

Esports Wales

Duty of Care Policy

Status: Board-approved safeguarding & welfare policy

Applies to: Directors, Members, Staff, Volunteers, Participants, Partners

Owner: Board of Directors

Board Lead: Welfare & Safety Lead Director

Review cycle: Annual

Next review due: 12 months from adoption

1. Purpose

1.1 This policy sets out **Esports Wales CIC's** ("the Company") commitment to fulfilling its **duty of care** to all individuals who engage with esports activities delivered, sanctioned, or recognised by the Company.

1.2 It exists to:

- protect the physical, emotional, and psychological wellbeing of participants
- ensure safe, positive, and inclusive participation
- clarify roles and responsibilities in meeting duty of care obligations
- support a culture where welfare is prioritised alongside performance and participation

1.3 This policy applies across **online, physical, and hybrid esports environments**.

2. What Is Duty of Care?

2.1 Duty of care refers to the **legal and moral responsibility** to take reasonable steps to:

- prevent foreseeable harm



- protect individuals from abuse, neglect, or exploitation
- respond appropriately when risks or concerns arise

2.2 Esports Wales recognises that duty of care extends beyond safeguarding and includes:

- wellbeing and mental health
 - safe environments and practices
 - respectful behaviour and inclusion
 - appropriate management of risk
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3. Scope

3.1 This policy applies to:

- children and young people
- adults at risk
- adult participants
- players, coaches, officials, volunteers, and staff
- Board and committee members
- clubs, schools, and delivery partners

3.2 It applies to all activities connected to Esports Wales, including:

- competitions and events
 - training and education programmes
 - schools and youth delivery
 - online play, streaming, and digital engagement
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4. Duty of Care Principles

Esports Wales is guided by the following principles:

- **Welfare First** – the wellbeing of individuals is paramount
 - **Prevention** – risks should be identified and reduced proactively
 - **Proportionality** – responses should be appropriate to the level of risk
 - **Inclusion** – everyone has the right to participate safely and with dignity
 - **Accountability** – duty of care is everyone's responsibility
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5. Areas of Duty of Care

Esports Wales recognises its duty of care across the following areas:

5.1 Safeguarding

- protecting children and adults at risk from harm
- maintaining clear safeguarding policies and procedures

5.2 Physical Safety

- safe venues and environments
- appropriate equipment and setups
- health and safety considerations at events

5.3 Psychological & Emotional Wellbeing

- protection from bullying, harassment, or abuse
- promoting positive behaviour and respect
- recognising stress, anxiety, or mental health concerns

5.4 Online & Digital Safety

- protection from online abuse, grooming, or exploitation



- safe use of communication, gaming, and streaming platforms

5.5 Equality, Diversity & Inclusion

- preventing discrimination and exclusion
 - supporting reasonable adjustments
 - promoting respectful and inclusive participation
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6. Roles & Responsibilities

6.1 Board of Directors

- Holds ultimate accountability for duty of care
- Ensures appropriate policies, procedures, and resources
- Appoints a **Board-level Welfare & Safety Lead**

6.2 Welfare & Safety Lead (Board)

- Champions duty of care at Board level
- Oversees safeguarding and welfare arrangements

6.3 Staff, Volunteers & Officials

- Act responsibly and professionally
- Follow all safeguarding, welfare, and safety policies
- Report concerns promptly

6.4 Clubs, Members & Partners

- Are expected to uphold Esports Wales' duty of care standards
 - Must comply with relevant policies and codes of conduct
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7. Risk Assessment & Management

Policy Number: P0204

Version Number: 001



Esports Wales CIC: 12372413

7.1 Esports Wales will:

- identify foreseeable risks to participants
- implement proportionate control measures
- review risks regularly

7.2 Risk considerations include:

- age and vulnerability of participants
 - online environments and communication
 - physical settings and events
 - intensity, duration, and pressure of participation
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8. Speaking Up & Raising Concerns

8.1 Anyone who has a concern relating to welfare or safety is:

- encouraged to speak up
- supported to raise concerns without fear of reprisal

8.2 Concerns may relate to:

- safeguarding
- wellbeing or mental health
- unsafe practice or environments
- inappropriate behaviour

8.3 Concerns must be reported in line with:

- Safeguarding procedures
- Whistleblowing Policy where appropriate



9. Responding to Welfare Concerns

9.1 Welfare concerns will be:

- taken seriously
- assessed appropriately
- responded to proportionately

9.2 Responses may include:

- safeguarding action
 - welfare support or adjustments
 - referral to external support services
 - disciplinary or governance action
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10. Culture & Behaviour

10.1 Esports Wales is committed to fostering a culture where:

- wellbeing is prioritised
- harmful behaviour is challenged
- support is available

10.2 All individuals are expected to:

- behave responsibly and respectfully
 - uphold codes of conduct
 - support a safe and positive esports environment
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11. Linked Policies & Procedures

This Duty of Care Policy is supported by:
Policy Number: P0204
Version Number: 001



Esports Wales CIC: 12372413

- Safeguarding Policy Statement (0201)
 - Safeguarding Children Policy (0202)
 - Safeguarding Adults at Risk Policy (0203)
 - Responding to Safeguarding Concerns Procedure (0206)
 - Codes of Conduct (0501)
 - Equality, Diversity & Inclusion policies
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12. Monitoring & Review

12.1 This policy shall be reviewed:


- annually
- following serious incidents or concerns
- following changes in law or guidance

12.2 Esports Wales is committed to continuous improvement in duty of care practice.

13. Adoption

13.1 This Duty of Care Policy was approved by the Board of Directors of **Esports Wales CIC**.

Date approved: ____02/03/2026____

Signed (Chair): ____  ____



APPENDIX

1. Useful Contacts

EMERGENCY	OTHER USEFUL CONTACTS
POLICE In an emergency, please call 999	CHILD PROTECTION IN SPORTS UNIT tel:0844 892 0290 web: cpsuwales@nspcc.org.uk
NSPCC 24 Hr Helpline tel: 0808 800 5000 web: www.nspcc.co.uk	CHILDLINE tel: 0800 1111 web: www.childline.org.uk
ESPORTS WALES SAFEGUARDING TEAM DSL Lead Name: John Jackson Tel: 07590056728 email: safeguarding@esportswales.org	KIDSCAPE tel:08451 205 204
LOCAL AUTHORITY CHILDREN'S SOCIAL CARE Please contact your local authority	VICTIM SUPPORT tel: 0845 3030900 web: www.victimsupport.org.uk

