

SAMA ORGANISATION



SAMA ORGANISATION POLICY HANDBOOK



SAMA ORGANISATION

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Version Control

Version	Amendment Summary	Date	Version	Amendment Summary	Date
1.0	First Issue	1 May 2017	3.1	New Policy Full Review	1 Mar 2024
1.1	Review	16 May 2019	3.2	Policy Review	15 Dec 2024
2.0	Review / Amend	4 Mar 2020	3.2.1	Policy Update KSIE	18 Sep 2025
2.1	New Policy Input	19 Oct 2021	3.3	Policy Review	8 Jan 2026
2.2	Review	18 May 2022			
2.3	Review	27 Jan 2023			

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SECTION 1 – COMPANY DESCRIPTION & DETAILS

1. SAMA Organisation Limited

- 1.1 Company Registration Number 04351295
- 1.2 Registered Office Address: 6A Stanley Road Peacehaven East Sussex BN10 7SP
- 1.3 Contacts: 01273 588850
- 1.4 SAMA Organisation Leadership Team; Hanshi (Chief Instructor) Alan Gibson

SECTION 2 – COMPANY SUMMARY

2. Our Vision

To create a world where everyone—regardless of age or ability—can access the life-changing benefits of martial arts. At SAMA Organisation, we believe martial arts is more than just a sport; it is a path to physical health, mental focus, and personal growth. We strive to foster a culture of respect, discipline, and confidence, empowering individuals to thrive both on and off the mat.

2.2 Our Mission

To provide inclusive, high-quality martial arts training that empowers individuals of all ages and abilities to grow physically, mentally, and socially. Through disciplines like Karate and Kickboxing, we nurture respect, discipline, and self-confidence, helping students become stronger, more focused, and respectful members of their communities.

2.3 Operations Model

2.3.1 Overview

SAMA Organisation functions as the authoritative and regulatory body for all martial arts services delivered under its name. We operate an affiliation-based membership structure, empowering qualified sub-contracted bodies to provide Karate and Kickboxing training in alignment with our core standards and values.

2.3.2 Key Operational Components – Affiliation Members & Delivery Model

- SAMA Organisation licenses via affiliation membership, independent instructors or clubs to operate under its brand.
- These sub-contracted bodies deliver martial arts training (Karate & Kickboxing) while adhering to SAMA's standards, ethos, and curriculum.

2.3.3 Centralised Governance & Oversight

- We maintain strict quality control over all training through regular audits, instructor assessments, and ongoing support.
- Curriculum consistency, safeguarding, and risk management are enforced at all levels.

2.3.4 Technical Expertise & Knowledge Transfer

- With over 50 years of operational experience, we provide a wealth of Knowledge, Skills & Experience (KSE) to every affiliated member club.

- Our support includes structured grading systems, syllabus updates, instructor development, and event management.

2.4 Leadership & Legacy

Led by Hanshi Alan Gibson, one of the UK's highest graded black belts and most respected martial arts figures, the SAMA Organisation sets the national benchmark for martial arts professionalism.

His leadership shapes the vision, discipline, and reputation that underpin our operational model.

2.5 Affiliation & Regulatory Backing

SAMA Organisation is an authorised member of the British Martial Arts & Boxing Association (BMABA).

This affiliation reinforces our compliance with UK martial arts governance, insurance standards, and safeguarding frameworks.

2.6 Operational Support Services

As part of our support to our operating membership we offer guidance in the form of Policy, Procedure and Process direction including:

- Safe People Policy
- Safe Operating Policy
- Child Welfare and Safeguarding Policy
- Health & Safety Guidance
- Instructor Training & Certification

SECTION 3 – THE SAMA ORGANISATION POLICY HANDBOOK

3.1 Policy Statement

The contents of this handbook define the policies of SAMA Organisations and have been published as a definite direction as to how we expect those Affiliated Members to operate. The policy sets out our **Values** and defines the **Standards** which must not be compromised, failure to uphold our Value and Standards would result in the cessation of the affiliated membership agreement.

3.2 Purpose and Scope

This handbook serves as the definitive guide for how we operate within the SAMA Organisation and provide clear guidance as to what is expected from our affiliated members operating under the SAMA banner. It outlines the operational procedures and compliance requirements essential for the effective and safe delivery of martial arts within the sports and leisure activity sector.

The handbook reflects our commitment to safeguarding, child protection, and organisational integrity. It incorporates key legislative and regulatory frameworks, including:

- The Children Act 1989
- Child Protection guidelines ratified and adopted by BMABA

- Best practice guidance from Sport England
- NSPCC Child Protection in Sport Unit recommendations

Through the application of these standards, SAMA Organisation ensures that our services are delivered in a manner that protects and promotes the welfare of all participants, particularly children, young adults and vulnerable individuals.

