



**Wheelchair Tennis**  
South Africa

---

# WTSA CODE OF CONDUCT

---

Approved by the Board:

M.E. Ravele

(Name)

Ravele

(Signature)

Date:

15/12/2017

Review Date:

30/11/2018

## **WHEELCHAIR TENNIS SA CODE OF CONDUCT**

The aim of Wheelchair Tennis South Africa (WTSA) is to encourage a positive atmosphere and overall experience for all participating and involved in the sport. To do this effectively, we have set guidelines so that everyone can enjoy being active or being involved.

WTSA therefore requires all members of WTSA, directors, officers, employees, players, volunteers, coaches and stakeholders to observe high standards of integrity, honesty, care, respect, and inclusivity in all activities. All interactions with stakeholders and the wider society should be conducted in an ethical and proper manner, displaying passion for what we do, and excellence in all we deliver.

To this end, all ambassadors of WTSA must comply with this code and all supporting policies, the laws and regulations of South Africa, and with all applicable national and international codes.

## INTRODUCTION

**We want WTSA to be a dynamic world leader in disability sport, working toward making a sustainable impact to lives on and off the court.**

Our mission is to provide inclusive wheelchair tennis programmes from grassroot to international level so that participants can excel in tennis, in life and impact their communities.

We must all live up to the standards set out in our Code and its supporting policies to ensure that WTSA continues to be a company that is valued and trusted by our stakeholders and society, and for which we are all proud to work and be associated with.

## WHO IS THE CODE FOR AND WHAT DOES IT MEAN IN PRACTICE?

This Code is to be adhered to by all WTSA members, staff, players, teachers, volunteers and coaches as ambassadors of Wheelchair Tennis and any other person acting on behalf of Wheelchair Tennis South Africa.

All ambassadors as detailed in the point above will be held to this code to ensure WTSA maintains high standards of moral and ethical conduct including self-control, responsible behaviour, and consideration for others' physical and emotional wellbeing.

Everyone is required to be aware of, and conduct their activities in accordance with this Code, all supporting policies and applicable codes, and the laws and regulations of the of South Africa.

Managers and staff are responsible for providing appropriate support to enable their teams and the athletes to understand the requirements of this Code, and the relevant supporting policies.

The CEO is responsible for providing assurance on these matters to the Board of Directors. These responsibilities reinforce our commitment to integrity and high ethical standards. In addition, WTSA could suffer substantial reputation harm and financial consequences, including the imposition of criminal and/or civil fines and other penalties, for failure to comply with laws and regulations of SA.

The Code outline WTSA's core commitments – what they mean and how they should be actively implemented at all levels.

It is also asked that you are prepared to exercise good judgement and common sense in deciding the right actions to take, because this Code and our supporting policies cannot cover every situation that may arise. You should ask questions if you are unclear about any aspect of this Code, or if you are not sure how to respond to an issue that the Code does not address.

You must also promptly report any known, suspected or observed violations of laws, regulations, this Code or supporting policies of which you become aware.

***Failure to comply with this code, its supporting policies, or the laws and regulations of South Africa, will be fully investigated, and appropriate action will be taken. This may include re-training, discipline, or other corrective action, up to an including termination of employment, or removal from the board or programmes, depending on the circumstances. Violations of law can also result in imposition of criminal and /or civil fines and other penalties.***

WTSA is committed to working only with contractors, such as suppliers, joint venture or co-promotion partners who embrace standards of ethical behaviour that are consistent with our own, and will give preference to BEEE 4 and higher suppliers.



## HOW TO RAISE A CONCERN

**Anyone who raises a concern about a possible breach in conduct will be supported, and will not be subject to retaliation. Any act or threat of retaliation will in itself be considered a serious violation of this code.**

You may at some time come across a situation that appears to violate a WTSA policy. Everyone has a duty to report any suspected violation promptly.

Please report to the WTSA staff member responsible to your centre or to your manager, if you are not comfortable or it is inappropriate, please contact the CEO or WTSA Personal Assistant. Details can be found on the website. [www.tennis.co.za](http://www.tennis.co.za) or alternatively email [admin@tennis.co.za](mailto:admin@tennis.co.za).

When you ask a question or raise a concern, you will be asked to provide details and whether you wish to disclose your contact information. WTSA may record this information and may contact you for further information.

