

Counties Tennis Association and Pukekohe Tennis Club

Health and Safety policies and procedures manual

CONTENTS

Club commitment and policy

Hazard management

Smoke-free environment policy

Accident management

Emergency management

Event management

First aid

Member information and training

Coaching of Young People

Electrical Equipment

Animals

Employee Uniforms and Equipment

Contractors

Appendix 1: Checklist for yearly manual review

Appendix 2: Hazard Assessment & Control form

Appendix 3: Incident and accident reporting form/register

Club commitment and policy

Purpose:

The purpose of this Policy is to ensure active, consultative, commitment to health and safety management at the Counties Tennis Centre

Our Health & Safety Vision:

“Playing & Supporting Tennis in a safe and enjoyable environment”

We believe that:

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

Objectives

The Counties Tennis Centre health and safety programme aims to:

- provide a safe and healthy tennis environment
- proactively identify actual/potential hazards and unsafe behaviour and take all steps to manage these as best as reasonably practicable
- establish and maintain communication on health and safety
- support members' participation in health and safety matters
- identify needs and provide training on health and safety
- demonstrate a commitment to the accurate reporting and recording of health and safety matters
- comply with legal and organisational obligations.

Objectives will be achieved through:

- committee support and commitment to health and safety
- implementation of policies and procedures
- membership education and participation
- regular reviews and evaluations
- annual health and safety manual review.

The Counties Tennis Association and Pukekohe Tennis Club Committees have key responsibility for developing, implementing and improving the health and safety policy. These include the following:

- providing leadership and direction in matters of health and safety
- developing member commitment to achieving excellent health and safety standards
- establishing, monitoring and achieving overall health and safety goals and objectives •
- conducting regular health and safety inspections

References

Health and Safety at Work Act 2015

Accident Compensation Act 2001

WorkSafe New Zealand Act 2013

Vulnerable Childrens Act 2014

Tennis Auckland/Northern Presentation by Gary Crook, Zone Health & Safety

Manual Maintenance

The Club & Tennis Centre Administrator (CA) is responsible for maintaining the Health and Safety Manual.

As required, the CA will update the manual and circulate any significant changes for comment and approval. All health and safety documentation is controlled by the CA and will include dates of issue and electronic sign-off.

Hazard management

Purpose

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

Scope

The policy applies to all Counties Tennis Association and Pukekohe Tennis Club activities at the Counties Tennis Centre

Responsibilities

The Club Administrator is responsible for:

- conducting regular health and safety inspections
- maintaining the hazard register (appendix 3) including identification and risk analysis
- ensuring the fire extinguisher is within its expiry period and all H & S notices are up to date.
- working with members to control identified hazards
- authorising specialist consultants to be contracted where necessary to identify, eliminate or minimise hazards.

The Club cleaner is responsible for ensuring:

- clubrooms are clear of obstructions and litter.
- there are no fire hazards.

The Maintenance Person is responsible for:

- ensuring all court surfaces, nets, fences, gates, spectator seating and building structures are free of hazardous defects.

All members are responsible for:

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

Procedure

Hazard management steps include:

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

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

Hazard management needs to be completed:

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

Step 1 – Identify hazards

Hazard Identification Process²

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

Step 2 – Risk analysis

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

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

Determine the risk category using the Risk Matrix below. Please circle.

Risk Matrix (refer to main Risk Matrix for assessment of Assets and Organisation)

Impact - see scale below Likelihood see scale below	Negligible	Minor	Moderate	Severe	Critical
Certain / Imminent	Low	Medium	High	Critical	Extreme
Very Likely	Low	Medium	High	High	Critical
Likely	Negligible	Low	Medium	High	High
Moderately Likely	Negligible	Low	Low	Medium	Medium
Unlikely	Nil	Negligible	Negligible	Low	Low

Risk Categories

Extreme	Stop activity/process – action immediately
Critical	Consult immediately with Committee to stop activity/process – action immediately
High	Inform people – immediate action to be taken and applied
Medium	Correction required
Low / Negligible	Risk perhaps acceptable – attention indicated

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

Impact scale

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

Step 3 – Control

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

Smoke-free environment policy

Policy statement

Counties Tennis Association and Pukekohe Tennis Club recognises that smoking presents a health hazard that can have serious implications for both the smoker and the non-smoker, and that smoking habits may have life-long adverse consequences. Counties Tennis Association and Pukekohe Tennis Club supports a safe and healthy environment.