3.3 Handbook Amendment History

The amendment history of this Policy Handbook is permanently displayed in the document header. A detailed log of all version updates and changes is maintained at the [Policy Index Page](#).

3.4 Documentation and Record Management

This handbook also defines the requirements for the accurate, controlled management of all SAMA Organisation documentation and records. It sets out the standards for document control, version tracking, and data retention.

Where appropriate, this handbook identifies the types of records that must be retained and the specific circumstances in which retention is required. This ensures transparency, traceability, and compliance with both internal governance and external regulatory expectations.

3.4.1 Document & Data Control Statement

The effective control and management of documents and data is essential to maintaining the integrity, reliability, and compliance of SAMA Organisation's operations. As a defined data controller (managers of information pertaining to client payments, student details and staff records) we are required as a business to register with the ICO.

This section outlines the procedures for managing both internal and external documentation, ensuring consistency, traceability, and security across all platforms.

3.4.2 Master Document Register

SAMA Organisation are obliged to maintain a copy of all records pertaining to the operation of our business and of those who operate under the SAMA banner in their capacity as an affiliated member. The principal documents which must be recorded by SAMA Organisation's central operation and for all affiliated members clubs operating under the SAMA Organisation are as follows:

- Memorandum of Understanding (MOU), signed by all affiliated members as a commitment to operate in accordance with the policies as published by SAMA Organisation.
- Certificate of Competence (DAN Level / Black Belt Certificate)
- DBS Certificate
- First Aid (paediatric advisable)
- Liability Insurance
- Club specific T&Cs

3.4.3 External Controlled Documents

SAMA Organisation proactively responds to updates from certification bodies, industry regulators, and other relevant sources. Replacement versions of external documents are obtained promptly, with a minimum requirement of annual verification to confirm document currency.

3.4.4 Internal Data Controlled Documents

For all documents created by SAMA Organisation, there is a requirement to retain all information in accordance with GDPR all documents defined as containing personal information must be protected to ensure the maintenance of privacy and security.

3.4.5 Data Backup & Recovery

All electronic master documents and data are regularly backed up to a separate medium stored in a different location. The backup process is documented in the control spreadsheet, including frequency and storage locations. Documents and data must be retrievable from backup within 48 hours of a request.

3.4.6 Access Control & Permissions

All digital files are permission-controlled. Authorised users are granted access via OneDrive sync, ensuring security and version control while supporting collaborative work environments.

3.5 Policy Management

All policies owned by SAMA Organisation form the foundation of this Handbook. They are subject to a minimum annual review cycle to ensure accuracy, relevance, and full legal and regulatory compliance. These policies remain the property of the SAMA Organisation, the use of the properties by our affiliated members / clubs is authorised.

3.6 Compliance Statement

At SAMA Organisation, compliance is not just a requirement—it is a cornerstone of our commitment to excellence, safety, and integrity, akin to how we view martial arts. We recognise that maintaining our hard-earned reputation relies on our ability to deliver high standards consistently and to evolve with the regulatory landscape of the sports and leisure sector.

3.6.1 The implementation of the SAMA Organisation Compliance Plan reflects our dedication to continuous improvement. We strive to create and sustain a safe, valued environment for all participants while safeguarding the long-term financial stability and credibility of our company and affiliated members / clubs.

3.6.2 To meet the ever-increasing expectations of our sector, we are actively realigning our operational procedures to ensure they reflect best practice as outlined by BMABA and meet all relevant legislative and regulatory requirements. This includes, but is not limited to, compliance with key legislation such as the Children Acts 1989 and 2006, the Health and Safety at Work Act 1974, and other statutory frameworks active in our sports and activity sector.

3.6.3 The SAMA Organisation is committed to fostering a culture of accountability and continuous development of all involved in the delivery of our product including our

affiliated members / clubs. This requires a unified effort across our entire team and a structured mechanism for recording improvements, managing inquiries, reporting concerns, investigating issues, and implementing effective resolutions.

3.6.4 We will continue to meet our legal and moral obligations with transparency and professionalism, ensuring that our practices reflect the values of safety, responsibility, and respect that define SAMA Organisation.

SECTION 4 – OPERATIONAL (WORK) POLICY

4.1 Policy Outline

The full SAMA Organisation Operational (Work) Policy is documented in [Annex A](#) of this handbook. It serves as the foundational framework that guides how the organisation and our affiliated members conduct our / their day-to-day operations in alignment with our mission to deliver safe, high-quality martial arts instruction.

4.2 Operational Commitment

SAMA Organisation operates as a commercial enterprise with a deep-rooted commitment to excellence in the delivery of martial arts, a business which is financial sustainable, and legally compliant. This policy establishes how the company maintains a secure, inclusive, and effective operational environment, ensuring that the experience of all participants—affiliated members, their instructors, students and parents—is safe, consistent, and enjoyable.

