tennis experience for everyone. The Reporting Procedures outlines how to respond to safeguarding or discrimination concerns/disclosures.

## 2. Use of Terminology

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

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

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

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

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

**Positive action** – British Tennis is committed to taking positive steps to counteract the effects of physical or cultural barriers – whether real or perceived – that restrict the opportunity for all sections of the community to participate equally and fully. We will ensure that we institute, support or contribute to appropriate measures or initiatives that enable access to tennis and participation in associated activities by people from any group that is under-represented in tennis or has difficulty accessing it and that they can do so with dignity or without being singled out.

(See Appendix A for full glossary of terms)

### 3.Scope

The Tennis Foundation operates across the UK (England, Wales, Scotland, Northern Ireland, the Channel Islands and the Isle of Man); the LTA operates across Great Britain (England, Wales and Scotland), the Channel Islands and the Isle of Man; Tennis Scotland

operates in Scotland; Tennis Wales operates in Wales.

Each organisation has direct safe and inclusive responsibility for:

- Staff, consultants, coaches and officials they employ;
- Volunteers, including board members and councillors they recruit;
- Venues they own;
- Events and programmes they run; and
- Ensuring all accreditation requirements are met by accredited coaches, officials and venues.

Each organisation recommends and supports the development of good diversity and inclusion practice to:

- Accredited coaches, officials and venues;
- Players, parents and carers;
- Volunteers recruited by other organisations;
- Venues hired by or on behalf of the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation; and
- Events supported by the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation.

This Policy, Standards, Code of Conduct and Reporting Procedure are in line with national legislation (see appendix B for details of the relevant legislation) and applicable across the UK, to every person and place that the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation has direct safe and inclusive responsibility for.

#### 4. Responsibility for implementation of the Diversity and Inclusion Policy, Standards, Code of Conduct and Reporting Procedure

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

- Each organisation's Board and Chief Executive has overall accountability for this Policy, Standards, Code of Conduct and Reporting Procedure, for being the strategic lead on diversity and inclusion objectives and for ensuring compliance with the relevant legislation (see Appendix for details).
- Each Organisation's executive has overall responsibility for implementation of the policy, ensuring that Diversity and Inclusion Action Plan is delivered and reported on annually to the Board, and for creating a culture where inclusive leadership can thrive.
- The Director of Legal, supported by the Diversity and Inclusion Advisor, is responsible for updating this Policy, Standards, Code of Conduct and Reporting Procedure in line with legislative and organisational developments; and in supporting Tennis Scotland, Tennis Wales and the Tennis Foundation Safe and Inclusive Tennis Leads to develop a strategic and proactive approach to diversity and inclusion and respond to discrimination concerns.
- The LTA Diversity and Inclusion Advisor and Tennis Scotland, Tennis Wales and the Tennis Foundation Safe and Inclusive Leads are responsible for supporting teams and individuals to identify where diversity and inclusion support is required; to implement safe and inclusive procedures in their team; promote diversity and inclusion principles, including the Standards, Code of Conduct and Reporting Procedure, to all tennis venues, programmes, events and individuals including players, parents and carers; and to support the LTA Safe and Inclusive Tennis team to carry out an organisation-wide diversity and inclusion audit every year.
- All staff, consultants, coaches, officials and volunteers involved in tennis are responsible for raising diversity and inclusion concerns with the Safe and Inclusive Tennis team or Safe and Inclusive Tennis Lead as outlined in the Concern Reporting Procedure.
- Players, parents and guardians are responsible for upholding the Safe and Inclusive Code of Conduct and Reporting Procedure.
- The Diversity and Inclusion Advisor is responsible for ensuring appropriate training is put in place for new joiners and to ensure that existing members of staff are kept up to date with any diversity and inclusion developments.
- Registered tennis venues are recommended to:
  - formally adopt this policy, or produce their own and diversity and inclusion policy in terms that are consistent with it (please refer to the Safe and Inclusive Tennis Toolkit for more information);
  - take steps to ensure that their committees, members, participants and volunteers behave in accordance with the policy, including where appropriate taking disciplinary action under their constitution;

- ensure that access to membership of a venue as well as access to participation is open and inclusive;
- publish accurate information about the location and accessibility of their facilities; and
- support such measures and initiatives that British Tennis may institute or take part in to advance the aims of this policy.

