

Esports Wales

Player Welfare & Wellbeing Policy

Status: Board-approved policy

Applies to: All Players & Participants

Owner: Board of Directors

Safeguarding Lead: Designated Safeguarding Lead (DSL)

Wellbeing Lead: Board-appointed Director / Senior Officer

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 **protecting and promoting the welfare and wellbeing of all players** involved in esports activity delivered, sanctioned, or recognised by Esports Wales.

1.2 It exists to:

- place **player welfare at the centre of participation and competition**
 - support positive physical, emotional, and mental wellbeing
 - reduce risks associated with pressure, burnout, or unhealthy practice
 - provide clear expectations for safe and supportive environments
 - ensure appropriate action where welfare concerns arise
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2. Scope

2.1 This policy applies to:

- all registered players and participants

Policy Number: P0503

Version Number: 001



Esports Wales CIC: 12372413

- all ages, including children, young people, and adults
- all levels of participation (recreational, developmental, competitive)

2.2 It applies across:

- training sessions and competitions
 - online and digital environments
 - events, programmes, and pathways
 - informal and formal Esports Wales activity
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3. Core Principles

Esports Wales is guided by the following principles:

- **Welfare First** – wellbeing takes priority over results or rankings
 - **Safety** – players must be protected from harm
 - **Balance** – healthy engagement, rest, and boundaries are essential
 - **Respect** – players’ dignity and individual needs matter
 - **Safeguarding** – welfare concerns may require safeguarding action
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4. Understanding Player Welfare in Esports

4.1 Esports Wales recognises that esports participation can present **unique welfare considerations**, including:

- long periods of screen time
- competition pressure and performance anxiety
- online behaviour and social interaction
- disrupted sleep or routines



- risk of burnout or disengagement

4.2 Positive welfare supports:

- enjoyment and confidence
 - sustainable participation
 - learning and development
 - positive relationships and community
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5. Physical Health & Safety

5.1 Players are encouraged to:

- take regular breaks
- maintain good posture and ergonomics
- manage screen time responsibly
- stay hydrated and rested

5.2 Unsafe practices, including excessive play without breaks, are discouraged and may be addressed as welfare concerns.

6. Mental Health & Emotional Wellbeing

6.1 Esports Wales recognises mental health as a core element of player welfare.

6.2 Players are encouraged to:

- speak openly about challenges
- seek support early
- look out for teammates

6.3 Mental health concerns will be treated:



- seriously
 - sensitively
 - without judgement
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7. Online Welfare & Behaviour

7.1 Given the online nature of esports, player welfare includes protection from:

- bullying or harassment
- online abuse or pressure
- toxic or exclusionary environments

7.2 Online misconduct that impacts player welfare will be addressed in line with:

- Codes of Conduct
 - Anti-Bullying and EDI policies
 - Safeguarding procedures where applicable
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8. Young Players & Additional Safeguards

8.1 Children and young people may be:

- more vulnerable to pressure and burnout
- impacted more strongly by online behaviour

8.2 For players under 18:

- a **child-centred approach** will be applied
 - parental/carer involvement may be appropriate
 - safeguarding procedures will take priority where risk is identified
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9. Recognising Welfare Concerns

9.1 Welfare concerns may include:

- changes in behaviour or mood
- withdrawal or disengagement
- visible stress or distress
- excessive fatigue or pressure
- disclosures of anxiety, low mood, or harm

9.2 Players, staff, and volunteers are **not expected to diagnose** health conditions.

10. Speaking Up & Seeking Support

10.1 Players are encouraged to:

- raise welfare concerns about themselves or others
- seek help early rather than waiting for issues to escalate

10.2 Concerns may be raised with:

- club or event staff
- the Wellbeing Lead
- the Designated Safeguarding Lead (where appropriate)

10.3 No player will be disadvantaged for raising welfare concerns in good faith.

11. Responding to Welfare Concerns

11.1 Welfare concerns will be:

- taken seriously
- handled sensitively and proportionately

Policy Number: P0503

Version Number: 001



Esports Wales CIC: 12372413

- responded to in a supportive manner

11.2 Responses may include:

- informal support and check-ins
 - adjustments to participation or schedules
 - signposting to external support services
 - safeguarding escalation where risk is identified
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12. Emergency & High-Risk Situations

12.1 Where there is:

- immediate risk of harm
- concern about self-harm or serious distress

emergency services must be contacted without delay, followed by safeguarding procedures.

12.2 Player safety will always take priority.

13. Roles & Responsibilities

13.1 Players

- are encouraged to look after their own wellbeing
- should support teammates and speak up about concerns

13.2 Staff, Volunteers & Officials

- must promote positive welfare practices
- must not ignore welfare concerns
- must escalate concerns appropriately



13.3 Board of Directors

- holds ultimate responsibility for player welfare
 - ensures appropriate policies, culture, and oversight
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14. Confidentiality & Data Protection

14.1 Information relating to player welfare is **personal and sensitive**.

14.2 Such information will be:

- handled confidentially
- shared only on a need-to-know basis
- processed in line with data protection requirements

14.3 Confidentiality will not prevent action where:

- there is risk of harm
 - safeguarding obligations apply
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15. Linked Policies & Procedures

This policy must be read alongside:

- **0501 Player Code of Conduct**
- **0502 Player Eligibility & Registration Policy**
- **0201 Safeguarding Policy Statement**
- **0204 Duty of Care Policy**
- **0408 Health, Wellbeing & Mental Health Policy**
- **0213 Online Safety & Digital Safeguarding Policy**
- **0301 Equality, Diversity & Inclusion Policy**

Policy Number: P0503

Version Number: 001



Esports Wales CIC: 12372413

- **0306 Anti-Bullying Policy**

16. Review


16.1 This policy shall be reviewed:

- annually
 - following significant welfare or safeguarding incidents
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17. Adoption

This Player Welfare & Wellbeing Policy was approved by the Board of Directors of **Esports Wales CIC**.

Date approved: __09/03/2026__

Signed (Chair):__  __

