



## The Padel Hub - Diversity & Inclusion Policy

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At The Padel Hub, we believe in making padel open to everyone. Whether you're picking up a racket for the first time or you're a regular on court, you deserve to feel welcome, included, and valued-just as you are.

This policy outlines our commitment to diversity, equity, and inclusion, and sets out the standards and procedures we follow to keep our club safe, fair, and accessible for all.

### Our Commitments

We are committed to ensuring that:

- Padel at The Padel Hub is diverse, inclusive, and welcoming to all
- These values are reflected in our culture, behaviors, and leadership
- Everyone has the chance to reach their potential, regardless of background
- We take positive action to break down barriers to participation

We support and uphold the LTA's Safe and Inclusive Tennis Standards and are proud to be a part of a wider movement for fairness in sport.

### What Inclusion Means at The Padel Hub

Diversity and inclusion mean:

- Creating a safe, respectful space for people of all ages, abilities, gender identities, sexual orientations, ethnicities, religions, and socio-economic backgrounds
- Taking steps to remove barriers-whether physical, social, or cultural-that limit access or participation
- Ensuring people feel empowered to play, volunteer, work, or coach without fear of discrimination or harassment

### Key Definitions

- Discrimination - Treating someone unfairly because of a protected characteristic (e.g. age, disability, gender identity, race, religion, sex, sexual orientation).
- Harassment - Unwanted behaviour that violates someone's dignity or creates a hostile environment.
- Inclusion - Making sure everyone feels respected, safe, and supported to participate fully.
- Positive Action - Proactively removing barriers or supporting underrepresented groups to access opportunities.

### Who This Policy Applies To

This policy applies to:

- Our staff, coaches, consultants, and volunteers
- All members, Pay & Play users, and event participants
- Visitors and spectators at our venues

- Clubs, programmes, and locations we manage or partner with

Everyone at The Padel Hub has a role to play in creating an inclusive environment.

### What We Expect of Ourselves & Others

The Padel Hub will:

- Embed diversity and inclusion across all clubs and activities
- Ensure recruitment and participation are fair and open
- Publish clear, accessible information about our facilities and policies
- Support LTA-led initiatives and uphold our accreditation standards
- Take action if someone fails to uphold these values

Our Welfare Officer will:

- Lead on the implementation of this policy
- Review and update it in line with changes in law or best practice
- Support staff and coaches with training and inclusive practices
- Be the first point of contact for any concerns raised

Staff, Coaches & Volunteers will:

- Promote a safe and inclusive culture on and off court
- Challenge inappropriate behavior
- Report any concerns via our Reporting Procedure

Members & Visitors are expected to:

- Treat others with respect
- Follow our Code of Conduct and policies
- Speak up if they witness discrimination or harassment

### Raising a Concern

We want everyone to feel confident and supported in reporting discrimination or inappropriate behavior.

If you have a concern:

1. Respond - Listen calmly. Avoid interrupting. Don't make promises of secrecy.
2. Refer -
  - If someone is in immediate danger, call 999.
  - Otherwise, speak to our Club Welfare Officer (details at [www.padelhub.uk](http://www.padelhub.uk))
  - You can also contact the LTA Safe & Inclusive Tennis Team on 020 8487 7000 (Mon-Fri, 9-5), or the NSPCC on 0808 800 5000.
3. Record - Use the Concern Reporting Form on our website and submit it within 48 hours of the incident. Forms go to [safeandinclusive@lta.org.uk](mailto:safeandinclusive@lta.org.uk)

You can also report hate crime via True Vision at [www.report-it.org.uk](http://www.report-it.org.uk)

### Handling Breaches

Failure to uphold this policy-whether through action or inaction-may result in:

- For members - suspension or termination of membership
- For coaches, staff, or volunteers - disciplinary procedures or termination
- For venues or partners - loss of accreditation or partnership
- For individuals - further legal or safeguarding action as needed

We always aim to resolve concerns informally where possible-but we will take formal action if required.

### Need to Talk?

We know that reporting concerns can be difficult. If you need to speak to someone confidentially, our Welfare Officer is here to help-or you can contact the LTA, NSPCC, or Equality Advisory Support Service at any time:

- LTA Safe and Inclusive Tennis Team: [safeandinclusive@lta.org.uk](mailto:safeandinclusive@lta.org.uk) | 020 8487 7000
- NSPCC Whistleblowing: [help@nspcc.org.uk](mailto:help@nspcc.org.uk) | 0800 028 0285
- Equality Advisory Support Service: 0808 800 0082 | [www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)

### Review Schedule

This policy will be reviewed every two years, or earlier if:

- Legislation changes
- Guidance from LTA or national bodies updates
- A significant incident prompts earlier review

### Together, We Can Make Padel Better for Everyone

By championing inclusion and standing up to discrimination, we can create a space where everyone feels at home-whether you're hitting your first forehand, coaching a junior class, or just enjoying the buzz of the club.

Let's play fair, play together, and keep The Padel Hub a place where people thrive.