Where there is a diversity and inclusion concern/disclosure:

- The individual who is told about, hears, or is made aware of the concern/disclosure is responsible for following the Concern Reporting Procedure above
- The Safe and Inclusive Tennis Leads are responsible for reporting all diversity and inclusion concerns to the LTA Safe and Inclusive Tennis Team
- The LTA Safe and Inclusive Tennis Team is responsible for assessing all diversity and inclusion concerns/disclosures that are reported to them and working with the Safe and Inclusive Tennis Team Leads to follow up as appropriate on a case-by-case basis, prioritising the well-being of the child/ adult at risk at all times. Dependent on the concern/disclosure, a referral may be made to:
  - The police in an emergency (999);
  - Local Authority Children's Social Care Services for concerns/disclosures about a child;
  - Local Authority Adult Social Care Services for concerns/disclosures about an adult at risk;
  - Designated Officer (England; Wales); and national Disclosure and Barring Service for concerns/disclosures about a member of staff, consultant, coach, official or volunteer; and/or
- True Vision for Hate Crime
- The LTA Safeguarding and Protection Committee and/or the LTA Licensing and Registration Committee for advice and decisions; - and/or
- The Police Prevent Officer for concerns about children or adults at risk of being drawn into extremism or terrorist activity and Channel with permission from the individual and parent or guardian for those under eighteen years' old.



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

Where there are concerns that diversity and inclusion good practice has not been followed, all staff are encouraged to follow Whistleblowing Policy (found here) ; consultants, coaches, officials, volunteers and players are encouraged to:

1. Complain directly to the person or organisation and seek resolution. In the first instance, this can often resolve many disputes or concerns.
2. Contact the LTA Safe and Inclusive Tennis Team: [safeandinclusive@lta.org.uk](mailto:safeandinclusive@lta.org.uk) - they can assist in liaising with the club and investigating the matter. Alternatively, the NSPCC Whistleblowing advice line: 0800 028 0285; [help@nspcc.org.uk](mailto:help@nspcc.org.uk) can be contacted.
3. Seek further advice from the Equality Advisory Support Service a call on 0808 800 0082. For further information their website is: <http://www.equalityadvisoryservice.com/app/ask>

Breaches of this Policy and/or failure to comply with the outlined responsibilities may result in the following by the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation:

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

- Recruited volunteers, including councillors and board members – termination of current and future roles within all four organisations and possible legal action.

Actions taken by staff, consultants, volunteers, officials, coaches, venues, clubs and/or events outside of the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation that are seen to contradict this Policy may be considered a violation of this Policy.

Where an appeal is lodged in response to a safeguarding decision made by the LTA Safe and Inclusive Tennis Team and Safeguarding and Protection Committee and/or Licensing and Registration Committee, an independent appeal body such as Sport Resolutions may be used. Their decision is final.

## 6. Related policies and guidance

- Safeguarding Policy
- Disciplinary Policy
- Grievance Policy
- Harassment Policy
- Bullying Policy
- Complaints Policy
- Transgender Policy
- Whistle-blowing Policy
- Data Protection Policy
- And others as may be identified from time to time.

# Safe and Inclusive Tennis Standards

The Standards aim to set out a minimum level of practice to promote and support safeguarding, diversity and inclusion in tennis. Implementing the Safe and Inclusive Tennis Standards is intended to be used alongside this Policy, Code of Conduct and Reporting Procedure; and the Diversity and Inclusion Policy.

## Standard 1

We have Safeguarding, Diversity and Inclusion Policies and a Code of Conduct that applies to all staff, consultants, coaches, officials, volunteers, venues and events.

- All staff, consultants, volunteers, officials, coaches, venues and events follow our Safeguarding, Diversity and Inclusion Policies, Standards, Code of Conduct and Reporting Procedure
- Our policies and procedures are risk assessed, monitored and updated.

## Standard 2

We empower children and adults to create safe and inclusive tennis environments, both on and off court.

- We support everyone to uphold the Fair Play values
- Information, resources and guidance on how to stay safe, promote safeguarding, diversity and inclusion and report concerns is easy to access, understand and implement
- There is a resourced Safe and Inclusive Tennis team; named Welfare Officers in Tennismark venues; and named officials responsible for creating safe and inclusive tennis environments at events and programmes run by the LTA, Tennis

Scotland, Tennis Wales and the Tennis Foundation

- Children and adults are actively encouraged to report any concerns they have about themselves or others; those who report concerns are protected and supported.

## Standard 3

We prioritise safe and inclusive recruitment, induction, training and support.

- All applicable applications, interviews and references address safeguarding, diversity and inclusion requirements and attitudes
- All eligible staff, consultants, volunteers, accredited officials and coaches have a criminal records check
- All LTA, Tennis Scotland, Tennis Wales and Tennis Foundation staff, accredited officials, accredited coaches, Welfare Officers in Tennismark venues, relevant consultants and volunteers receive appropriate safeguarding, diversity and inclusion training and on-going support.

## Standard 4

We protect people's confidential information about safeguarding, diversity and inclusion.

- Confidential information relating to safeguarding, diversity and inclusion is:
  - Stored securely
  - Accessed and processed securely
  - Shared securely and appropriately.

## Standard 5

We address safeguarding and discrimination concerns immediately, prioritising the well-being of children and adults at risk.