4.3 Affiliated Members – Membership Agreement

The SAMA Organisation enter into a membership agreement with our affiliated members ([Appendix 1 to Annex A](#)) whereas they agree to conduct their business in alignment with our values and standards and commit to full compliance with the policies listed in the Policy Handbook. This agreement is signed and retained as evidence to their commitment to comply with the direction, guidance and advice we offer, this is defined as a Membership Agreement (MoU) which defines:

4.3.1 Roles and responsibilities of each party

4.3.2 The SAMA Organisation polices including:

- Operational (Work) Policy
- People Policy including Conduct
- Safeguarding Policy
- SEND Policy
- Complaints Policy
- Health & safety Policy

4.3.3 SAMA Organisation affiliated members areas of operation (AORs).

All members who enter into an affiliated membership are joining a broad umbrella operation which facilitates other members. Part of this agreement is an assurance by individual affiliate members not to attempt to operate in other members established

AORs, where incursion occur the SAMA Organisation retains the right to address this incursion as part of the agreement and mediate and direct as required.

These agreements form the basis for consistent, accountable, and cooperative service delivery.

4.4 Company Operating Procedures

The SAMA Organisation operations are governed by a series of standardised procedures designed to:

- 4.4.1 Ensure consistent session delivery and staff conduct
- 4.4.2 Define responsibilities of instructors, support staff, and coordinators
- 4.4.3 Outline escalation procedures for incidents or emergencies
- 4.4.4 Comply with statutory and industry regulations
- 4.4.5 Manage scheduling, attendance, and session quality control

These procedures are periodically reviewed to ensure they remain up-to-date and aligned with operational needs and industry standards.

4.5 Customer Relationship and Communication

SAMA Organisation and our affiliated members values transparent and respectful engagement with all customers (students (adult & Child) and parents). Our operating approach includes:

- 4.5.1 Clear and accountable booking processes
- 4.5.2 Timely and responsive communication channels (email, telephone, messaging apps)
- 4.5.3 A structured complaints and feedback mechanism
- 4.5.4 Regular updates and reminders to enhance our members and client's experience
- 4.5.5 Respectful data handling as per data protection standards

Our front-facing staff and instructors are trained in communication best practices to ensure a positive customer interface.

SECTION 5 – PEOPLE POLICY

5.1 Policy Outline

The full People Policy for SAMA Organisation is detailed in [Annex B](#) of this handbook. This section provides a summary of how SAMA Organisation ensures that all personnel, whether directly employed or contracted (affiliated members), meet the standards of professionalism, competence, and integrity required to deliver safe, inclusive, and high-quality martial arts programs.

5.2 Suitability

SAMA Organisation places a paramount emphasis on safeguarding and professionalism. All personnel, including employees, affiliated instructors and support staff, must be demonstrably

suitable for their roles—particularly when those roles involve responsibility for children. Suitability is an ongoing standard, not a one-time check.

We will maintain effective recruitment and screening processes of our own employees as well as our affiliated members, including:

- Enhanced DBS (Disclosure and Barring Service) checks
- Verification of qualifications and references
- Monitoring and evaluation of ongoing suitability

5.3 Legislative Compliance

SAMA Organisation fully complies with relevant UK legislation and best-practice guidance to ensure fairness, transparency, and accountability in the treatment of its people. This includes:

5.3.1 Diversity & Inclusion

We are committed to equal opportunities for all, as defined in the Equality Act 2010 and the Disability Discrimination Act 1995. Discrimination of any kind will not be tolerated, and all individuals will be treated with dignity and respect.

5.3.2 Employee (affiliated members employees) Grievance Procedure

SAMA Organisation follows the guidance outlined in the ACAS Code of Practice to ensure fair and effective grievance handling. All staff must have access to a clear, confidential grievance procedure.

5.3.3 Disciplinary Procedure

Disciplinary issues pertaining to our affiliated members are handled in accordance with the ACAS Code of Practice, promoting a just and structured approach to resolving conduct concerns.

5.3.4 Training, Currency, and Competency

We are committed to maintaining a level of competence across our team and affiliated members. All instructors and relevant personnel must demonstrate current qualifications, ongoing training, and competency in both martial arts instruction and safeguarding practices.

5.4 Employee & Contractor Agreements

All individuals operating under the SAMA Organisation banner as affiliated members will work under formal contractual agreements in the form of a MoU. All Membership Agreements are binding and are subject to compliance with the SAMA Organisation policies, agreements will be:

- Reviewed annually
- Mutually agreed by both parties
- Subject to performance and compliance with company policies
- This ensures alignment between individual roles and company goals.