## CODE OF CONDUCT

The key values by which all WTSA ambassadors and representatives will be held accountable include:

- Treat others with respect and expect to be treated with respect in return.
- Acknowledge and respect individual differences
- Treat others as we would like to be treated seeking out ideas, listening to, and placing value on the ideas and opinions of others.
- Endeavour to create an environment that is welcoming to all – able bodied or disabled, so everyone feels valued.
- Value the perspectives and contributions of all stakeholders while striving to incorporate the needs and viewpoints of the diverse communities in which they live.
- Focus on others to meet their needs first
- Go the extra mile in all our activities and interactions
- Pay close attention to what we do on a daily basis, apply our talents to everything we do, to ensure people who are involved with us will see how much we care about each other, and treat each other like a family.
- Challenge ourselves to execute responsibilities flawlessly and consistently so that we can strive to always deliver the highest quality service possible.
- Be open, honest and transparent in our dealings with each other and our partners/ role players.
- Ensure our words are always consistent with our actions.
- Show accountability for actions taken, and responsibility for what we say and do at all times.
- Show integrity in our dealings by acting on our word, and not compromising our principles.

To this end

- No form of physical, mental or sexual abuse will be tolerated.



- The standards of fair play, sportsmanship and teamwork must be exhibited while competing, and in all interactions we have.
- The use of profane, insulting, harassing or otherwise offensive language or actions will not be tolerated
- Appropriate attire that is not offensive to any person or religion must be worn at all times
- Maintain high personal hygiene standards.
- The rules and regulations of WTSA, the ITF, TSA, SASCOC and the school / university you represent must be adhered to at all times.
- Any person committing an act which is considered an offense under this code or the law will be dealt with by the appropriate authorities.
- No person may possess or use any illegal drugs, excluding prescribed medical drugs. The use of performance enhancing drugs is strictly banned.
- Athletes under the age of 18 or still in secondary school may not possess or use alcohol or tobacco in any form during the event or at any social activities connected with the event.
- No person 18 years and over and out of secondary school will use alcohol in excess in the residences, at the events or at any function associated with the event.
- No person 18 years and older or out of secondary school may supply alcohol to minors.
- Tobacco smoking for athletes over the age of 18 is strongly discouraged, and will only be allowed in designated smoking areas.
- Any willful damage to hotel rooms or other property shall be assessed and billed to the account of the athlete(s) involved and participation in events will only be allowed once the costs have been paid in full.
- Any items found to be missing from hotel rooms or WTSA, will be charged to the individual concerned, and is subject to further disciplinary action.
- No prostitutes, or paid escorts or sexual service providers will be allowed in the hotel or accommodation during events.
- For individuals under the age of 18 years, no person of the opposite gender may socialize or visit in rooms. All socializing must be done in a public area.
- WTSA pays for sharing rooms at events and camps. Every effort will be made to ensure a junior will not share with an adult player.
- No partners are permitted at events or functions without prior approval and acknowledgement from WTSA management.
- The wheelchairs and equipment provided to the schools, centres and individuals, remain the property of WTSA, but the individual using the equipment is expected to keep the property safe, in good condition and well maintained. Any issues with the equipment need to be reported to WTSA so we are able to assist to maintain the equipment. Any malicious damage to the equipment or lost components may be charged to the individual.
- By entering the tournaments, the players agree to pay the appropriate entry fee, the annual IPIN (International Player Registration Fee), the WTSA annual membership fee, and a small

percentage of prize money (5-15%) toward their programme costs and equipment. If this is not paid upfront, WTSA pay deduct it from their prize money.

- All team members must recognize that the Team Manager is responsible for the Team and its actions, and they must adhere to guidelines set down by the Team Manager.

### **Social Media Conduct**

- All ambassadors and representatives of WTSA should be aware of the effect their actions and posts may have on their image and reputation and that of WTSA.
- All ambassadors and representatives of WTSA should use their best judgment in posting material that is neither inappropriate nor harmful to WTSA, its employees, sponsors, board members or any other stakeholder, or person. This includes employee, directors and representatives of TSA, SASCOG, SRSA or the ITF
- Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, or that can create a hostile work environment or relationship.
- All ambassadors and representatives of WTSA are not to publish, post or release any information that is considered confidential or not public.
- Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. All ambassadors and representatives of WTSA should refer these inquiries to the CEO or PR Manager so the authorized spokespersons may appropriately respond.
- If any ambassador or representative of WTSA encounters a situation while using social media that threatens to become antagonistic, they should disengage from the dialogue in a polite manner and seek advice
- All ambassadors and representatives of WTSA should get appropriate permission before referring to or posting images of current or former employees, members, vendors or suppliers.

A breach of any part of this code of conduct is sufficient grounds to be withdrawn from an event and to be sent home at your own expense, and/or result in removal from the Program. It will also be grounds for a disciplinary hearing for staff and other ambassadors.

Should anyone be found to be in breach of this code of conduct, a disciplinary meeting will be held with the Disciplinary Committee or the appropriate WTSA Staff, and the appropriate disciplinary action will be implemented.

