



Disability Discrimination Act 1995 Club Policy

Introduction

This policy is applicable to all staff, contract workers, spectators and guests of the Club on all premises and places of work occupied by the Club.

In line with the Disability Discrimination Act 1995, in this policy:

- **DISABILITY** refers to a physical or mental impairment which has a substantial and long-term adverse effect on his ability to carry out normal day-to-day activities.
- **DISABLED PERSON** refers to a person with such a disability.
- **DISCRIMINATION** refers to treating someone with a disability less favourably than he treats others whom have no disability, and that treatment cannot be shown to be justified in relation to the activities or circumstances involved.

Staff and Contract Workers Employment

Queen of the South FC will not discriminate against a disabled person:

- In the arrangements made for the purpose of determining whom employment should be offered to.
- In the terms under which employment is offered.
- In deliberately refusing to offer or not offering employment to someone based on their disability.
- In the opportunities afforded to a person (i.e. training, promotions or any other work benefit).
- In dismissing someone or subjecting them to any detriment based on their disability.

In the successful recruitment of a person with a disability, Queen of the South will make the necessary adjustments to their work environment so as to suit that person and allow them to undertake their work to the standard agreed upon employment.

This may include:

- Adjustment of the premises
- Allocation of duties to another person
- Alteration of work hours
- Arrangements for training
- Provision of safe and suitable equipment, instructions and supervisors where required.



These steps will be undertaken, within reason and practicality, allowing for financial costs and disruption of business activities.

Queen of the South will operate a grievance policy for the reporting of discrimination based upon disability.

1. In the event of witnessing or experiencing discrimination due to a disability, direct contact should be made with the employee's line manager or the personnel manager (Club Secretary).
2. The club secretary should make an initial report based on the verbal account and should arrange for an interview at a later date, asking the employee to formalise the complaint by providing a written account. Should the employee be unable or unwilling to make a written account, statement will be written for them based on their account in the interview, which they should sign to verify.
3. The employee should be offered a union representative or suitable member of staff to accompany them in the interview, should they see fit. Also present in the interview should be two members of staff from the personnel manager, the Club's safety officer, a director or the employee's line manager.
4. The incident will then be investigated thoroughly, taking into account other eyewitness statements and a formal interview with the person accused of discriminatory behaviour. This interview should be conducted under the same conditions as the person discriminated against.
5. The findings of both interviews will then be presented to the Board of Directors and Chairman who will take the necessary action as specified in the Club's employment policy and disciplinary procedure. The Club will not tolerate any act of discrimination and this will be recorded as Gross Misconduct, in accordance with the disciplinary procedure.

All staff will be notified of the procedure in their employment pack. All contract workers, guests and supporters will be notified by the public display of the policy (online, in club communications and on display in public areas of Palmerston Park).

Premises occupied

As stated, Queen of the South will make reasonable adjustments to work premises to suit the requirements of all disabled employees.

The Club recognises that not all of its facilities are fully accessible to disabled guests, contract workers and spectators and confirms that it is committed to making the necessary reasonable adjustments described by the Disability Discrimination Act 1995 and its relevant Codes of Practice to ensure full compliance with the legislation.



The Club also recognises that new duties or legislation may be introduced from time to time that will be intended to remove permanent barriers that make it difficult or impossible for some disabled customers to access Club facilities.

The Club will undertake such additional works as are reasonably required within the timescales set out by the various agencies and will ensure that all relevant staff are trained in the necessary regulations or guidelines.

Emergency plan

As outlined in the Club's contingency plan, agreed upon by Police Scotland disabled away supporters will be situated in the East Stand (South End) and disabled home supporters will be situated in the East Stand (North End).

In the event of an emergency, disabled supporters in the East Stand will be assisted to the necessary exit gates by the stewards S4 and S11 – specifically placed there for that purpose.

It is expected that all other disabled spectators with a disability that may prevent their safe egress will make themselves known to a steward before the match. They will then be seated in an area so as to allow their safe exit and stewards around them made aware of their disability.

Any disabled members of staff will be working in an environment adjusted by the club to allow their swift and safe egress in the event of an emergency. The Club will regularly operate an emergency drill procedure to safeguard against complacency and to maintain awareness.

Disabled Supporters

Queen of the South Football Club have appointed Eric Slaven as the Disability Access Officer.

Queen of the South Football Club is committed to ensuring that its disabled supporters and customers have as full access as is reasonably possible to make, to all goods, services and facilities provided or offered to the public by the Club.

The Club provides reduced price admission through Season Tickets and Match Day Tickets for disabled spectators and free admission for their carers if required.

The Club recognises that not all of its facilities are fully accessible to disabled customers and confirms that it is committed to making the necessary reasonable adjustments described by the Disability Discrimination Act and its relevant Codes of Practice to ensure full compliance with the legislation.

The Club also recognises that new duties or legislation may be introduced from time to time that will be intended to remove permanent barriers that make it difficult or impossible for some disabled customers to access Club facilities.



The Club will undertake such additional works as are reasonably required within the timescales set out by the various agencies and will ensure that all relevant staff are trained in the necessary regulations or guidelines.

The Club has a grievance procedure in place and guarantees to its disabled supporters and customers that any complaints of discrimination will be dealt with quickly under that procedure.

1. In the event of witnessing or experiencing discrimination due to a disability, direct contact should be made with the personnel manager (Club Secretary).
2. The club secretary should make an initial report based on the verbal account and should arrange for an interview at a later date, asking the person to formalise the complaint by providing a written account. Should the person be unable or unwilling to make a written account, statement will be written for them based on their account in the interview, which they should sign to verify. Should the person be unable to attend an interview, all efforts will be made to secure a formal statement. If no such statement is available, the initial complaint should be taken as the formal complaint.
3. The person should be offered a care worker or suitable family member to accompany them in the interview, should they see fit. Also present in the interview should be two members of staff from the personnel manager, the Club's safety officer, a director or the employee's line manager.
4. The incident will then be reported to the police and the person accused of discriminatory behaviour identified. If the person is a member of staff, it should be investigated thoroughly taking into account other eyewitness statements and a formal interview with the person accused of discriminatory behaviour. This interview should be conducted under the same conditions as the person discriminated against. If another spectator is accused of the discrimination, the police should deal with the complaint and the Club will react to their decision.
5. The findings of both interviews will then be presented to the Board of Directors and Chairman who will take the necessary action as specified in the Club's employment policy and disciplinary procedure or as specified in the Club's spectator policy. The Club will not tolerate any act of discrimination and this will be recorded as Gross Misconduct, in accordance with the disciplinary procedure.
6. Additionally, the Club will not tolerate abuse of disabled Supporters or customers by other visitors to the stadium. Should an incident of this nature be brought to the attention of the Club it will eject from the stadium or withdraw access to the stadium to the abusive parties.

Queen of the South Football Club



All staff will be notified of the procedure in their employment pack.

A hard copy of this policy will be available for review in the Club Office, additionally the information will be displayed in the public domain on-line at www.qosfc.com.