5.5 Training & Competence

SAMA Organisation recognises that the quality of our services depends on the competence of our people and affiliated members. All individuals involved in the delivery of sports activities must:

- Be appropriately qualified
- Undergo regular training updates and reviews by SAMA Organisation
- Maintain awareness of safeguarding and child protection responsibilities
- Demonstrate practical teaching ability and professionalism

This policy links directly to broader safeguarding, health & safety, and training policies within the SAMA Organisation operational framework.

SECTION 6 – SAFEGUARDING POLICY

6.1 Policy Outline

SAMA Organisation is committed to providing a safe, secure, and supportive environment for all children and young people participating in our martial arts programmes. We recognise our legal and moral duty to safeguard and promote the welfare of every child in our care.

This section serves as a high-level overview of our approach to safeguarding. The full Safeguarding and Welfare Policy, containing detailed procedures and guidance, is available in [Annex C](#) to this Handbook.

6.2 Legislation and Statutory Guidance

SAMA Organisation adheres to all relevant legislation and statutory guidance to ensure that every child remains healthy, safe, and protected while under our supervision. Our safeguarding procedures incorporate and comply with the following key documents:

6.2.1 Working Together to Safeguard Children (2015) – statutory guidance on inter-agency working to safeguard and promote the welfare of children.

6.2.2 Prevent Duty Guidance for England and Wales (2015) – guidance on the need to prevent children and young people from being drawn into extremism or radicalisation.

These documents, along with relevant updates and supplementary legislation, form the legal foundation of our safeguarding responsibilities.

6.3 Child Protection

SAMA Organisation implements robust child protection measures that reflect national standards and sector best practice. Our policy incorporates:

- Procedures for identifying and responding to concerns of abuse or neglect.
- Reporting structures and designated safeguarding leads.
- Guidelines for appropriate staff conduct and physical contact.
- Staff and partner training, continued professional development in safeguarding.
- Confidentiality and record-keeping protocols.

All affiliated members staff and volunteers are required to familiarise themselves with these policies and complete safeguarding training relevant to their role.

6.4 Instructor-to-Child Ratios

To ensure both safety and effective instruction, SAMA Organisation follows instructor-to-child ratios aligned with industry standards, specifically those outlined by the British Martial Arts and Boxing Association (BMABA).

- The standard supervisory ratio is 1 instructor to 20 children (1:20), assistant / support staff will allow for an increase in student ratios.
- Ratios may be reduced based on the age, ability, or specific needs of the students to ensure safe and responsive instruction.
- All affiliated members instructors are vetted and qualified in accordance with safeguarding requirements and insurance mandates.

This policy affirms our dedication to safeguarding children and promoting a culture of awareness, vigilance, and responsiveness within every SAMA Organisation affiliated members club.

SECTION 7 – SPECIAL EDUCATIONAL NEEDS & DISABILITY POLICY

7.1 Policy Outline

At SAMA Organisation, together with our affiliated members, are committed to creating an inclusive and empowering environment where every child has the opportunity to thrive. Integrating children with Special Educational Needs and Disabilities (SEND) into our martial arts programmes is not only a reflection of our values but a vital step towards promoting equality, building confidence, and nurturing holistic development in all children. The SAMA Organisation SEND Policy is at [Annex D](#) to this Handbook

7.2 Inclusion

Having SEND children participate in martial arts offers a unique and powerful platform for inclusion.

7.2.1 Benefits. For children with SEND, participating in structured physical activities such as martial arts can lead to significant benefits—both physically and emotionally. These benefits include improved motor skills, increased self-esteem, enhanced focus and discipline, as well as valuable opportunities to develop social interactions and a sense of belonging. Through clear routines, achievable goals, and positive reinforcement, martial arts can help children with SEND overcome personal barriers while developing life skills that extend beyond the dojo.

7.2.2 Challenges. However, inclusion must be intentional and well-supported. There are real challenges that come with integrating children with diverse needs, including the need for staff training, adapting teaching methods, managing varied learning styles, and ensuring a safe environment for all participants. Effective integration requires a collaborative approach involving instructors, families, and support professionals to tailor sessions that are both accessible and engaging for children with SEND. By embracing these challenges with empathy, flexibility, and a commitment to learning, SAMA Organisation can continue to make martial arts a transformative experience for every

child—regardless of ability. Inclusion is not simply about access; it is about empowerment, opportunity, and respect.

SECTION 8 – COMPLAINTS POLICY

8.1 Policy Purpose

SAMA Organisation is committed to maintaining high standards of service and accountability across all areas of operation. We acknowledge that, on occasion, concerns or complaints may arise. We welcome constructive feedback and view complaints as an opportunity to act, to learn, improve, and strengthen our relationship with students (adult / child), parents, guardians, and the wider community.

The full Complaints Policy and Procedure is detailed in [Annex E](#) of this Handbook.

