Glamorganshire Golf Club

THE GLAMORGANSHIRE GOLF CLUB 1890

Health & Safety Policy 2025

Review Date	Update description	Signature
June 2025	Policy Installation	
	Policy review	
	Policy review	
	Policy review	

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Glamorganshire Golf Club

Lavernock Road, Penarth, Vale of Glamorgan, CF64 5UP

Health and Safety Policy Statement

It is the policy of Glamorganshire Golf Club, to develop a positive health and safety culture that contributes to the successful performance of the Club.

Our goal is the elimination of ill health, accidents and unnecessary losses. To achieve this, we will undertake a systematic identification of all hazards, assess the risks to employees and others and allocate adequate resources to control them. Our aim is to continuously improve our safety performance and safety management system. All employees will be encouraged to contribute to this improvement process by participating in consultative safety meetings and other activities.

Our legal responsibilities for health and safety are fully recognised, and we view legal requirements as the minimum standard that we must achieve.
The Board of the Club has the responsibility for the formulation, development and implementation of the policy.

Paid Staff have been allocated health and safety responsibilities that commit them to.

- developing plans to implement the policy,
- ensuring the competence of all employees, ❑ maintaining effective systems of communication,
- measuring and reviewing performance and supporting the policy with adequate financial resources.

Employees have the duty to act responsibly and do everything they can to prevent injury or ill health to themselves, fellow employees and others that may be affected by their actions.
An annual assessment of health and safety performance will be prepared by the Club Manager and communicated to all employees.

Mr D Stealey - Board Chairman ______________________________ Date __________

Mr M. Price – Manager __________________ Date __________

Health & Safety: Arrangements and Organisation.

To promote this policy, the club will appoint a responsible person, who will report to the Board of Directors and be responsible for the implementation and development of the health and safety arrangements.

All employees will be provided with adequate information, instruction, and training to enable them to discharge their job responsibilities in a safe manner. This will be complemented with the issue of personal protective equipment, as necessary.

Based on the “Risk Assessment” process, procedures and guidelines will be developed and implemented in support of the health and safety policy statement.

An audit of our health and safety procedures and general compliance with this policy and related legislation will be carried out at six monthly intervals.

All accidents will be reported to a health and safety co-ordinator and recorded on an Accident
Record Form retained in the office. The MANAGER must also be informed of any Reportable Occurrences who must then report these as required to comply with RIDDOR 2013.

All third parties – members, visitors, contractors, and others - must follow agreed safe working practices and arrangements whenever they are on club property.

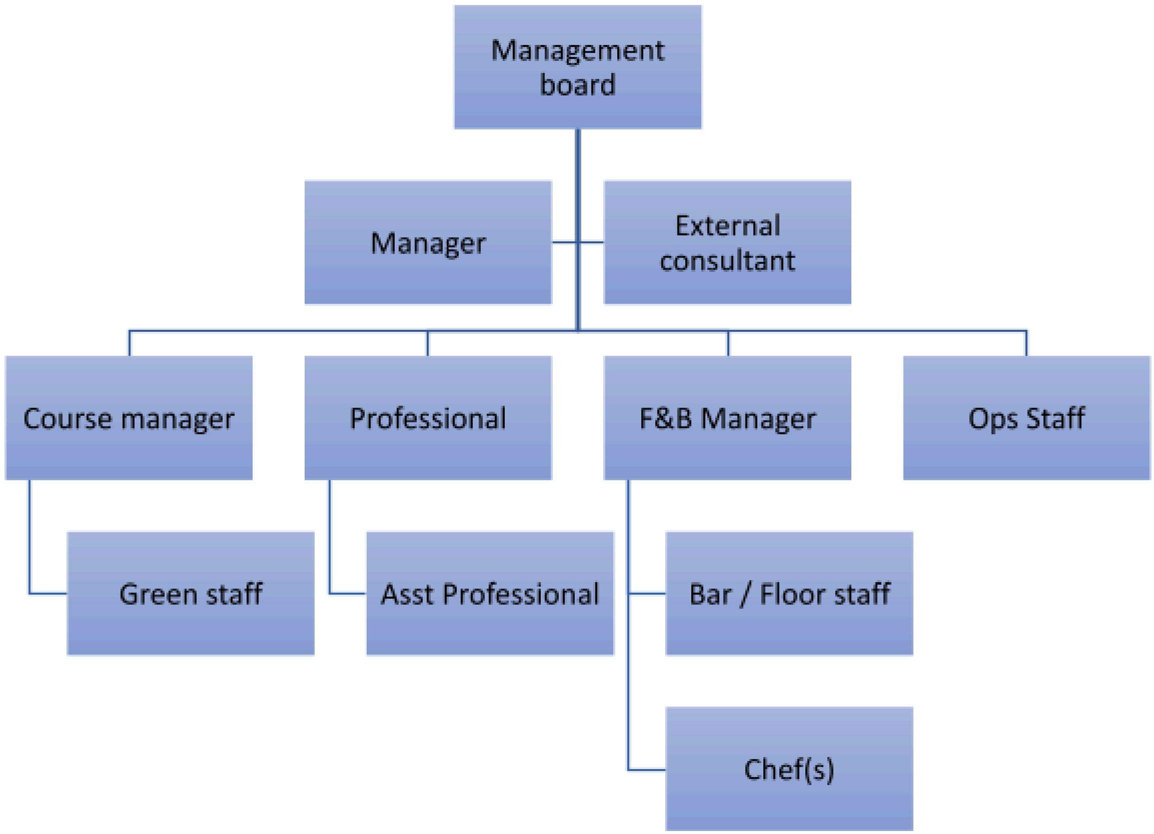
A health and safety manual will support this policy document including: -

- General safety instructions.
- Safe operating procedures for specific tasks.
- COSHH assessments.
- Risk assessments.
- Manual handling information.
- Audit report and action plans.
- Training requirements and records.
- Safety monitoring registers.
- Safety awareness programme.

The relevant sections of the manual will be made available to all members of staff.

The health and safety policy statement, arrangements, responsibilities and supporting manual will be reviewed on an on-going basis to ensure compliance with existing and emerging legislation.

Glamorganshire Golf Club Management Structure



Health & Safety Responsibilities

The Board of Directors:

The Board of Directors (" Board") has overall responsibility for ensuring that, as far as is reasonably practicable: -

- Adequate funding and resources are provided to discharge our obligations to Health & Safety.
- The property and its environs are maintained in a safe and, as far as is reasonably practicable, risk-free condition.
- Adequate staff welfare facilities are provided and maintained.
- Instruction, training, and supervision is provided in health and safety matters for all employees including temporary staff.
- Safe equipment and safe systems of work are provided and maintained.
- All hazardous substances, implements and machinery are used, handled, stored, and transported in a safe manner.
- Adequate personal protective equipment and clothing is provided.
- None of the activities of the club adversely affect the public or the environment.

The Manager:

The Manager is responsible for: -

- Ensuring the reporting of all accidents occurring in relation to the playing of golf, course maintenance and associated undertakings.
- Ensuring that all reportable accidents, diseases, and dangerous occurrences are properly investigated and reported without delay in accordance with RIDDOR 2013 to the appropriate enforcing authority.
- Ensuring that staff under their control work in accordance with agreed safe methods and risk assessments and ensure that staff under their control are trained in such methods.
- Ensuring the provision of appropriate tools, equipment, plant and machinery and that staff are appropriately instructed in its safe use.
- Ensuring the provision of appropriate tools, equipment, plant and machinery and that volunteer or artisan members are appropriately instructed in its safe use.
- Overseeing all electrical installations and electrical equipment within the clubhouse and reporting any deficiencies.

- Ensuring the provision of any vehicles for accessing the course, provided for the use of golfers or others, are properly maintained and that users are provided with appropriate instruction, prior to use.
- Ensuring that the golf course is maintained to be safe to play, including course condition, signage, and maintenance a route around the course.
- Ensure all third parties – members, visitors, contractors, and others - follow agreed safe working practices and arrangements whenever they are on club property.