Scope

The policy applies to all Counties Tennis Association and Pukekohe Tennis Club activities at the Counties Tennis Centre

Purpose

This policy is based on the following principles:

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

Responsibilities

The Club Administrator is responsible for:

- The maintenance of "No smoking" signage.
- Requesting anyone sighted smoking at the centre, stops immediately and is informed that any smoking must be done outside the confines of the tennis centre, such as the carpark.
- Following up on complaints made by other members.

Procedure

Smoke-free buildings:

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

Passive smoking:

Smoking is permitted in areas outside the court fencing, provided others are protected from smoke drift and passive smoking by the smoker keeping their distance from people, and opening windows and doors within their close proximity.

Complaints:

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

References

Smoke-free Environments Act 1990

Smoke-free Amendment Act 2003

Accident management

Policy statement

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

Scope

The policy applies to all Counties Tennis Association and Pukekohe Tennis Club activities at the Counties Tennis Centre

Purpose

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

Procedures

Notification of accidents/incidents

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

- Inform the Club Administrator as soon as possible after the accident/incident occurs.
- Complete an Incident form (Appendix 3), and send a copy to admin@countiestennis.co.nz immediately.

Investigation

The Club Administrator should:

- initiate and carry out an investigation, ideally within 24 working hours of the event concerned
- Notify Worksafe within 48 hours of any incidents that require emergency medical attention and hospitalisation.
- ensure any hazard that is identified as the cause of the event is eliminated, isolated or minimised within 7 days.

Strategies to minimise accidents/incidents

Emphasise the Sunsmart message – promote the use of hats, sunglasses and sunscreen

- Sun Protection poster in clubhouse
- Sunblock available on the top of the fridge in the kitchen.

Promote injury prevention:

- Warm-up and stretching poster in the clubrooms.

Emergency management

Policy

Counties Tennis Association and Pukekohe Tennis Club recognises the need to be prepared for emergency situations that may be encountered while at tennis.

Scope

The policy apply to all Counties Tennis Association and Pukekohe Tennis Club activities.

Procedures

1. When emergency services are required

- For emergency services dial 111 and ask for the service you require:
FIRE
AMBULANCE
POLICE.
- Stay calm, give your name, details of the emergency, and street address - which is Counties Tennis Centre, Rosa Birch Park, 82 – 86 West St, Pukekohe.
- Visitors are the responsibility of the member they are with.

2. Fire

Ensure you are familiar with the building evacuation scheme or evacuation procedure. **If you discover a fire:**

- alert other people at the club
- dial 111 for emergency services
- do not extinguish the fire unless there is no personal danger to you or anyone else
- if time permits and there is no danger, close all doors and windows
- evacuate the building through either of the doors and meet at the assembly points – Corner of Court 20 by exit gate, either inside or outside of perimeter fence depending on whether you exited building to carpark, or stayed within the tennis centre.

If you are alerted to a fire (no fire alarm at Tennis Centre):

- walk quickly to your nearest exit
- make sure any visitors leave the building with you
- do not stop to take personal items with you
- meet at the assembly areas. Corner of Court 20 by exit gate, either inside or outside of perimeter fence depending on whether you exited building to carpark, or stayed within the tennis centre.

3. Earthquake

- Keep calm.
- Evacuate immediately and do not re-enter the building.
- Be prepared for aftershocks.

When the shaking stops:

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

4. Flooding (in building)

Shut off the power and water and turn off electrical appliances if there is no personal danger to you or anyone else.

- Try to identify the source of the flooding if safe to do so.
- Contact the Club Administrator
- Prepare to evacuate.

5. Flood (Natural Disaster)

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

6. Unwanted visitor

If a person is displaying unusual behaviour:

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

Event Management

Policy statement

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

Purpose

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

Scope

The policy applies to all Counties Tennis Association and Pukekohe Tennis Club activities at the Counties Tennis Centre

Responsibilities

The Club Administrator and the Committees are responsible for:

- ensuring a risk assessment is undertaken at committee meetings when an event is planned.

Procedures

Risk assessment should consider:

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

First aid

Policy statement

Counties Tennis Association and Pukekohe Tennis Club has a responsibility to take 'all practicable steps' in providing effective first aid arrangements.

Purpose

To ensure members know where to find assistance when first aid is required at the Tennis Centre.

Scope

The policy applies to all Counties Tennis Association and Pukekohe Tennis Club activities at the Counties Tennis Centre

The Club Administrator is responsible for:

- ensuring appropriate first aid supplies are provided and accessible at the Tennis Centre.
- preparation of poster with details of nearest defibrillator, emergency doctor etc.

Member information and training

Policy statement

Counties Tennis Association and Pukekohe Tennis Club recognises its responsibility to promote a safe and healthy environment. Members need to actively participate in health and safety and require information to support safe practices.