8.1.1 Submitting a Complaint

SAMA Organisation recognises that complaints may be received from various stakeholders, including parents, guardians, students, or members of the public. To ensure fairness and transparency, all complaints should be submitted in writing, either by physical letter or email, clearly outlining the nature of the concern.

Upon receipt, each complaint is logged into the Complaints Register, which records the following details:

- Name of the complainant
- Date the complaint was received
- Summary of the complaint
- Details of any investigation or fact-finding
- Outcome of the complaint (upheld, not upheld, partially upheld)
- Summary of any actions taken to resolve the issue

This process ensures a structured and traceable approach to complaint management.

8.1.2 Complaint Resolution and Response

SAMA organisation is fully aware of the worry and concern, potential reputational risks and operational disruption that unresolved complaints can cause. As such, we handle, in coordination with our affiliated members all complaints with urgency, professionalism, and respect.

We are committed to:

- Investigating complaints promptly and objectively
- Maintaining confidentiality throughout the process
- Communicating outcomes to the complainant in a timely manner
- Implementing remedial actions when complaints are upheld

- Reviewing complaints periodically to identify recurring issues or areas for improvement

Every effort is made to resolve complaints informally where appropriate, though a formal process is always available to ensure fairness and accountability.

SECTION 9 – HEALTH & SAFETY POLICY

9.1 Policy Outline

SAMA Organisation is committed to providing a safe, healthy, and supportive environment for all staff, instructors, students, and visitors involved in our martial arts programmes. The safety and wellbeing of everyone engaged in our activities is of paramount importance.

The full Health & Safety Policy and Procedure, including the SAMA Organisation's Statement of Health and Safety Intent, is detailed in [Annex F](#) to this Handbook.

9.2 Legal Compliance

SAMA Organisation ensures full compliance with all relevant health and safety legislation applicable to the sports and leisure sector. We understand and uphold our legal and moral responsibilities to manage risks, prevent accidents, and promote health-conscious practices across all our affiliated members clubs and activities.

9.3 Risk Assessment and Record Keeping

Our affiliated members conduct and document risk assessments for all activities undertaken as part of the SAMA Organisation. These assessments evaluate potential hazards and identify suitable control measures to mitigate risks.

All risk assessments, associated safety procedures, and approved working methods are securely stored by each affiliated members and are reviewed regularly to ensure ongoing relevance and compliance.

9.4 Safety Management

Health and safety are a management priority at every level of our organisation. SAMA Organisation takes a proactive approach to identifying, assessing, and controlling risks related to:

- Martial arts instruction and physical activity
- Venue and equipment use
- Child and staff wellbeing
- Emergency procedures
- Staff responsibilities

Through leadership, training, regular audits, and continuous improvement, we ensure that health and safety management is fully integrated into all aspects of our operation.

9.5 Safety Monitoring & Review

A key element of the maintenance of a safe place and safe training is the continual review of safety operations conducted by our affiliated member clubs.

SECTION 10 - INDUSTRY REGULATION & REFERENCES

Ser	Area	Regulation	Link
1	Childcare	Children Act 2002	Gov – C Act 2002
2	Childcare	Childcare Act 2006	Gov – CC Act 2006
3	Education	Education & Training (Welfare of Children) Act 2021	Gov – Ed Act 2021
4	Law	Children Act 1989	Gov – C Act 1989
5	Safeguarding	Female Genital Mutilation Act 2003	Gov – FGM Act 2003
6	Law	Prevent Policy – CT & Security Act 2012 Sect 29	Gov – CT&S Act 2015
7	Law	Data Protection Act 2018	Gov – DPA 2018
8	Health & safety	The Health and Safety at Work etc Act 1974.	HSAW
9	Health & safety	The Workplace (Health, Safety and Welfare) Regulations 1992	WHSW Regs
10	Health & safety	The Management of Health and Safety at Work Regulations 1999	MHSAW Regs
11	Manual Handling	Manual Handling Operations Regulations 1992	MHO Regs
12	Fire	Regulatory Reform (Fire Safety) Order 2005	RRFSO
13	COSHH	Control of Substances Hazardous to Health 2002 (COSHH)	COSHH Regs

Ser	Area	Guidance	Link
1	Safeguarding	Keeping Children Safe –OOSS	DfE- Leaflet OOSS
2	Safeguarding	Working Together to Safeguard Children 2018	Gov – Leaflet SGC
3	Safeguarding	Keeping Children Safe in Education 2025	Gov – Leaflet KCSE
4	Safeguarding	What to do if you are worried a child is being abused – 2015	Gov – Leaflet 2015
5	Safeguarding	Prevent Duty Guidance	Gov – Epage Prevent
6	Safety	7 Steps to running a safe Club	DfE – Leaflet 7Steps
8	Safeguarding	BMABA Safeguarding Policy	BMABA Safeguarding

OPERATIONAL POLICIES & PROCEDURES POLICY

ANNEX A

A.1 Introduction

SAMA Organisation through our provides first-class martial arts training for adults and children, specialising in Karate and Kickboxing. The organisation comprises both directly employed staff and affiliated members who deliver these activities under the SAMA banner using these policies and arrangements.