The F&B Manager:

The F&B Manager, with support from Bar Supervisors, has responsibility for all aspects of running the clubhouse bar and specifically for: -

- Implementing this policy as it applies to the operation of the clubhouse bar.
- Maintenance of good housekeeping standards throughout the clubhouse and ensuring that all fire escape routes, and fire exits are always kept clear.
- Maintaining cleanliness and hygiene standards throughout the bar and welfare facilities.
- The supervision and training in health and safety matters of all house and bar staff.
- Supervising the use of personal protective equipment as required by house & bar staff.
- Ensuring the safe use, storage, transportation and disposal of hazardous substances and waste generated by the bar activities.
- Recording all accidents reported to the clubhouse by house staff, contractors, visitors, and members to the MANAGER, or in his absence his deputy.
- Participating in COSHH and risk assessments of clubhouse and bar operations.
- Communicating with house and bar staff on health and safety matters and maintaining safe working practices for key operations undertaken by the house & bar staff.
- Ensure all third parties – members, visitors, contractors, and others - follow agreed safe working practices and arrangements whenever they are on club property.
- *With the Chef(s)* Implementing the health and safety policy as it applies to the operation of the kitchen and dining room.
- Maintenance of good housekeeping standards throughout the kitchen and dining room and ensuring that all fire escape routes, and fire exits are always kept clear.
- Maintaining cleanliness and hygiene standards throughout the catering facilities.
- Overseeing all electrical installations and electrical equipment within the kitchen and reporting any deficiencies.

- Ensuring the safe use, storage, transportation and disposal of hazardous substances and waste generated by the F&B activities.

The Course Manager

The Course Manager has responsibility for the course, clubhouse surrounds and associated buildings, plant, and equipment. Specific responsibilities are: -

- To implement the health and safety policy drawn up by the Board as it applies to greenkeeping operations.
- To ensure that all greenkeeping staff including trainees work safely using any personal protective equipment required and suitable to task.
- To conduct all greenkeeping operations with due regard to the safety and wellbeing of club members, visitors, the public and the environment.
- To supervise and train staff, as necessary.
- To monitor a review on-going competency of staff, in the tasks they are assigned to undertake.
- To ensure that all plant and equipment is safe to operate, and that any defective machinery is immediately withdrawn from use until repaired.
- To ensure that all plant and equipment is maintained and inspected in compliance with the manufacturer's specifications, and records kept.
- To maintain good housekeeping standards in all outbuildings and grounds, always maintaining clear access and egress.
- To ensure fire equipment, electrical installations and appliances are maintained in good working order, and records kept.

  To ensure that adequate first aid equipment is available within the greenkeeping buildings.
- To ensure the safe use, storage, handling, transportation and disposal of chemicals and pesticides.
- On the introduction of any new equipment, plant, or chemical substance to ensure that appropriate risk assessments are carried out and staff advised.
- To represent the greenkeeping staff and bring any of their safety concerns to the attention of the Board if necessary.
- To participate in all safety audits, COSHH and risk assessments of the greenkeeping operations.

- To investigate and report all accidents related to greenkeeping operations to the MANAGER, or in his absence his deputy.
- To maintain appropriate standards of cleanliness and hygiene of the welfare facilities provided for the greenkeeping staff.
- Ensure all third parties – members, visitors, contractors, and others - follow agreed safe working practices and arrangements whenever they are on club property.
- In the absence of the Course Manager, the responsibility for health and safety will be assumed by the Deputy Course Manager or first assistant in his absence.

The Professional:

The Professional's specific responsibilities are: -

- To implement the Health & Safety Policy drawn up by the Board as it applies to all elements of the Professional's activities.
- To ensure that their staff including trainees work safely with due regard to any personal protective equipment required.
- To supervise and train staff, as necessary.
- To represent their staff and bring any of their safety concerns to the attention of the Board if necessary.
- To participate in all safety Audits, COSHH and Risk assessments to the business of teaching Golf.
- To investigate and report all accidents which occur when teaching Golf, to the MANAGER, or in their absence their deputy.
- When using the practice ground for teaching, to take reasonable care for the safety of other persons who may be affected by this activity.

Employees

All employees have responsibilities regarding Health & Safety as follows: -

To comply with the health and safety policy drawn up by the Board.

- To work so as not to endanger themselves or other people and report any accidents.
- To use any transport, machinery, equipment, hazardous substance, and safety device in accordance with any instruction or training provided.
- To inform management of any hazard to health & safety or any shortcoming in health & safety arrangements.

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Implementation of the Health & Safety Policy

To implement the Health & Safety Policy contained in this manual (which includes General Safety instructions) further supporting policies, operating procedures and controls have been written.

In addition, the following controls apply: -

- A copy of the Health & Safety policy will be given to each member of staff, together with any relevant documentation, which will enable them to carry out their duties in compliance with the policy.
- A copy of the Board's safety policy statement will be posted on the club's website and available in hard copy if required
- The Manager will retain the 'master copy' on behalf the club.
- Any new procedures / processes will be subject to risk assessment prior to implementation and further safe operating procedures will be added to the policy, as necessary.
- The Health & Safety manual will be reviewed on an on-going basis to ensure compliance with existing and future legislation and updated, as necessary.

General Safety Instructions:

The following general safety practices should be observed: -

Before undertaking a task, staff should be aware of any safety instruction or safe operating procedure controlling the task and have been given suitable training. In case of doubt the senior appointed member of staff should be consulted.

- Suitable to task personal protective equipment must be worn when specified. Defective safety equipment should not be worn and should be reported to the senior appointed member of staff for repair or replacement.
- When handling any hazardous chemical or substance the safety leaflet or instruction label should be read, and the appropriate precautions taken. Substances should not be mixed unless specifically authorised or specified in the task.
- All chemicals / hazardous substances must be properly labelled and stored in a suitable container, in compliance with COSHH assessments and supplier's data sheets.
- Staff handling hazardous substances should be familiar with the hazard classifications and their pictorial representation.

- Hazardous manual handling operations should be avoided. Good, safe lifting practice should be always employed, and assistance obtained as specified or necessary.
- All accidents must be reported, and an accident record form completed.
- No unauthorised person should carry out any maintenance, repair or modification to any plant, machinery, or electrical equipment.
- It is imperative that all machinery or equipment be switched off, and where appropriate gears disengaged, and brakes applied before undertaking any adjustments or repairs.
- The use of a chain saw by club employees is expressly forbidden unless permission is obtained from senior authority, appropriate external certification is held by the operative and the specific protection required for the task worn.
- Reversing of motorised equipment in the car parking areas should only be carried out in the presence of another member of staff, giving clear hand and verbal instructions. In the event of this not being possible the driver must physically check that it is safe to reverse.
- No member of staff should work alone without the means of being able to contact others immediately, in the event of an accident.
- Staff should not indulge in, or encourage, any form of horseplay whilst at work.
- It is incumbent on all staff to be in a fit and coherent state to carry out their duties in a safe and proper manner. Staff must not present themselves for work under the influence of alcohol or drugs. Neither must alcohol be consumed, or drugs administered whilst at the place of work. (an exception to administering drugs is the need to treat a prescribed medical condition.)

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Welfare

Purpose:

To provide the club staff with welfare facilities, which satisfy the intent of the controlling regulations.

Legislation:

- The Health & Safety at Work Act 1974
- The Workplace (Health, Safety and Welfare) Regulations 1992

Arrangements

- The Greenkeepers' maintenance facility provides rest room facilities for the Greens staff.
- The Greens staff has responsibility for the cleaning and maintenance of hygiene standards in the Greenkeepers' maintenance facility.
- Arrangements have been made in the Greenkeepers' maintenance facility to accommodate work clothing and includes facilities for drying clothing and footwear. personal protective equipment should also be kept in this area.
- The Bar & House staff may use the Clubhouse as their rest room.
- Toilets and washing facilities are provided for the Bar, House staff and the Professional in the Ladies and Gents Locker rooms.

