

# Milford Tennis Club

## Health and safety policies and procedures manual

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# Club commitment and policy

## Purpose:

The purpose of this Policy is to ensure active, consultative, commitment to health and safety management in Milford tennis Club inc.

## Our Health & Safety Vision:

**“We will all have a safe tennis 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 Milford Tennis Club 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
- two-yearly health and safety manual review.

**The Club Committee** has 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

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

## Manual Maintenance

The Club 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 procedures apply to all Milford Tennis Club (MTC) activities.

## 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 and in situ.
- 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:

- Courts, access ways and clubrooms are clear of obstructions and litter
- there are no fire hazards.

### The Committee member in charge of maintenance is responsible for:

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

### 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 Process <sup>2</sup>	
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.					
<b>Risk Matrix</b> (refer to main Risk Matrix for assessment of Assets and Organisation)					
<b>Impact - see scale below</b> <b>Likelihood see scale below</b>	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
<b>Risk Categories</b>					
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

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

## Scope

This policy applies to members of and visitors to MTC.

## 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.

## 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 MTC has a specific accident reporting and investigation form that should be used in the event of an accident and incident.

## Scope

This policy applies to members of MTC.

## 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 accident/incident/serious harm form (App 2), and send a copy to [milfordtennisnz@gmail.com](mailto:milfordtennisnz@gmail.com) immediately.

### Investigation

The Club Administrator should:

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

### Strategies to minimise accidents/incidents

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

- Sun Protection poster in clubhouse
- sale of senior and junior sport sunglasses

Promote injury prevention:

- ACC poster in clubhouse
- organise two-yearly training session in warm-up and warm-down techniques for members.

Review adequacy of toilets and hand-washing facilities against membership numbers.

# Emergency management

## Policy

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

## Scope

This policy applies to all MTC members and visitors.

## Procedures

### 1. When emergency services are required

- For emergency services dial 1 for an outside line then 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  
12 Dodson Ave, Milford  
PHONE NUMBER 489 8716
- Visitors are the responsibility of the member they are with.

### 2. Fire

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

#### If you discover a fire:

- activate the alarm and dial 111
- alert other people at the club
- 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 – top courts or volley court.

#### If the fire alarm sounds:

- walk quickly to your nearest exit
- make sure any visitors leave the building with you
- do not stop to take personal items with you
- meet at the assembly areas – top courts or volley court.

### 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

MTC 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

This policy applies to all MTC members and visitors.

## Responsibilities

### **The Club Administrator and the Committee is 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

MTC 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 Club.

## Scope

This policy applies to all MTC members.

## Responsibilities

### **The Club Administrator is responsible for:**

- ensuring appropriate first aid supplies are provided and accessible at the MTC clubhouse
- Monthly AED checks (see AED Manual)

# Member information and training

## Policy statement

MTC 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

This policy applies to all MTC members.

## Responsibilities

### **The Club Administrator is responsible for ensuring that:**

- all members receive a copy of the Membership handbook, incorporating MTC's H & S policy
- all members are aware of the MTC website H & S page and their responsibilities re H & S
- keeping an up to date printed version of the manual at the clubhouse.

### **All members are responsible for:**

- reading the member handbook, policies and procedures.
- reporting hazards and accidents.

## Appendix 1: H & S Checklist

Health & Safety System	Policy components	Review date
<b>MTC commitment to health and safety</b>	<ul style="list-style-type: none"> <li>Review of H &amp; S Manual by committee</li> </ul>	2 yearly in June
<b>Hazard identification and management</b>	<ul style="list-style-type: none"> <li>Review Hazards and update register</li> <li>Check for fire hazards by Club cleaner</li> <li>Check for fire hazards by committee Maintenance person</li> <li>Check fire extinguisher and signage (Club Administrator)</li> </ul>	<ul style="list-style-type: none"> <li>6 monthly June &amp; Dec</li> <li>Weekly</li> <li>Monthly</li> <li>6 Monthly</li> </ul>
<b>Accident reporting and management</b>	<ul style="list-style-type: none"> <li>Analyse &amp; assess accidents as reported</li> <li>Organise "injury minimisation" workshops</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>2 yearly</li> </ul>
<b>Emergency planning and readiness</b>	<ul style="list-style-type: none"> <li>First Aid kit – ensure well-stocked</li> </ul>	1 <sup>st</sup> Thursday of month
<b>Employee information, training and supervision</b>	<ul style="list-style-type: none"> <li>Ensure all members have up-to-date handbook</li> <li>H &amp; S email to members reminding them of procedures</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Annually October</li> </ul>
<b>Event management</b>	<ul style="list-style-type: none"> <li>Checklists managing risk</li> </ul>	Ad hoc – when organizing events.

## Appendix 2: Incident and accident reporting form

Record of Accident /Incident/ Serious Harm

To be completed by injured person and sent to Club Administrator ([milfordtennisnz@gmail.com](mailto:milfordtennisnz@gmail.com)) within 48 hours

Is it an  Accident  Incident/Near Miss

Surname: .....

First name(s): .....

Residential address: .....

.....

.....

Phone: .....

Gender:  M  F

Date of event: .....Time: ..... am/pm

Date reported:.....

Location where event occurred: .....

.....

.....

Nature of injury (if any) :

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-

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-

THE INVESTIGATION: Describe what happened.

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

**To be completed by Club Administrator:**

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

By whom?.....

By when? .....

## Appendix 3: Hazard register

For current register follow link:

<https://docs.google.com/spreadsheets/d/1yeqb0YwG8qgyPF2BrKDMFtPN-navJKGcXXGBcADOzGk/edit#gid=1081612532>

## Appendix 4: Hazard Assessment & Control form

Any member who identifies a hazard should complete this form. This form should also be used when hazards are identified at regular health and safety inspections. Form available on website and at

[https://docs.google.com/document/d/17sC-WLwiSTb2JIE-5aB\\_UPrznLX4qNkab8k1R-RaVlk/edit#](https://docs.google.com/document/d/17sC-WLwiSTb2JIE-5aB_UPrznLX4qNkab8k1R-RaVlk/edit#)

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

Section B – Risk Category Assessment					
Determine the risk category using the Risk Matrix below. Please circle.					
<b>Risk Matrix</b> (refer to main Risk Matrix for assessment of Assets and Organisation)					
<b>Impact</b>	Negligible	Minor	Moderate	Severe	Critical
<b>Likelihood</b>					
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
<b>Risk Categories</b>					
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
<b>Result</b> (Extreme, Critical, High, Medium, Low or Negligible)	

### Section C - Hazard Action/Control Plan

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

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

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

### Section D – Residual Risk Assessment

Use the Risk Rating Matrix in Section B to recalculate the risk and determine whether the selected control has reduced the risk.	
<b>Result</b> (Critical/High, Medium or Low)	Enter result into the “Risk Category Rating” column of the Hazard Register.

### Section E - Approval (Manager/Head to complete)

I declare that the information detailed above is a true and correct record.			
Name		Date	
Position Title			
Signature		Hazard entered into Hazard Register	Y / N
		Date	