The Operational Policies & Procedures are designed to outline the principles and methods by which SAMA delivers high-quality martial arts training. This policy ensures that training is delivered by qualified professionals in a compliant and well-managed environment, aligning with SAMA Organisations commitment to excellence.

All services shall be delivered in full compliance with current legislation, with particular emphasis on safeguarding and health and safety. These policies and procedures support efficient operations and adherence to the SAMA business model.

A.2 Operational Partnerships

SAMA Organisation has developed a network of professional partnerships across the southeast region to meet increasing demand for martial arts training. Training is delivered by our affiliated members at carefully selected venues that are geographically accessible and provide safe, secure, and suitable environments for martial arts activity and training.

A.3 Affiliated Members Contracts

All of our affiliated members arrangements are governed by a formal Membership Agreement (MoU) that defines the commercial agreement between parties. This contract is legally binding and includes a set review period.

A.4 Membership Agreement & MoU

In support of the contract, SAMA Organisation provides a Membership Agreement and MoU, which outlines working practices between both parties. An example can be found in [Appendix 1](#) to this Annex. The agreement / MoU includes (but is not limited to):

- Agreement review cycle (typically 12 months)
- Communication protocols for policy implementation
- Roles and responsibilities of each party
- Implementation of health & safety policy
- Fire safety responsibilities
- Safeguarding responsibilities

A.5 Operational Policies & Procedures

SAMA Organisation has developed a clear suite of operational policies and procedures, applicable to both employees and affiliated members instructors. The following outlines the current operational policy areas:

A5.1 Booking Terms & Conditions (T&Cs)

All bookings are processed by our affiliated members, as such they are subject to our affiliated members comprehensive T&Cs. All bookings must be transparent and enable auditing of attendance and payment to ensure compliance with the varying policies.

A5.2 Visitor Policy

To maintain a safe environment, all visitors to any SAMA Organisation affiliated members venues must comply with our safeguarding policy. No visitor shall have unsupervised access to children unless they meet the legal definition of a responsible adult and have prior approval. Specific procedures for handling visitors are outlined in [Appendix 2](#) to this Annex.

A5.3 Data Protection (Record Keeping) Policy

SAMA Organisation and our affiliated members must manage all personal data in accordance with GDPR. Our systems ensure secure, lawful storage and sharing of records. Full policies are available in [Appendix 3](#) to this Annex.

A5.4 Complaints Policy

We strive to maintain high standards and welcome feedback for continuous improvement. Complaints will be handled according to our formal complaint's procedure, outlined in [Annex D](#) to the Handbook.

A.6 Child Management Policy

A6.1 Policy Overview

SAMA Organisation and our affiliated members are committed to the safety, wellbeing, and development of all children in our care. To this end, a number of robust child management policies and procedures have been adopted. These policies outline our approach to managing children during training sessions and ensure that all instructors and staff understand their responsibilities in safeguarding and supporting children. The key components are summarised below:

A6.2 Arrival and Departure Policy

This policy outlines the procedures for safely managing the arrival and collection of children attending classes. All children must be signed in and out by a designated parent or guardian. Only authorised individuals will be permitted to collect children, and verification may be required.

A6.3 Uncollected Child Policy

In the event that a child is not collected after a session, instructors will follow a structured procedure to ensure the child's safety. This includes contacting parents/guardians, escalating concerns after a set period, and, if necessary, notifying the relevant safeguarding authorities.

A6.4 Missing Child Policy

If a child is found to be missing during a class, instructors will immediately enact emergency procedures, including securing the area, informing site staff and guardians, and, if necessary, contacting emergency services. An incident report will be completed following the event.

A6.5 Activity Policy

This policy ensures that all activities undertaken by children during martial arts sessions are age-appropriate, inclusive, safe, and aligned with both safeguarding and coaching standards. Activities are planned and reviewed regularly to maintain engagement and safety, outlined in [Appendix 4](#) of this Annex.

A6.6 Behavioural Management Policy

This policy promotes positive behaviour and outlines a consistent approach to managing inappropriate behaviour. Strategies include setting clear expectations, reinforcing good conduct, and using fair and proportionate disciplinary measures. Staff are trained to manage behaviour in a calm, supportive, and consistent manner, outline in [Appendix 5](#) of this Annex.

This Child Management Policy is a core element of SAMA Organisation's commitment to safeguarding, wellbeing, and the holistic development of children in our care. It must be read in conjunction with the broader safeguarding, welfare, and operational policies contained in this handbook.