Training & Competence

Purpose:

To achieve competence in Health & Safety matters and promote safe working practices.

Legislation:

The Management of Health & Safety at Work Regulations 1999

Requirements:

Adequate Health & Safety training will be provided for: -

- New staff including temporary workers.

- Existing staff undertaking new tasks or responsibilities including the introduction of new equipment, chemicals, or substances.
- Employees who deputise for others.

Attendance at external courses will be arranged, as necessary.

Training or retraining needs will be determined by performance monitoring, risk assessment and accident investigations.

Training and competence records will be kept in employees' personnel files.

Risk Assessment:

Purpose:

- To assess the Risks to the Health & Safety of employees, members, visitors, and others who may be affected by the activities of the club.
- To make arrangements for implementing the Health & Safety measures that the Risk assessment shows to be necessary.

Legislation:

The Management of Health & Safety at Work Regulations 1999.

Requirements:

- Risk assessments will be carried out in all areas of club activity including the Golf Course, the Clubhouse and all environs and the Greenkeepers' maintenance facility and will include Machinery and Electrical appliances.
- The assessment will identify any significant hazards, who might be harmed or affected by the hazard and an evaluation of the risk involved.
- Emphasis should be placed on eliminating the risk. If this is not possible an assessment of existing controls should be made, and consideration given to any further precautions or controls necessary to reduce the risk.
- Risk assessments shall be undertaken by the Bar Manager, the F&B Manager, the Course Manager, and the MANAGER, within their own areas of responsibility. Other expert help will be enlisted, as necessary.

- The findings of Risk assessments will be recorded on an assessment form together with the actions necessary to control the risk. Risk assessment forms will be placed in a register.
- The findings of Risk assessments will be considered by Manager and will remain on their agendas until all necessary actions have been implemented. In addition, the findings will be reported to the Board.
- Risk assessments should be carried out when a new activity, process, item of Machinery, Equipment, Chemical or Hazardous substance is introduced.
- Adverse events or Audit findings may indicate the need for review of existing Risk assessments.
- A full review of Risk assessments should take place at intervals not exceeding two years.
- Copies of Risk assessments will be displayed in the relevant areas throughout the club and brought to the attention of all employees who may be affected.

Control of Substances Hazardous to Health (COSHH) Assessment

<u>Purpose:</u>

- To assess the risks to the health of Employees, Members, Visitors and Others who may be affected using hazardous substances across the property and its environs.
- To implement measures to eliminate or control the risk imposed using Hazardous substances, i.e., substances which are labelled as being highly flammable, flammable, very toxic, toxic, harmful, irritant or corrosive.

<u>Legislation:</u>

The Control of Substances Hazardous to Health (COSHH) Regulations 2002

<u>Requirements:</u>

- COSHH assessments will be carried out in all areas of club activity where chemical substances hazardous to health are used or stored.
- COSHH assessments shall be undertaken by managers within their own areas of responsibility. Other expert help will be enlisted, as necessary.
- All hazardous substances should be listed, and the list placed on record. Their hazard can be established from the label on the container or from the data sheet supplied by the manufacturer.

The assessment will evaluate the risk to health by consideration of: -

- The chance of exposure occurring.
- The level of possible exposure.
- The duration and frequency of exposure.

Should the assessment indicate that a significant risk is posed, control or prevention methods should be considered and implemented, as necessary. Ideally elimination or substitution of the hazardous substance is the preferred option. The use of personal protective equipment should be specified as a last resort.

A record of the assessment should be made on a COSHH assessment form and recorded in a register.

The assessment must be reviewed immediately if there is any reason to suppose that the original assessment is no longer valid or there has been significant change to the circumstances or nature of work. Otherwise, each assessment should be reviewed annually, and all operations using hazardous substances will be reviewed every two years.

COSHH assessments shall be carried out when any new substance of a hazardous nature is introduced.

Arising from COSHH assessments employees should be informed of any precautions or personal protective equipment necessary to provide safeguard for Health & Safety.

Personal protective equipment shall be subject to regular inspection and review of effectiveness.

The storage, handling, use and disposal of substances or their containers will be specified on the manufacturers data sheet, and these instructions should be closely followed.

Copies of COSHH assessments will be displayed in the relevant areas throughout the property and brought to the attention of all employees who may be affected.

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Manual Handling

Purpose:

- To assess all operations within the club, which involve manual handling with the objective of reducing the risk of injury to the lowest level reasonably practicable.
- The assessment will be part of the overall risk assessment required by the Management of Health & Safety at Work Regulations 1999.

Legislation:

- The Manual Handling Operations Regulations 1992
- The Management of Health & Safety at Work Regulations 1999

Requirements:

- Manual handling assessments will be carried out in all areas of club operation and activities.
- The Manual handling assessments shall be undertaken by the managers, within their own areas of responsibility. Other expert help will be enlisted, as necessary.
- The assessment will be based on an assessment checklist.
- The findings will be recorded on a "Summary of Assessment" form and will include remedial actions if required.
- The assessment will consider the task, the load, the working environment, and individual capability.
- Consideration should be given to eliminating the task. If this is not possible, measures to reduce risk of injury to the lowest level reasonably practicable should be determined.
- The findings of Manual handling assessments will be considered by the Health & Safety Co-ordinator and will remain on the agenda until all necessary actions have been implemented.
- Assessments shall be reviewed if new information comes to light or if there has been a change in the Manual handling operations, which could affect conclusions, previously reached. In common with Risk assessments in general a full review should take place at intervals not exceeding two years.
- Copies of Manual handling assessments will be displayed in the relevant areas throughout the property and brought to the attention of all employees who may be affected.

Fire Prevention, Fire Precautions and Fire Procedures:

Purpose:

- To promote good housekeeping practice to minimise the risk of Fire.
- To identify Fire prevention practices and procedures.
- To identify the drill in the event of a Fire.

Legislation:

The Regulatory Reform (Fire Safety) Order 2005

Requirements:

- General Operating Practice.

- Risk Assessments will be carried out to identify potential sources of Fire and the measures required to control them.
- In addition, the following practices should be employed to minimise the risk of Fire.
- Work areas should be kept tidy, and waste disposed of regularly.
- Smoking is prohibited whenever flammable liquids or gas are present.
- Only competent qualified persons should carry out work on Electrical installations. Faults should be reported, and the services of a qualified person obtained. The power should be isolated following any malfunction.
- Only approved portable electrical equipment should be used. The use of non-approved personal electrical appliances is not permitted.
- All electrical equipment should be switched off after use.
- The use of adapters and extension leads should be avoided as far as possible.

- Fire Precautions.

- Staff should be familiarised with the location of Fire-fighting equipment and its type. i.e., Water, Foam, Dry Powder, Co2, etc.
- Nominated staff should be trained in the various types of Fire extinguisher and their correct application.

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- Fire-fighting equipment should be serviced and checked annually by an approved organisation. In the event of use of any equipment, the approved organisation should be contacted immediately to have the unit recharged.
- The Fire alarm system and Fire exits should be checked, as detailed in the safety monitoring system schedule and records kept in a logbook.
- The emergency lighting system should be checked, as detailed in the safety monitoring system schedule and records kept in a logbook.
- A full evacuation of the premises should be undertaken annually and recorded in the logbook. This should be organised in conjunction with the Health & Safety Co-ordinator.

- <u>Procedure in the event of Fire.</u>

- Break the glass of the nearest Fire alarm.
- Tackle the Fire if safe to do so, using the correct type of Fire extinguisher or ring the Fire Authority (dial 999).
- Leave the building by the nearest exit.
- Do not delay collecting personal belongings.
- Do Not Run.
- Report to the Assembly Point, which is located in the Main Car Park.
- Senior personnel should check (if it is safe to do so) that workplaces, public rooms, and toilets have been vacated.