- All concerns, including on-line concerns (cyber-bullying, sexting, grooming, extremism, radicalisation and all other forms of on-line abuse) are recognised, reported and responded to.
- All safeguarding and discrimination concerns/allegations made regarding an LTA, Tennis Scotland, Tennis Wales or Tennis Foundation member of staff, accredited official, coach, Welfare Officer, volunteer, venue or event are dealt with follow our disciplinary procedures and may be reported to external authorities.
- All concerns are reported immediately, following the Concern Reporting Procedure.
- We foster a collaborative approach to safeguarding, diversity and inclusion across the organisation and with other agencies.

## Safe and Inclusive

### Code of Conduct

- Prioritise the well-being of all children and adults at all times
- Be a positive role model. Act with integrity, even when no one is looking
- Help to create a safe and inclusive environment both on and off court and promote the Fair Play values: enjoy; respect
- Value and celebrate diversity and make all reasonable efforts to meet individual needs
- Keep clear boundaries between your professional and personal life, including on social media
- Check you have the relevant consent from parents/carers, children and adults before taking or using photos and videos
- Ensure your own roles and responsibilities, and those of everyone you are responsible for, are clearly outlined and everyone has the information, training and support to carry them out
- Where possible, do not be alone with a child or adult at risk; if you have to be alone with a child or adult at risk; let someone know such as a carer, club secretary, volunteer etc.
- Do not abuse, neglect, harm or discriminate against anyone; or act in a way that may be interpreted as such\*
- Doing nothing is NOT an option: report all concerns and disclosures as soon as possible, following the Concern Reporting Procedure. If someone is in immediate danger, dial 999.

\*It is illegal to have a relationship with someone who is under 18 years old if you are in a position of trust; it is illegal to have a sexual relationship with anyone under the age of 16 whether they give consent or not.

The Code of Conduct should be interpreted in a spirit of integrity, transparency and common sense, with the best interests of children and adults at risk as the primary consideration.

This Policy, Standards, Code of Conduct and Reporting Procedure are reviewed every two years [or earlier if there is a change in national legislation].

This Policy, Standards, Code of Conduct and Reporting Procedure are recommended for approval by:

**Michael Downey, LTA Chief Executive:**

**Pete Nicolson, Interim Tennis Scotland Chief Executive:**

**Peter Drew, Tennis Wales Chief Executive:**

**Geoff Newton, Tennis Foundation Executive Director**

## Appendix A:

### Glossary of terms

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Harassment:** unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating and intimidating, hostile, degrading, humiliating or offensive environment for that individual or creates an intimidating, hostile, degrading,

humiliating or offensive environment. The focus is on the perception of the complainant not the intent of the perpetrator. Employees can complain of behaviour they find offensive even if it is not directed at them.

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

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

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

**An Inclusive Leader** – is a role model exemplar of inclusive behaviour; listens to and seeks out the views of diverse people and takes account of these views, without bias, in the decisions they make; appreciates that a diverse group of people will generate more creative solutions to problems and encourages this; inspires people through a shared vision of future success and motivates them to deliver it; leverages difference for high performance and provides responsive excellence to customers', clients' and service users' needs; provides positive feedback to boost people's self-efficacy; puts effort into helping diverse people identify their talents and develop them for performance now

and future advancement; communicates authentically and honestly in a way that inspires trust, loyalty and well-being.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



## Appendix B:

### Legislation

The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society.

It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it's unlawful to treat someone.

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

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

These are called 'protected characteristics'.

People are protected from discrimination:

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

People are also protected from discrimination if:

- they are associated with someone who has a protected characteristic, e.g. a family member or friend
- they have complained about discrimination or supported someone else's claim
- Discrimination can come in one of the following forms:
  - direct discrimination - treating someone with a protected characteristic less favourably than others.
  - indirect discrimination - putting rules or arrangements in place that apply to everyone, but that put someone with a protected characteristic at an unfair disadvantage.
  - harassment - unwanted behaviour linked to a protected characteristic that violates someone's dignity or creates an offensive environment for them.
  - victimisation - treating someone unfairly because they've complained about discrimination or harassment.

## Appendix C:

### What to do if a disclosure of potential abuse from a child or adult is made to you

1. Reassure the child/adult that s/he is right to report the behaviour.
2. Listen carefully and calmly to him/her.
3. Keep questions to a minimum - and never ask leading questions.
4. Do not promise secrecy. Inform him/her that you must report your conversation to the LTA Safe and Inclusive Tennis Team (and the police in an emergency) because we need to make sure they are safe.
5. REPORT IT! If someone is in immediate danger, call the police (999), otherwise talk to the LTA Safe and Inclusive Tennis Team as soon as possible. Once reported, the Team will work with you to ensure the safety and well-being of the child/ adult
6. Do not permit personal doubt prevent you from reporting the concern/disclosure
7. Make an immediate objective written record of the conversation using the Reporting a Concern Form. Make certain you distinguish between what the person has actually said and the inferences you may have made. Your report should be sent to the Safe and Inclusive Tennis Team [safeandinclusive@lta.org.uk](mailto:safeandinclusive@lta.org.uk) within 48 hours of the incident, who will store it safely.