A.7 Safe Working Policy

A7.1 Overview

SAMA Organisation and our affiliated members are committed to maintaining a safe, secure, and healthy environment for all individuals involved in its operations, including staff, students, and visitors. This Safe Work Policy outlines key policies that support our commitment to health, safety, and wellbeing, and ensures compliance with all relevant legislation and best practice guidance.

A7.2 Smoking, Alcohol and Drug Policy

SAMA Organisation operates a zero-tolerance approach to the use of illegal drugs, alcohol abuse, or smoking in any form by its staff or students during training or on club premises. This policy is designed to uphold the safety, discipline, and professionalism of our learning environment. Full details of this policy can be found in [Appendix 6](#) of this Annex.

A7.3 Administering Medicines Policy

Where a child attending a SAMA Organisation affiliated members activity requires prescription medication, a Permission to Administer Medicine form must be completed and submitted by a parent, guardian, or carer in advance. Instructors will not administer any medication without such written consent. Procedures for administering medication safely and in compliance with regulations are provided in [Appendix 7](#) of this Annex.

A7.4 Medical Disclosure

Where a child attending a SAMA Organisation affiliated members club has a pre-diagnosed medical condition, they are obliged to make a full and frank disclosure to the affiliated club in order that they are aware of any additional consideration which form a dynamic risk assessment for the child. All clubs have this pre-disclosure process embedded in their enrolment process.

A7.5 Mobile Phone Policy

To ensure the safeguarding of all children and to maintain a distraction-free training environment, SAMA Organisation enforces a clear Mobile Phone Policy. Use of mobile

phones is restricted during classes, and any use must comply with child protection and privacy guidelines. This policy is understood and enforced across all affiliated members staff, students, and parents. Full details are in [Appendix 8](#) of this Annex.

A7.6 E-Safe and Social Media Policy

SAMA Organisation acknowledges the importance of social media as a communication tool but maintains a strict policy to ensure that social media use does not compromise the confidentiality, safety, or reputation of the organisation or its members. Our affiliated members staff must adhere to safe online behaviour standards, and any misuse will be addressed immediately. The full E-Safe and Social Media Policy is outlined in [Appendix 9](#) of this Annex.

A7.7 First Aid Policy

First aid procedures, including the designation of trained first aiders, the location of equipment, and the process for managing injuries or health emergencies, are all covered under the broader Health & Safety Policy found at [Annex E](#) to this Handbook. These measures are in place to ensure rapid response and care in the event of any medical incident.

A7.8 Lone Working Policy

SAMA Organisation recognises that on occasion, tasks may require our affiliated members staff to work alone (e.g., setting up the dojo, delivering lessons, covering for staff sickness or lateness). It is the responsibility of the affiliated member to ensure they manage this situation as both they and the instructor have a shared responsibility to assess and reduce the risks associated with lone working. All lone working activities must be risk-assessed in advance, and measures must be implemented to mitigate potential hazards. This policy is designed to ensure that lone working is conducted safely and should be read in conjunction with the main Health & Safety policies, see [Appendix 10](#) to this Annex.

A.8 Roles and Responsibilities

This Safe Work Policy is essential to maintaining a safe and professional environment in line with our values, safeguarding principles, and commitment to best practice. All affiliated members staff and instructors are expected to comply with this policy in full.

The directors of SAMA Organisation and our affiliated members are responsible for policy enforcement, review, and ensuring staff compliance.

Affiliated members Instructors and Staff must familiarise themselves with and implement the policy in all training sessions and club operations.

Parents/Guardians are responsible for cooperating with procedures, especially in relation to medication and safeguarding protocols.

A.9 Policy Review

This policy will be reviewed annually or sooner if legislative or operational changes occur.

Appendix 1 – Annex A Membership Agreement & MoU

Between SAMA Organisation and Affiliated Member

This **Membership Agreement and MoU** is made and entered into on this ____ day of ____, 20__, by and between:

SAMA Organisation Ltd,

Registered Office: 6A Stanley Road, Peacehaven, East Sussex BN10 7SP

Company Registration No.: 04351295

Hereinafter referred to as "SAMA Organisation"

AND

[Club Name],

Operated by: [Club Manager/Owner Name]

Club Address: [Club Address]

Hereinafter referred to as the "Affiliated Member" or "Affiliated Member"

A1.1 Purpose

This Agreement outlines the terms and expectations between SAMA Organisation and its Affiliated Member regarding the delivery of martial arts services under the SAMA Organisation brand, specifically Karate and Kickboxing, in full alignment with the organisation's values, standards, and policies.