The procedure in the event of a Fire should be displayed at suitable locations throughout the premises.

In the event of Fire, the safety of life shall override all other considerations such as saving property and extinguishing the Fire.

Personal Protective Equipment

Purpose:

- To identify those tasks which Risk assessment indicates require the use of Personal Protective Equipment (PPE) to reduce the hazard to health or likelihood of injury.
- In such cases, to provide effective PPE and institute a system of regular maintenance and inspection.

Legislation:

The Personal Protective Equipment at Work Regulations 1992

Requirements:

- Risk assessments of operations, particularly those involving dangerous machinery and hazardous substances, will identify those which as a last resort require the use of PPE to reduce the risk to an acceptable level.
- The Risk & COSHH assessment forms will be used to define the areas in which staff are at risk and require PPE.
- Utilising the above information, the most suitable type of PPE specific to the task will be selected taking account of the nature of the job and the demands it makes on the individual.
- Appropriate information, instruction, and training in the use of any article of PPE, will be given by the senior person in the area in question.
- Although it is incumbent upon the individual user of PPE to inspect that it is in sound condition before use and report to the senior person in the area any loss or obvious defect as soon as possible, the Club will have all items of PPE inspected biannually for both condition and suitability. All findings and issues will be recorded, and records kept.

Reporting Accidents & Incidents:

Purpose:

- To comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013, which requires that injuries, diseases, and occurrences in specified categories be notified to the relevant enforcing authority.
- To allow trends in Health & Safety to be monitored and preventative action taken.

Legislation:

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

Requirements:

- All accidents and incidents, no matter how small, should be reported to the MANAGER and a record of any accident kept on an Accident Record Form (Seemingly trivial cuts and bruises can sometimes reveal the potential for more serious injury and should be reported).
- The record must include the date, time, place of the occurrence, and personal details of those involved and a description of the nature of the event.
- The Manager or designated deputy will report the occurrence, if necessary, to the enforcing authority in compliance with RIDDOR 2013.
- All accidents / incidents will be considered by the Manager and reported to the Board if deemed necessary.

R.I.D.D.O.R.

Reporting is performed on-line at the website address below: -

http://www.hse.gov.uk/riddor/report.htm

All incidents can be reported online but a telephone service remains for reporting fatal and major injuries **only** - call the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

First Aid

Purpose:

- To comply with the requirements for First Aid as specified in the Health & Safety (First Aid) Regulations 1981.
- To provide First Aid to minimise the consequences of illness or injury until the assistance of the medical services can be obtained.
- To treat minor injuries which do not require the attention of the medical services and which would otherwise receive no treatment.

Legislation:

The Health & Safety (First Aid) Regulations 1981.

Requirements:

First Aid Equipment.

The Club has provided First Aid Boxes and Eye Wash Bottles, which are appropriate to the type of work undertaken on the premises, and located at strategic positions, identified on the First Aid information notices.

First Aiders.

The Club will appoint Qualified and Emergency First Aiders who must hold current First Aid certificates acceptable to the Health & Safety Executive.

The duties of the First Aiders are to: -

- Render First Aid in cases of minor injury.
- Provide First Aid to minimise the consequences of illness or injury until the assistance of the medical services can be obtained.
- Assist completion of an Accident Record Form.
- Replenish the contents of the First Aid Boxes after use.
- Check the contents of the First Aid Boxes at three monthly intervals and record that the check has been carried out.

<u>Local First Aid Training Centres: -</u>

St. John's Ambulance.
British Red Cross.

Safety Audits

<u>Introduction</u>

- A Safety Audit should systematically examine the arrangements made by the Club for the achievement of satisfactory Health, Safety and Environmental standards in the premises and its environs, Greenkeepers' maintenance facility and the course, to ensure that they are adequate and effective.
- The Safety Audit should be carried out by fully qualified independent organisations, familiar with the activities of the Club.

<u>Legislation:</u>

The Management of Health & Safety at Work Regulations 1999.

<u>Requirements:</u>

- An annual Safety Audit as a minimum should be carried out by an independent organisation and to an agreed programme. A midyear Safety check is advisable to report on the progress made in areas, which were identified with non-compliances, or where improvements had been suggested and agreed.
- Self-Audits should be carried out by designated members of the Health & Safety Managerrdinator before their meetings to monitor and record progress or identify new areas of noncompliance that may have become apparent, after the introduction of new equipment or substances into the workplace.
- All Safety Audit findings will be recorded, with an agreed corrective action plan specified and target dates set for completion.
- Any Safety Audit report will be reviewed by the MANAGER and will remain on their agenda until all required actions are completed to the satisfaction of the Board.
- The MANAGER will place all Safety Audit reports and action plans on file.

Provision and Use of Work Equipment (PUWER):

Purpose:

These regulations place duties on people and companies who own, operate, or have control over work equipment. PUWER also places responsibilities on businesses and organisations whose employees use work equipment, whether owned by them or not.

Legislation:

The Health & Safety at Work Act 1974
Provision and Use of Work Equipment Regulations 1998 (PUWER)

Requirements:

PUWER requires that equipment provided for use at work is: -

- suitable for the intended use
- safe for use, maintained in a safe condition and inspected to ensure it is correctly installed and does not subsequently deteriorate
- used only by people who have received adequate information, instruction, and training
- accompanied by suitable health and safety measures, such as protective devices and controls. These will normally include emergency stop devices, adequate means of isolation from sources of energy, clearly visible markings, and warning devices
- used in accordance with specific requirements

Some work equipment is also subject to other health and safety legislation in addition to PUWER. For example, pressure equipment must meet the Pressure Systems Safety Regulations and personal protective equipment must meet the PPE Regulations

Lifting Operations and Lifting Equipment (LOLER):

Purpose:

These Regulations (often abbreviated to LOLER) place duties on people and companies who own, operate, or have control over lifting equipment. This includes all businesses and organisations whose employees use lifting equipment, whether owned by them or not.

In most cases, lifting equipment is also work equipment so the Provision and Use of Work Equipment Regulations (PUWER) will also apply (including inspection and maintenance).

Legislation:

- The Health & Safety at Work Act 1974
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

Requirements:

All lifting operations involving lifting equipment must be properly planned by a competent person, appropriately supervised, and carried out in a safe manner.

LOLER also requires that all equipment used for lifting is fit for purpose, appropriate for the task, suitably marked and, in many cases, subject to statutory periodic 'thorough examination'. Records must be kept of all thorough examinations and any defects found must be reported to both the person responsible for the equipment and the relevant enforcing authority.

If lifting operations are undertaken, you must manage and control the risks to avoid any injury or damage.

Where lifting operations are undertaken involving lifting equipment they must be:

- planned properly
- by people who are sufficiently competent
- supervised appropriately
- carried out in a safe manner

Portable Electrical Equipment:

Purpose:

To identify the level of inspection required to maintain all Portable Electrical Appliances to control the risks of injury, which can arise from the use of electricity.

Legislation:

- The Health & Safety at Work Act 1974
- Electricity at Work Regulations 1989

Requirements:

All portable equipment requiring maintenance shall be listed together with its location and intended use.

The inspection and testing to maintain adequate assurance of safety is provided by a combination of actions applied at three levels.

1. Checks by Users.

These checks are carried out by the user, after a minimum of training, each time the piece of equipment is used. There is no requirement to record the findings of the inspection other than to bring to the attention of senior persons any equipment which is faulty or in need of repair.

2. Formal Visual Inspections.

Formal visual checks will be carried out by senior persons, in their respective areas, at quarterly intervals to an agreed programme. Appropriate training on what to look for and what is acceptable will be given.

A checklist of items should be followed, and checks should include that the correct fuse is fitted, that the cord grip is effective and cable terminations are secure and correct, the plug and cable is not damaged. Also, that there is no sign of internal damage, overheating or ingress of liquid or foreign matter.

