

# Esports Wales

## Accessibility & Reasonable Adjustments Policy

**Status:** Board approved policy

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

**Owner:** Board of Directors

**EDI Lead:** Board appointed Director / Senior Officer

**Safeguarding Lead:** Designated Safeguarding Lead (DSL)

**Review cycle:** Annual

**Next review due:** 12 months from adoption

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### 1. Purpose

1.1 This policy sets out **Esports Wales CIC's** ("the Company") commitment to **accessibility and the provision of reasonable adjustments** so that everyone can participate in esports activities **on an equitable basis**.

1.2 It exists to:

- remove barriers that prevent participation or engagement
- meet the duty to make reasonable adjustments under equality law
- promote inclusive, accessible practice across esports delivery
- ensure fair, transparent, and consistent decision-making
- support dignity, independence, and wellbeing

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### 2. Scope

2.1 This policy applies to:

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Version Number: 001



Esports Wales CIC:  
12372413

- children, young people, and adults
- disabled people and those with long-term physical, sensory, cognitive, or mental health conditions
- neurodivergent individuals
- anyone requiring adjustments to access Esports Wales activity

2.2 It applies across:

- governance and decision-making
  - recruitment, volunteering, and employment
  - competitions, programmes, and events
  - online and digital environments
  - education, training, and communications
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### 3. Legal Context

3.1 Under the **Equality Act 2010**, Esports Wales has a duty to make **reasonable adjustments** where a provision, criterion, or practice places a disabled person at a substantial disadvantage compared to non-disabled people.

3.2 Failure to make reasonable adjustments may constitute **unlawful discrimination**.

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### 4. Principles

Esports Wales is guided by the following principles:

- **Accessibility by Design** – barriers should be anticipated and reduced
- **Equity, not Advantage** – adjustments enable fair access, not unfair benefit
- **Individual Approach** – needs and solutions vary between individuals



- **Dignity & Respect** – adjustments are agreed collaboratively
  - **Proportionality** – decisions are reasonable, practical, and evidence-based
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## 5. What Are Reasonable Adjustments?

5.1 Reasonable adjustments are **changes or measures** that remove or reduce barriers to participation.

5.2 Adjustments may relate to:

- physical environments
- digital platforms and interfaces
- communication methods
- timing, format, or structure of activities
- rules or procedures (where appropriate)

5.3 Examples may include (not exhaustive):

- alternative communication formats
  - flexible scheduling or breaks
  - adjusted online settings or moderation
  - additional support or supervision
  - quiet spaces or sensory considerations
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## 6. Requesting Reasonable Adjustments

6.1 Individuals may request reasonable adjustments:

- for themselves, or
- on behalf of a child or young person



6.2 Requests should:

- be made as early as possible where practicable
- outline the barrier experienced and the adjustment sought

6.3 Requests may be made to:

- staff or volunteers
  - event organisers
  - the EDI Lead
  - the Designated Safeguarding Lead (where welfare considerations apply)
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## **7. Assessing Requests**

7.1 Requests for reasonable adjustments will be:

- considered promptly
- assessed on an individual basis
- discussed with the person requesting the adjustment

7.2 In determining whether an adjustment is reasonable, Esports Wales may consider:

- effectiveness of the adjustment
- practicality and feasibility
- cost and resources
- health, safety, and safeguarding implications
- impact on others

7.3 Decisions will be:

- explained clearly



- recorded where appropriate
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## **8. When Adjustments Cannot Be Made**

8.1 Where an adjustment cannot reasonably be made, Esports Wales will:

- explain the reasons transparently
- explore alternative options
- seek to minimise disadvantage as far as possible

8.2 Refusal to make an adjustment will **not** be based on:

- assumptions
  - stereotypes
  - convenience alone
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## **9. Accessibility in Online & Digital Environments**

9.1 Esports Wales recognises that digital environments can present **significant accessibility barriers**.

9.2 We will seek to:

- use accessible platforms where possible
- provide guidance on accessibility settings
- moderate online spaces to support inclusive participation
- consider reasonable digital adjustments

9.3 Accessibility considerations will align with:

- Online Safety & Digital Safeguarding Policy
- safeguarding and welfare duties



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## **10. Safeguarding & Welfare Considerations**

10.1 Some accessibility needs may overlap with:

- safeguarding
- mental health or wellbeing support

10.2 Where appropriate:

- safeguarding procedures may be engaged
  - adjustments will prioritise safety and dignity
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## **11. Roles & Responsibilities**

### **11.1 Board of Directors**

- holds ultimate accountability for accessibility and compliance
- ensures policies and resources support inclusive practice

### **11.2 EDI Lead**

- oversees implementation of this policy
- supports assessment of requests
- reports themes or issues to the Board

### **11.3 Staff & Volunteers**

- must act inclusively and responsively
  - must not dismiss or minimise accessibility needs
  - must escalate concerns appropriately
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## 12. Complaints & Concerns

12.1 Concerns relating to accessibility or reasonable adjustments may be raised through:

- complaints procedures
- safeguarding routes (where relevant)
- whistleblowing procedures

12.2 No individual will be disadvantaged for raising concerns in good faith.

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## 13. Confidentiality & Data Protection

13.1 Information relating to disability or access needs is **personal and sensitive**.

13.2 Such information will be:

- handled confidentially
  - shared only on a need-to-know basis
  - processed in line with data protection requirements
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## 14. Linked Policies & Procedures

This policy must be read alongside:

- **P0301 Equality, Diversity & Inclusion Policy**
- **P0302 Diversity & Inclusion Action Plan (DIAP)**
- **P0303 Anti Discrimination & Anti Harassment Policy**
- **P0201 Safeguarding Policy Statement**
- **P0204 Duty of Care Policy**
- **P0213 Online Safety & Digital Safeguarding Policy**

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- **P0116 Whistleblowing Policy**
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## **15. Monitoring & Review**


15.1 Esports Wales will:

- review accessibility requests and themes (anonymised)
  - use learning to improve practice
  - review this policy annually
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## **16. Adoption**

This Accessibility & Reasonable Adjustments Policy was approved by the Board of Directors of **Esports Wales CIC**.

**Date approved:** \_\_\_02/03/2026\_\_\_

**Signed (Chair):**\_\_\_  \_\_\_

