

Esports Wales

Spectator & Community Behaviour Policy

Status: Board-approved policy

Applies to: All Spectators, Viewers, Community Members & Online Audiences

Owner: Board of Directors

Safeguarding Lead: Designated Safeguarding Lead (DSL)

Competition Lead: Board-appointed Director / Senior Officer

Review cycle: Annual

Next review due: 12 months from adoption

1. Purpose

This policy sets out the **expected standards of behaviour** for spectators and community members attending, viewing, or engaging with esports activities delivered, sanctioned, or recognised by **Esports Wales CIC** (“the Company”).

It exists to:

- ensure events and online spaces are **safe, respectful, and inclusive**
 - protect players, particularly children and young people, from harm
 - prevent abuse, harassment, and disorderly behaviour
 - support positive community culture around esports in Wales
 - provide clear authority for intervention and enforcement
-

2. Scope

This policy applies to:

Policy Number: P0602
Version Number: 001



Esports Wales CIC: 12372413

- spectators attending physical events
- viewers and participants in live streams
- online community members (e.g. chat, forums, social media linked to events)
- parents, carers, supporters, and guests

It applies across:

- physical venues
 - online platforms and digital environments
 - hybrid events
-

3. Core Principles

Esports Wales is guided by the following principles:

- **Respect** – everyone deserves dignity and fair treatment
 - **Safety First** – welfare overrides entertainment or competition
 - **Inclusion** – discriminatory behaviour is not tolerated
 - **Responsibility** – behaviour has consequences
 - **Zero Tolerance for Abuse** – online or offline
-

4. Expected Standards of Behaviour

Spectators and community members must:

- behave respectfully towards players, officials, staff, and other spectators
- follow instructions given by officials or event staff
- support positive and fair competition
- comply with venue rules and platform terms of service



Spectators and community members must **not**:

- engage in abusive, threatening, or intimidating behaviour
 - use discriminatory language or gestures
 - harass or target players, officials, or other spectators
 - incite violence, disorder, or hostility
 - disrupt events or online broadcasts
 - attempt to influence match outcomes or officials
-

5. Online Spectator Behaviour

5.1 Given the nature of esports, online spectator behaviour is treated **as seriously as physical behaviour**.

5.2 The following are **not acceptable** online:

- hate speech, slurs, or discriminatory comments
 - trolling, dog-piling, or targeted harassment
 - doxxing or sharing personal information
 - sexualised or inappropriate comments, particularly towards minors
 - repeated spamming or disruption of chats
-

6. Safeguarding Considerations

6.1 Spectator behaviour may raise safeguarding concerns where it:

- targets children or young people
- involves sexualised, threatening, or grooming-related behaviour
- causes distress or fear



6.2 Safeguarding concerns:

- must be reported immediately
 - override event or broadcast priorities
-

7. Enforcement & Intervention

7.1 Esports Wales reserves the right to:

- remove individuals from venues
- mute, block, or ban users from online platforms
- restrict access to future events
- escalate matters to safeguarding, disciplinary, or legal routes

7.2 Event staff, moderators, and officials are authorised to:

- intervene where behaviour breaches this policy
 - act swiftly to protect welfare and safety
-

8. Parents, Carers & Guardians

8.1 Parents and carers attending events or engaging online are expected to:

- model respectful behaviour
- support positive participation
- comply with this policy

8.2 Failure to do so may result in:

- removal from venues or platforms
 - restrictions on attendance at future events
-



9. Reporting Concerns

9.1 Concerns relating to spectator or community behaviour may be reported to:

- event staff or officials
- online moderators
- the Designated Safeguarding Lead

9.2 Reports will be:

- taken seriously
 - handled appropriately and confidentially
 - escalated where required
-

10. Recording & Follow-Up

10.1 Serious or repeated incidents may be:

- recorded
- reviewed by Esports Wales
- used to inform future safeguarding or risk controls

10.2 Sanctions may be applied proportionately.

11. Relationship to Other Policies

This policy works alongside:

- **0605 Venue & Online Platform Safety Policy**
- **0604 Incident & Accident Reporting Procedure**
- **0213 Online Safety & Digital Safeguarding Policy**
- **0301 Equality, Diversity & Inclusion Policy**

Policy Number: P0602
Version Number: 001



Esports Wales CIC: 12372413

- **0303 Anti-Discrimination & Anti-Harassment Policy**
 - **0306 Anti-Bullying Policy**
-

12. Review


This policy shall be reviewed:

- annually
 - following serious incidents
 - following changes in platform or event delivery
-

13. Adoption

This Spectator & Community Behaviour Policy was approved by the Board of Directors of **Esports Wales CIC**.

Date approved: ___02/03/2026___

Signed (Chair):___  ___