Faulty equipment should be taken out of service and not used again until repaired by a competent person and declared safe to use. If necessary, equipment should be tested following modification or repair.

The results of the inspection at quarterly intervals should be recorded in a Portable Electrical Equipment Test Record register.

3. Combined Inspection and Testing.

This more rigorous inspection and testing will be carried out on an annual basis by an electrician qualified to UK Safety standards, who will provide a formal report on the condition of the equipment. Among other deficiencies, testing is designed to detect loss of earth integrity or degradation of insulation. Equipment passing the inspection and testing will be tagged to this effect. In addition, the tag will bear the next 'due' date of inspection.

It is emphasised that no 'unauthorised equipment' should be used on Club premises. If such equipment is found during a formal inspection its use should be immediately discontinued.

Lone Workers

The Board will approve a policy and will provide an adequate communication system enabling all employees to always receive instruction or gain assistance, if required.

The Board will: -

- Ensure that a means of communication is provided enabling contact with specified personnel/points of contact (i.e., mobile phone).
- Ensure that any equipment to be used is in a safe and secure condition.
- Ensure that panic alarms are provided if / when they are felt required.
- Provide appropriate training and instruction for employees to carry out all tasks.
- Provide any equipment necessary to ensure the safety of the lone worker.
- Establish and provide an adequate procedure for adoption in the event of automobile breakdown.

Contractors:

Purpose:

- To review contracts placed with contractors to ensure that they state that the contractor is responsible for the Health & Safety of their own employees and that their work practices conform to the requirements of all relevant Health & Safety legislation.
- To provide employees of contractors with the appropriate information and instructions regarding risks to their Health & Safety, which are peculiar to the Club's premises or activities.

Legislation:

- The Management of Health & Safety at Work Regulations 1999
- The Construction (Design & Maintenance) Regulations 2007.

Requirements:

The Board are responsible for ensuring that contracts placed for work on the premises are reviewed to ensure that the contractor is responsible for the Health & Safety of its employees and that its work practices conform to the requirements of all legislation.

The MANAGER is responsible for the day-to-day supervision of contractors working directly for the club.

Contractors may be requested to provide copies of: -

- Their Health and safety policy and employees training records.
- Written Risk assessments relating to equipment or substances to be used on Club property.
- Copies of any documentation covered by The Construction (Design & Maintenance) Regulations 2007.

Notwithstanding the contractor has a duty of care to advise the Club of any risk to the clubs' employees from equipment or substances introduced by the contractor.

Similarly, the Club has a duty to the employees of the contractor to provide them with appropriate information and instructions regarding risks, which are peculiar to the club's premises or activities.

Potential Industrial Diseases

There are a number of industrial diseases to which the Greenkeepers and to a lesser extent golfers may be exposed. It is the intention of the club to comply with all appropriate legislation and encourage good practice to wherever possible remove the risk of exposure and where this is not possible to minimise and control any residual hazard to persons likely to be exposed.

These diseases generally fall into two categories: -

- Physical - asbestos, dust & fumes, noise, vibration, etc.
- Biological - Hepatitis B & C, Tetanus, Leptospirosis, Toxocariasis, Dermatitis, etc.

Asbestos Management:

<u>Purpose:</u>

Compliance with the Control of Asbestos at Work Regulations to: -

- Carry out an investigation for the presence of Asbestos in the premises.
- Consult with others (i.e., Architects & Builders) who may be able to provide more information if required.
- Have samples surveyed if any doubt as to Asbestos content may be present.

- Assess the condition of any Asbestos containing materials at regular intervals.
- Record the condition of any Asbestos containing materials at regular intervals.
- Plan for the safe repair or removal of the Asbestos containing material.

Dust & Fumes

Purpose:

The reduction of potential effects of dust on both greenkeepers and others.

Policy:

By the implementation of good practice and compliance with statutory regulation the generation of dust from a variety of sources can be eliminated or controlled. Sources of dust generation are:

- Machinery from exhausts, grinding, welding, and cutting, spraying, battery charging
- Activities such as sweeping & blowing, mixing & spreading soil and compost, applying fertilisers and seed and servicing distributors, cleaning dried grass and debris from equipment, cutting of wood (sawdust)

Requirements:

Compliance with regulation (i.e., Provision and Use of Work Equipment Regulations PUWER) and good practice will reduce the exposure to the various sources of dust which include the wearing of appropriate PPE for the task being undertaken.

Consideration of those likely to be affected by dust generated during the activity should also be considered when planning the activity.

Noise

Purpose:

To comply with the requirements for controlling noise as specified in the Health & Safety Control of Noise at Work Regulations 2005.

Policy:

- Assessment of noise level so that permitted levels of exposure are not exceeded and where necessary adequate precautions to eliminate or reduce the noise level.
- Assessment to determine LEPD (Daily Noise Exposure) should be carried out where necessary
- Where possible, alternative methods of work are employed to eliminate or reduce possible noise levels
- Plant and equipment are selected and maintained to minimise noise levels.
- Where prolonged exposure is unavoidable, work should be planned to give operatives adequate rest breaks away from the noisy environment.
- Where possible, site noisy equipment away from working or public areas
- Ear protection supplied must be suitable for the conditions of exposure and adequate information in the proper use of any equipment provided for protection.
- Instructions regarding the wearing of hearing protection in those areas designated is provided and adhered to.

Vibration at Work

<u>Purpose:</u>

To comply with the requirements for control of exposure to vibration at work as specified in the Health & Safety Vibration at Work Regulations 2005.

The object of this policy and supporting procedures is to ensure that the club give adequate regard to the planning, organisation, implementation, monitoring and reviewing of Hand Arm Vibration issues that may affect Employees and Contractors.

<u>Policy:</u>

To provide adequate protection to employees the following should be considered:

- Hand Arm Vibration Syndrome (HAVS) is a widespread industrial disease connected with the use of handheld or hand guided power tools and equipment.
- Vibration can affect other parts of the body causing Whole Body Vibration Syndrome (WBVS) normally effecting persons who drive plant or operate hand tools in confined spaces.

- Adequate in-house competent advice and site supervision.
- Provision of adequate policy and procedures for managing and controlling HAVS issues.
- Provide and adhere to suitable risk assessments and method statements.
- Employees should co-operate in risk reduction of HAVS issues and advise the club of any formal or suspected diagnosis of WBVS or HAVS injuries associated with work activities.
- The club will provide all employees with relevant information and training on HAVS issues through an on-going programme of training.

A hierarchy of control will be observed throughout the club for managing HAVS issues as follows:

- Elimination
- Substitution
- Low vibration equipment
- Reduce vibration between equipment and operator.
- Minimise the force required to control and apply the equipment.
- Reduce the length of exposure.
- Provision of personal protective equipment such as anti-vibration gloves

It is the aim of the club to ensure early consideration of HAVS / WBVS issues at the planning stage of the work activity.

All equipment provided for use by employees will have the relevant information regarding the safe operation of the equipment including HAVS issues attached.

Biological disease

<u>Purpose:</u>

To encourage and promote the development of good practice to avoid the contraction and spread of diseases, which can be present in certain locations on a golf course, these include: -

- Hepatitis B & C
- Tetanus
- Leptospirosis

- Toxocariasis
- Dermatitis
- Lyme disease

Policy:

Compliance with regulation and good practice will reduce the exposure to the various sources of disease and the wearing of appropriate PPE for the task being undertaken should be always done.

Consideration of the above and how a worker may be affected during the activity should also be considered when planning the activity.

Other potentially high-risk activities

Working in or near Water

Purpose:

To ensure that work activities in, near or over water are carried out without undue risks to the health and safety of those carrying out the work.

Policy:

General maintenance activities around the course are subject to specific Risk Assessments for those activities.

A specific method statement and risk assessment must be prepared and reviewed by a suitably competent person prior to work commencing.