Purpose

To ensure that members are provided with adequate information on health and safety matters.

Scope

The policy applies to all Counties Tennis Association and Pukekohe Tennis Club activities at the Counties Tennis Centre

The Club Administrator is responsible for ensuring that:

- all members are aware of the Counties Tennis Association & Pukekohe Tennis Club websites Health & Safety page and their responsibilities re Health & Safety.
- keeping an up to date printed version of the manual at the clubhouse.

All members are responsible for:

- reading the Health & Safety Plan on our websites:
 - o www.countiestennis.co.nz
 - o www.pukekohetennis.co.nz
- reporting hazards and accidents.

Coaching of Young Persons

Policy statement

Counties Tennis Association and Pukekohe Tennis Club has a responsibility to take 'all practicable steps' to ensure that all junior players receiving coaching are not placed in vulnerable situations and have their rights protected.

Purpose

To ensure all coaches meet the professional coaching standards required to coach juniors unsupervised.

Scope

The policy applies to all coaching lessons at the Counties Tennis Centre.

Responsibilities

The Club Administrator is responsible for:

- Ensure that coaches are Police vetted each year before the start of each season.
- Ensure coaches are registered with Tennis NZ
- Ensure coaches have a current First Aide qualification
- Initial investigation of any complaints received, and then presented at a special meeting scheduled within a week of the initial complaint.

Procedures

- All complaints to be treated with seriousness, and investigated within 48 hours.
- At all times where possible the child/children involved will be treated with name suppression to protect their identity throughout the investigation.
- Support to be offered by committee to both the coach and complainant/s during the investigation process.
- Special Meeting of the Counties Tennis Association committee to be called within 72 hours of the complaint if the investigation requires further follow-up.
- If the committee decide further investigation is required the following actions will be taken:
 - Coach suspended from coaching at the Tennis Centre until the Police conclude their investigation.
 - Complaint lodged with Police.
- Coaches without a current registration will be given a 2 week extension if they can demonstrate they are actively renewing their registration.
- Coaches will be given 1 month to renew their first aide qualification if it has expired.
- Coaches with a conviction record after being police vetted, will be immediately suspended, pending a decision by the Counties Tennis Association committee within 7 days.

References

Vulnerable Childrens Act 2014

ELECTRICAL EQUIPMENT

Policy statement

Counties Tennis Association and Pukekohe Tennis Club has a responsibility to take 'all practicable steps' in providing electrical equipment that is safe to use.

Purpose

To ensure electrical equipment is tested regularly and any faulty equipment is removed immediately for repair or replacement.

Scope

The policy applies to all Counties Tennis Association and Pukekohe Tennis Club activities at the Counties Tennis Centre

The Club Administrator is responsible for:

- Getting a qualified technician to test and tag all electrical equipment every 2 years.
- Any faulty equipment is removed from access by members and visitors until it is fixed or replaced. Any equipment that can not be removed easily will be clearly marked with a sign, advising 'out of order'.

ANIMALS

Policy statement

Counties Tennis Association and Pukekohe Tennis Club has a responsibility to take 'all practicable steps' in keeping users safe from animals.

Purpose

To ensure animals, primarily dogs are not brought onsite within the confines of the clubrooms and the fenced property. This is to avoid users being attacked or fearful of attack by animals, eliminate distracting noise for players, and ensure the clubrooms (especially the kitchen) maintains an acceptable hygiene standard.

Scope

The policy applies to all Counties Tennis Association and Pukekohe Tennis Club activities at the Counties Tennis Centre

The Club Administrator is responsible for:

- No animal sign is displayed on the front and back doors.
- Anyone ignoring the signs is politely asked to remove their animal and tie it up outside of the Tennis Centre, such as the carpark.
- Following up on complaints after the incident, and ensuring that the offender is contacted and reminded of the animal policy.

Exemptions

Blind dogs are permitted access to the Tennis Centre.

Employee Uniforms & Equipment

Purpose

To ensure all employed staff have access and make use of the safety equipment required to safely perform their duties at the Tennis Centre.

Scope

The policy applies to all Counties Tennis Association and Pukekohe Tennis Club activities at the Counties Tennis Centre

Responsibilities

The Club Administrator is responsible for:

- Periodically checking staff use the prescribed safety equipment, and enforcing the policy.
- Maintaining equipment
- Purchasing equipment when job descriptions change.

The Club cleaner is responsible for ensuring:

- Uses rubber gloves when handling chemicals and unhygienic substances and objects.
- Wears closed footwear at all times
- Uses 'wet floor' signs when mopping lino floors.
- Storing equipment & chemicals safely in the cleaning cupboard and ensuring the cupboard is locked.