Confined Space Entry

Purpose:

To ensure that any work activity requiring entry into an area or space which can be defined as a confined space under the Confined Space Regulations 1997 (and the associated Approved Code of Practice) is carried out strictly in accordance with those regulations.

Policy:

Any maintenance activity or special works relating to an area or space which can be defined as a confined space under the Confined Space Regulations 1997 a specific method statement and risk assessment must be prepared and reviewed by a suitably competent person prior to work commencing.

Under no circumstances must a person attempt to enter any confined space without prior approval to do so.

Working at Height

Policy:

Any work activity requiring work at height must be carried out in conformity to the Work at Height Regulations 2005.

Purpose:
To ensure that any work activity requiring working at height is carried out under the control of a specific method statement and risk assessment prepared and reviewed by a suitably competent person prior to work commencing considering the requirements of the Work at Height Regulations 2005 and is carried out strictly in accordance with those regulations.

Supporting Documents / Systems:

- Safety Awareness Training Programme
- Golf Course & Greens Maintenance Safety Manual
- HSE Guidance Leaflet set
- Disability Discrimination Act Audit
- Contractor Vetting Policy
- Fire Precautions Risk Assessment & Emergency Plan
- Tournament & Championship Safety Manual

APPENDICES

Appendix 1: Environmental Policy

Environmental Policy

This Environmental Policy Document aims to provide a written record of the club's environmental goals and how members and staff can help to bring about environmental improvements and legal compliance.

The actions suggested in this Environmental Policy Document are tailored to the current environmental performance of the golf club and are believed to be attainable by the club within five years.

The Environmental Policy Document contains a few overall environmental aims for the golf club and several more targeted objectives under seven headings:

The Glamorganshire Golf Club commits to:

- Providing a safe and pleasant working environment for all our staff
- Enhancing the natural environment of the golf course for the benefit of both golfers and wildlife
- Conserving energy and water and to reduce waste in the clubhouse, maintenance facility and golf course
- Preventing pollution from all our activities
- Promoting wider environmental change by careful choice of products and services

The golf club also endorses specific objectives under seven target areas: wildlife and nature conservation; water resources; energy and carbon; waste management; chemical use; purchasing policy and training and education.

1. Wildlife and Nature Conservation

The golf course has the potential to be of significant value, and a balance must be struck between the needs of a functioning golf course and wildlife needs.

Protected species on the golf course

i. Using sustainability guidance, we will research protected species legislation to find out which species are protected by national and international law.

ii. We will circulate a list of protected species to all staff and to our membership.

iii. We will identify the widespread species likely to be present on our golf course, such as bats and breeding birds, and will adapt our management techniques and the timing of management operations to avoid impacting upon these species.

iv. We will employ a cautious approach to water management to ensure that protected species such as great crested newt and water vole are not impacted by the management of ponds and waterways.

v. We will compile a species sightings notice board which to enable the membership and greenkeeping staff to report any sightings of notable species.

vi. In the longer term, we will aim to undertake a protected species survey of the golf course to determine what protected species are likely to be present on the golf course and how to manage the golf course to protect important species.

Protected species in golf club buildings

i. Using sustainability guidance, we will research protected species legislation to establish what our responsibilities are regarding roosting bats.

ii. We will employ a cautious approach when carrying out building maintenance and pest control to ensure that any unknown roosting bats are not impacted by these activities.

iii. In the longer term, we will commission a professional bat survey of golf club buildings to determine whether buildings support breeding bats or have the potential to support roosting bats.

Designated areas

i. We will research statutory and non-statutory environmental designations and will determine whether any areas of our golf course are designated.

ii. If any area of the golf course is designated, we will obtain a copy of the official citation documents to understand the importance of the site and to make sure we are aware of any management restrictions.

iii. We will adapt our management techniques to take into account any management restrictions in designated areas of the golf course and will seek permission before carrying out any controlled activities.

Invasive species

i. We will research the invasive species listed under Schedule 9 of the Wildlife and Countryside Act 1981 and Weeds Act 1959 and will ensure that these species are not purchased or otherwise actively introduced onto the golf course.

ii. We will investigate the source of all soils introduced to site to ensure that invasive species are not inadvertently introduced to the golf course.

iii. We will survey our golf course for invasive species and will make efforts to ensure that invasive plants do not spread outside the boundary of the golf course.

iv. We will take management action to reduce the coverage of invasive species on the golf course.

v. We will dispose of any waste arising from the management of invasive species according to best practice guidance.

The clubhouse environs

i. We will provide plants and hanging baskets close to the clubhouse in summer as a source of nectar for local wildlife.

2. Water Use

Water is a shared resource and must be fairly balanced between the needs of the golf club, other local services and homeowners and local wildlife. We must ensure that we do not use more water than our local water environment can sustain and that we do not pollute our local environment.

Recording water use and increasing water efficiency

i. We will record annual water usage on the golf course and in the clubhouse and maintenance facility and will investigate the financial cost of our water use.

ii. We will undertake a water audit to identify the main areas of water use and to prioritise areas for water efficiency measures.

iii. We will use data on long-term water usage to track reductions in water use following the introduction of water saving measures.

iv. We will undertake simple, cost-effective measures to improve water efficiency and will research additional cost-effective initiatives.

Irrigation water

i. We will investigate alternative sources of irrigation water

ii. We will undertake a feasibility study to evaluate alternative irrigation sources for our golf club.

iii. We will irrigate based on weather conditions, observed ground conditions and turf condition.

iv. We will consider the environmental and financial cost benefit of installing an automated irrigation system.

v. We will research methods of reducing water losses.

Treatment for washdown water

i. We will research the importance of safely treating washdown water

ii. We will assess our current washdown facilities and ensure that they are legally compliant.

iii. If we discharge treated washdown water to the local water environment we will contact Natural Resources Wales to obtain an environmental permit to discharge our treated washdown water.

3. Energy and Carbon

Saving energy has positive environmental and financial benefits.

Recording energy and carbon

i. We will record annual energy usage on the golf course and in the clubhouse and maintenance facility and will investigate the financial cost of our energy use.

ii. We will undertake an energy audit to identify the main areas of energy use and to prioritise areas for energy efficiency measures.

iii. We will use data on long-term energy use to track reductions in energy use following the introduction of energy saving measures.

iv. We will undertake simple, cost-effective measures to improve energy efficiency and will research further possible initiatives.

Membership and staff transport

i. We will investigate the interest within the membership for a car share scheme to encourage members to travel together to save energy.

ii. Members of a car share scheme will be given incentives to encourage shared travel.

iii. We will introduce secure bike lockup facilities for staff, members and visitors.

Carbon emissions

i. We will research the benefits of carbon auditing for all activity on the course and within buildings.

4. Waste Management

Waste is created in all areas of the golf club and reducing waste can have significant environmental and financial benefits.

Recording waste

i. We will initiate a waste audit to record how much waste and what types of waste we produce each year.

ii. We will use this audit to prioritise waste streams for action based on the waste hierarchy.

iii. We will use the club's waste audit as a baseline to measure future changes in waste production and will regularly re-evaluate our cost of waste.

Reducing and re-using waste

i. We will undertake simple, cost-effective measures to reduce and reuse waste and will research possible further initiatives.

Recycling and waste disposal

i. We will investigate how best to implement recycling at our club

ii. We aim to recycle one or two waste streams in the next five years

iii. We will recycle waste batteries and waste electrical and electronic equipment as required by law

iv. We will investigate the viability of composting organic waste from the golf course and clubhouse and will research methods of composting.

v. We will research waste legislation and ensure compliance.

vi. We will communicate relevant waste legislation to our staff.

vii. We will store our waste safely and securely.

viii. We will keep records of all waste transfers for the period required by law.

ix. We will ensure that all waste is collected by authorised contractors.

x. We will ensure that our waste is disposed of at an approved waste management site.

5. Chemical Use

Chemical controls are an important tool in golf course maintenance. However, chemicals must be used with care and must be stored and disposed of according to law.

Safe storage and disposal of chemicals

i. We will research the required standards for the use, storage and disposal of oils, fertilisers and pesticides.

ii. We will ensure that our storage facilities meet all legal requirements.

iii. We will ensure that chemicals are only applied by qualified personnel and only under appropriate weather conditions.

iv. We will dispose of hazardous waste through an appropriate waste contractor.

Chemical use on the golf course

i. We will research Integrated Pest Management

ii. We will regular monitor playing surfaces to identify pest and diseases quickly and accurately.

iii. We will analyse and alter the environmental conditions relating to each tee and green on the golf course to minimise the occurrence of pests and diseases, e.g. nutrient status, thatch levels, shading of the turf and air movement).

iv. We will agree ‘damage thresholds’ (e.g. percentage cover of a tee or green) below which level pests or diseases will be tolerated.

v. If ‘damage thresholds’ are exceeded in spite of preventative measures, then the pest or disease will be controlled. Chemical control will be employed as a last resort, and only used once biological, cultural, physical and mechanical methods have failed.

6. Purchasing

The golf club can have an impact outside our own organisation by careful choice of products and services.

Golf Club procurement policy

i. We will try to minimise packaging where possible and look for packaging which is recycled or can easily be recycled.

ii. We will ask suppliers to provide information as to where products are made and will try to choose local suppliers to reduce costs and transport distances wherever possible.

iii. We will research which foods are in season at different times of year and will try to incorporate seasonal produce in our food menus.

iv. We will ask our suppliers to provide details of the recycled content of their products and will try to choose products and packaging that have a recycled content or that can easily be recycled.

v. We will determine whether our topdressing material includes peat.

vi. We will research alternatives to peat-based topdressing material.

vii. We will change our topdressing supplier to ensure that topdressing material is peat free.

viii. We will research energy efficient products and will consider energy efficiency when purchasing equipment.

7. Training and Education

Informed members and motivated staff are better equipped to save energy and reduce future costs.

Staff education and training

i. The club will provide a forum for staff to generate ideas from club staff on how they can contribute to saving energy and minimising environmental impact.

ii. The club will post signage in staff areas to remind staff of the energy savings that can be made through simple behavioural changes such as switching off lights and computers.

iii. The club will appoint a named environmental champion to liaise with the General Manager to report any energy saving ideas.

iv. The General Manager will arrange for external staff training to increase energy efficiency.

Membership education and training

i. The club will present potential energy saving measures to the membership at the AGM.

ii. The club will provide a forum within the AGM to generate ideas from the membership on how the membership can contribute to saving energy.

iii. The club will post signage in locker rooms and other public areas to remind members of the energy savings that can be made through simple behavioural changes such as switching off lights and taking shorter showers.

iv. The membership will appoint named environmental champions to liaise with the club staff and bring forward energy saving ideas from the membership.

v. The club will arrange for external membership training to increase energy efficiency.

Richard Hughes
July 2023

Appendix 2: Security Policy Statement

Glamorganshire Golf Club is committed to providing a safe and secure environment for staff, customers and third parties.

The key points of its strategy to achieve this are:

- Continual risk assessment, to identify and improve areas where the security of our staff and others may be compromised.
- Zero tolerance of physical or verbal abuse to our staff, by providing training for customer facing staff and robust incident reporting and reaction processes. All incidents of robbery and/or violence are investigated, recorded, and reported to police and staff given support following any attack.
- Minimise the opportunity for theft by use of security technology and appropriate storage of goods, cash, and other valuable items.
- Security measures are installed and tested on a regular basis. Staff are trained in the use of alarm systems.
- There is an agreed way to deal with robberies; staff know to surrender cash and goods to protect themselves.
- The club is in regular contact with local police.
- Keys are strictly controlled and locked away. Clear policies are in place for key control and lock up procedures and staff are fully trained in them.

Appendix 3: "Whistleblowing" Policy

Making a Disclosure in the Public Interest

Glamorganshire Golf Club is committed to the highest standards of openness, probity, and accountability.

Introduction

An important aspect of accountability and transparency is a mechanism to enable staff and other members of the club to voice concerns in a responsible and effective manner.

It is a fundamental term of every contract of employment that an employee will faithfully serve his or her employer and not disclose confidential information about the employer's affairs.

However, the directors believe that where an individual discovers information, which they believe shows serious malpractice or wrongdoing within the club, then this information should be disclosed internally without fear of reprisal, and there should be arrangements to enable this to be done independently of line management.

Furthermore, the Public Interest Disclosure Act, which came into effect in 1999, gives legal protection to employees against being dismissed or penalised by their employers as a result of publicly disclosing certain serious concerns.

It should be emphasised that this policy is intended to assist individuals who believe they have discovered malpractice or impropriety. It is not designed to question financial, or business decisions taken by the club nor should it be used to reconsider any matters, which have already been addressed under harassment, complaint, disciplinary or other procedures.

Scope of Policy

This policy is designed to enable employees of Glamorganshire Golf Club to raise concerns internally and at a high level and to disclose information, which the individual believes shows malpractice or impropriety.

This policy is intended to cover concerns, which are in the public interest and may at least initially be investigated separately but might then lead to the invocation of other procedures e.g., disciplinary. These concerns could include

- Financial malpractice or impropriety or fraud
- Failure to comply with a legal obligation or Statutes
- Dangers to Health & Safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour
- Attempts to conceal any of these

Safeguards Protection

This policy is designed to offer protection to those employees of the club who disclose such concerns provided the disclosure is made:

- in good faith
- in the reasonable belief of the individual making the disclosure that it tends to show malpractice or impropriety and if they make the disclosure to an appropriate person (see below). It is important to note that no protection from internal disciplinary procedures is offered to those who choose not to use the procedure. In an extreme case malicious or wild allegation could give rise to legal action on the part of the persons complained about.

Confidentiality

The club will treat all such disclosures in a confidential and sensitive manner.

The identity of the individual making the allegation may be kept confidential so long as it does not hinder or frustrate any investigation. However, the investigation process may reveal the source of the information and the individual making the disclosure may need to provide a statement as part of the evidence required.

Anonymous Allegations

This policy encourages individuals to put their name to any disclosures they make. Concerns expressed anonymously are much less credible, but they may be considered at the discretion of the club.

In exercising this discretion, the factors to be considered will include:

- The seriousness of the issues raised
- The credibility of the concern
- The likelihood of confirming the allegation from attributable sources

Untrue Allegations

If an individual makes an allegation in good faith, which is not confirmed by subsequent investigation, no action will be taken against that individual.

In making a disclosure the individual should exercise due care to ensure the accuracy of the information. If, however, an individual makes malicious or vexatious allegations, and particularly if he or she persists with making them, disciplinary action may be taken against that individual.

Procedures for Making a Disclosure

On receipt of a complaint of malpractice, the member of staff who receives and takes note of the complaint, must pass this information as soon as is reasonably possible, to the appropriate designated investigating officer as follows:

- Complaints of malpractice will be investigated by the appropriate manager unless the complaint is against the manager or is in any way related to the actions of the manager. In such cases, the complaint should be passed to the MANAGER for referral.
- In the case of a complaint, which is any way connected with but not against the MANAGER, the Board will nominate a Board Member to act as the alternative investigating officer.
- The complainant has the right to bypass the line management structure and take their complaint direct to the Board Chairman. The Chairman has the right to refer the complaint back to management if he/she feels that the management without any conflict of interest can more appropriately investigate the complaint.

If there is evidence of criminal activity, then the investigating officer should inform the police. The Club will ensure that any internal investigation does not hinder a formal police investigation.

Timescales

Due to the varied nature of these sorts of complaints, which may involve internal investigators and / or the police, it is not possible to lay down precise timescales for such investigations. The investigating officer should ensure that the investigations are undertaken as quickly as possible without affecting the quality and depth of those investigations.