The Maintenance Person is responsible for:

- Using safety goggles when using drills, electrical saws and sprays.
- Wearing ear muffs for loud equipment, such as lawn-mowers.
- Protective gloves when handling sprays.
- Wear closed footwear at all times.
- Storing equipment, chemicals & materials safely in the shed and ensuring the shed is locked.

CONTRACTORS AND SUB-CONTRACTORS

Purpose

The purpose of this section is to outline:

- Details on how the organisation manages the relationships with contractors and subcontractors
- The documentation required when working with contractors
- How contractors participate in the organisation health and safety system

4.1 Definitions

Principal

A Principal is anyone who manages or engages any person, other than an employee, to do any work for gain or reward.

Contractor.

A person engaged by any person (otherwise than as an employee) to do any work for gain or reward.

4.2 Responsibilities

Principal

Principal must take all reasonable practicable steps to ensure that no contractor or sub-contractor, and no employee of a contractor or subcontractor, is harmed while doing any work that you have engaged a contractor to do.

Even if a principal has not directly engaged a sub-contractor, they still have some duties towards them.

A principal cannot contract out of responsibilities under the Act. The Principal has a duty of care and should provide the same protection to contractors and sub-contractors as to any employee.

A Principal must:

- Ensure that each contractor has in place adequate health and safety management systems and safe systems of work:
 - Health and Safety Policy
 - Incident reporting and management procedures
 - Hazard management procedures
 - Emergency management procedures
 - Monitoring and auditing procedures
 - Training and supervision procedures
 - Identified hazards for the contracted job(s).
- Notify the contractor of hazards that may affect the contractor's staff or sub-contractors
- Inform the contractor of specific requirements of the contract, such as the need for a special type of personal protective equipment
- Record and report near miss incidents, accidents or incidences of serious harm of the contractor while working on your worksites
- Adopt specific performance criteria, such as meetings, inspections, training and accident and near miss reporting
- Conduct regular safety inspections to monitor the contractor's safety performance where any Contractor is required to by the terms of the contract to work on either the Principal's site or outside of the Contractor's own work-site.

Appendix 1: Health & Safety Checklist

Health & Safety System	Policy components	Review date
Commitment to health and safety	<ul style="list-style-type: none"> Review of H & S Manual by committee 	Annually in May
Hazard identification and management	<ul style="list-style-type: none"> Review Hazards and update register Check for fire hazards by Club cleaner Check for fire hazards by committee Maintenance person Check fire extinguisher and signage (Club Administrator) 	<ul style="list-style-type: none"> 6 monthly January & July Weekly in season, fortnightly non-season Monthly 6 Monthly
Accident reporting and management	<ul style="list-style-type: none"> Analyse & assess accidents as reported 	<ul style="list-style-type: none"> Ongoing
Emergency planning and readiness	<ul style="list-style-type: none"> First Aid kit – ensure well-stocked 	<ul style="list-style-type: none"> Monthly
Employee information, training and supervision	<ul style="list-style-type: none"> Health & Safety email to members reminding them of procedures and policy. Training with employees. 	<ul style="list-style-type: none"> Annually October Annually May
Event management	<ul style="list-style-type: none"> Checklists managing risk 	Ad hoc – when organizing events.

Appendix 2: Hazard Assessment & Control form

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

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

Section C - Hazard Action/Control Plan

Action #	Activity/action to be completed	Responsibility	Due date	Progress status update	Date completed and verified as successful

Hazard Register: Where a hazard is not immediately eliminated, but the controls have been successfully implemented and verified, then you must enter the details onto your Hazard Register for ongoing management, i.e. review and monitoring.

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

Section D – Residual Risk Assessment

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

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

Section E - Approval (Manager/Head to complete)

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

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

Appendix 3: Incident Report Form

INCIDENT REPORT FORM	
<p>To be completed by Injured person and sent to Tennis Centre Administrator admin@countiestennis.co.nz within 48 hours. This form can also be found online at www.countiestennis.co.nz</p>	
IS IT AN: <input type="radio"/> ACCIDENT <input type="radio"/> INCIDENT/NEAR MISS	
Surname: _____	Date of event: _____
First name(s): _____	Time: _____
Residential address:	Date Reported: _____
_____	Location where event occurred:
_____	_____
Phone: _____	_____
Gender: _____	Nature of Injury (if any) :
Form Completed by: _____	_____
THE INVESTIGATION: Describe what happened:	

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

<i>To be completed by Club Administrator:</i>	
<small>PREVENTION: What action has or will be taken to prevent a recurrence?</small>	
By whom? _____	By whom? _____