However, the investigating officer, should as soon as practically possible, send a written acknowledgement of the concern to the complainant and thereafter report back to them in writing the outcome of the investigation and on the action that is proposed. If the investigation is a prolonged one, the investigating officer should keep the complainant informed, in writing, as to the progress of the investigation and as to when it is likely to be concluded.

All responses to the complainant should be in writing.

Investigating Procedure

The investigating officer should follow these steps:

- Full details and clarifications of the complaint should be obtained.
- The investigating officer should inform the member of staff against whom the complaint is made as soon as is practically possible. The member of staff will be informed of their right to be accompanied by a trade union or other representative at any future interview or hearing held under the provision of these procedures.

- The investigating officer should consider the involvement of the Club auditors and the Police at this stage and should consult with the Chairman.
- The allegations should be fully investigated by the investigating officer with the assistance where appropriate, of other individuals / bodies.
- A judgement concerning the complaint and validity of the complaint will be made by the investigating officer. This judgement will be detailed in a written report containing the findings of the investigations and reasons for the judgement. The report will be passed to the Chairman as appropriate.
- The Chairman will decide what action to take. If the complaint is shown to be justified, then they will invoke the disciplinary or other appropriate Club procedures.
- The complainant should be kept informed of the progress of the investigations and, if appropriate, of the outcome.
- If appropriate, a copy of the outcomes will be passed to the Club Auditors to enable a review of the procedures.

If the complainant is not satisfied that their concern is being properly dealt with by the investigating officer, they have the right to raise it in confidence with the Chairman, or one of the designated persons described above.

If the investigation finds the allegations unsubstantiated and all internal procedures have been exhausted, but the complainant is not satisfied with the outcome of the investigation, the Club recognises the lawful rights of employees and ex-employees to make disclosures to prescribed persons (such as the Health and Safety Executive, the Audit Commission, or the utility regulators), or, where justified, elsewhere.

Appendix 4: Prevention of Bullying and Harassment at Work Policy

<u>Statement of Policy</u>

Glamorganshire Golf Club is committed to encouraging and maintaining good employee relations within a working environment, which fosters team working and encourages employees to give of their best.

Everyone in the Club and those who have dealings with the Club has a responsibility to maintain good working relationships and not use words or deeds that may harm the wellbeing of others.

In addition to the obligations placed upon both employers and employees by the Equality and Human Rights legislation, everyone has the right to be treated with consideration, fairness, dignity, and respect. This contributes to a workplace environment in which individuals feel safe and can work effectively competently and confidently.

The policy applies to all staff working within the organisation and to all employees working off the premises. It extends to include non-permanent workers such as secondees, contractors, agency, temporary staff, consultants, and any other workers.

Zero Tolerance - The Club has a "zero tolerance" policy and will investigate vigorously any allegations of bullying or harassment, regardless of whether the matter has been raised formally or informally.

<u>Key Principles</u>

- The Club will provide and sustain a safe working environment in which everyone is treated fairly and with respect. Those working or dealing with the Club must not encounter harassment, intimidation, or victimisation based on gender, race, colour, ethnic or national origin, sexual orientation, marital status, religion or belief, age, trade union membership, disability, offending background, or any other personal characteristic.
- Everyone carries a personal responsibility for their own behaviour and for ensuring that their conduct is in accordance with the principles set out in this policy. In addition, each person has a responsibility to report any instance of bullying or harassment, which they witness, or which comes to their attention. Employees have a responsibility to act as role models, pro-actively addressing instances of bullying and harassment. Managers should also make themselves aware of their responsibility.
- Harassment may be defined as any conduct which is: -
- unwanted by the recipient
- is considered objectionable
- causes humiliation, offence, distress, or other detrimental effect.

- Harassment may be an isolated occurrence or repetitive: it may occur against one or more individuals. Harassment may be, but is not limited to:
- Physical contact – ranging from touching to serious assault, gestures, intimidation, aggressive behaviour.
- Verbal – unwelcome remarks, suggestions and propositions, malicious gossip, jokes and banter, offensive language.
- Non-verbal – offensive literature or pictures, graffiti and computer imagery, isolation or non-co-operation and exclusion or isolation from social activities.
- Bullying is unlikely to be a single or isolated instance. It is usually, but not exclusively repeated and persistent behaviour that is offensive, abusive, intimidating, malicious or insulting. Bullying includes but is not limited to:
- Conduct which is intimidating, physically abusive or threatening
- Conduct that denigrates, ridicules, or humiliates an individual, especially in front of colleagues
- Humiliating an individual in front of colleagues
- Picking on one person when there is a common problem
- Shouting at an individual to get things done
- Consistently undermining someone and their ability to do the job
- Setting unrealistic targets or excessive workloads
- "Cyber bullying" i.e., bullying via e-mail. (This should be borne in mind where employees are working remotely and are managed by e-mail. Care and sensitivity should be practised about the choice of context and language).
- Setting an individual up to fail e.g., by giving inadequate instructions or unreasonable deadlines.
- Any employee who wishes to make a complaint of harassment or bullying is encouraged to first discuss matters informally with their line manager if they feel able to do so. Should the issues not be resolved at this stage, or the employee feels unable to raise the issue informally, then a formal resolution should be sought.
- When a complaint of Harassment or Bullying is brought to the attention of a manager at any level, whether informally or formally, prompt action must be taken to investigate the matter. Corrective action must be taken where appropriate, and this may require an investigation under the Club's Disciplinary Policy and Procedure.
- If it is considered that one of the parties concerned in a harassment or bullying case should be moved from their current workplace, then as a matter

of principle the Club will normally remove the alleged perpetrator rather than the complainant. However, the final decision on who should be moved should reflect the circumstances of the case and advice from senior management. It should be noted and explained to those concerned that the moving of either party is not an implication of guilt or culpability and no detriment to either party will be construed as a consequence.

- All matters relating to the investigation of complaints of harassment or bullying will be treated in strict confidence. Any breach of confidentiality in this regard may render those responsible liable to disciplinary actions. However, it will be necessary that any alleged perpetrator is made aware of the allegations against them and the name(s) of those making the allegations together with the name(s) of any witnesses.

- No employee will be victimised or suffer detriment for making a complaint of harassment or bullying and no manager shall threaten either explicitly or implicitly that an employee's complaint will be used as the basis for decisions affecting that employee. Such conduct will be treated as a very serious disciplinary offence. Similarly, managers are required to act on any complaint of harassment or bullying. Failure to do so will be regarded as misconduct, which if proven will result in disciplinary action.

- All complaints of harassment or bullying whether raised formally or informally must be notified by the recipient of the complaint to senior management for recording in accordance with the requirements of the Equality and Human Rights legislation. This legislation requires such records to be maintained and the incidence of bullying and harassment to be monitored.

- This policy and procedure will be reviewed periodically giving due consideration to legislative changes.

Appendix 5: Bribery at Work Policy

Glamorganshire Golf Club, by law must abide by the requirements of the Bribery Act (2010).

If any member of staff bribes (or attempts to bribe) another person, intending either to obtain or retain business for the club, or to obtain or retain an advantage in the conduct of the club's business; or any member of staff accepts a bribe (or allow another person to receive a bribe), this will be considered gross misconduct, subject to formal investigation, and disciplinary action up to and including dismissal may be applied.

Glamorganshire Golf Club

Agreement to the club's health and safety policy

Board of Directors

The Board of Directors of the club have implemented this health and safety policy and have signed below to acknowledge their ownership of it and that they, as the employers, will collectively oversee and manage health and safety in the club, throughout their individual terms of office.

Board of Directors		
Name	Role	Date

Employees

The employees of the club have signed below to acknowledge their understanding of the club's health and safety policy and agree to take responsibility for health and safety in the workplace and abide by the policy content and requirements, throughout their individual terms of employment.

Employees			
Name	Job Title	Signature	Date

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