A2.1 Shared Commitment to Values and Standards

The Affiliated Member agrees to conduct their operations in a manner consistent with the ethos of SAMA Organisation, which includes:

- Creating safe and inclusive training environments
- Promoting respect, personal growth, and discipline
- Operating with integrity and professionalism

A3.1 Compliance with SAMA Policies

The Affiliated Member shall implement and comply with all policies as detailed in the **SAMA Organisation Policy Handbook**, including:

- Operational (Work) Policy
- People (Safe People) Policy
- Safeguarding of Children Policy
- SEND (Special Educational Needs & Disability) Policy
- Complaints Policy
- Health and Safety Policy

These policies are designed to align with UK legislation, best practices, and the standards set by the **British Martial Arts and Boxing Association (BMABA)**. Non-compliance constitutes grounds for termination of this agreement.

A4.1 Responsibilities of the Affiliated Member

The Affiliated Member agrees to:

- Follow the SAMA syllabus, structure, and conduct guidelines
- Maintain up-to-date documentation including:
 - Enhanced DBS check
 - DAN Grade certificate
 - First Aid certificate (paediatric recommended)
 - Valid liability insurance
 - Club-specific Terms & Conditions
- Undergo periodic compliance and quality audits
- Ensure that all instructors and support staff are fully trained in safeguarding and behaviour management, in line with SAMA Organisation's expectations

A5.1 Safeguarding Reporting and Complaints Management

The Affiliated Member acknowledges their duty to protect the safety and wellbeing of all students, particularly children and vulnerable persons, and agrees to:

A5.1.1 Safeguarding

- Comply with the full **Safeguarding of Children Policy** as provided by SAMA Organisation
- Ensure all staff are familiar with and operate under safeguarding protocols
- Immediately report all safeguarding concerns to:
 - Their Designated Safeguarding Lead (DSL)
 - SAMA Organisation's Chief Safeguarding Officer (DSL)
- Maintain appropriate documentation and follow up on incidents in accordance with the Safeguarding Policy
- Maintain required ratios, training, and background checks as outlined by the BMABA and SAMA Organisation

A5.2 Complaints Management

- Operate a transparent and documented **Complaints Procedure** as set out in the Policy Handbook
- Log all complaints received (including informal concerns) in the complaints register
- Notify SAMA Organisation of any serious, repeated, or unresolved complaints
- Cooperate fully with SAMA Organisation during investigations or dispute resolution processes
- Implement any remedial actions required by SAMA Organisation following a complaint outcome

Failure to manage safeguarding concerns or complaints effectively may result in suspension or termination of this agreement.

A6.1 Governance and Oversight

SAMA Organisation retains the right to conduct:

- Routine and unannounced policy compliance reviews
- Instructor performance observations
- Safeguarding and safety audits
- Review of documentation and registers (complaints, safeguarding, risk assessments, etc.)

A7.1 Term and Review

- This agreement is valid for a term of **12 months**
- It is subject to **annual review** and renewal based on compliance and performance
- Either party may propose amendments during the review cycle

A8.1 Termination

This agreement may be terminated immediately by SAMA Organisation if:

- Policies are violated
- Safeguarding breaches occur
- Reputational or regulatory risks emerge
- Affiliated Member fails to meet the agreed standards or requirements

A9.1 Acknowledgement

Both parties confirm their understanding of and commitment to this Membership Agreement and the responsibilities it outlines. This agreement is not legally binding but serves as a formal statement of intent and partnership.

Signed on behalf of SAMA Organisation Ltd:

Name: _____

Position: _____

Signature: _____

Date: _____

Signed on behalf of Affiliated Member:

Name: _____

Position: _____

Signature: _____

Date: _____

Appendix 2 – Annex A Visitor Policy

A2.1 Policy Purpose

SAMA Organisation is committed to ensuring a safe, secure, and supportive environment for all individuals within our organisation and our affiliated members clubs, with a specific duty of care toward the children in our programs. This policy outlines the expectations and procedures for managing visitors in order to minimize risk and ensure a controlled and professional atmosphere.

A2.2 Policy Statement

Visitors to SAMA Organisation affiliated members must have a valid and agreed-upon reason for their presence. All visits will be managed in a way that does not interfere with club activities or compromise the safety and welfare of children. The procedures below must be strictly followed at all times.

A2.3 Visitor Management Procedures

A2.3.1 Parent Access. Parents are not classified as visitors, but their access to club premises is permitted by exception only, acceptable reasons include:

- Picking up a sick child
- Observing a one-on-one child training session in the capacity of a responsible adult under duty of care.

A2.3.2 Signing In. All visitors must sign the Visitor Log immediately upon arrival.

A2.3.3 Identity Verification. Where necessary instructors may need to check ID if they do not recognise the visitor or understand the reason for the visit:

- Visitors must present valid identification, if requested.
- The identity will be verified and recorded in the Visitor Log.

A2.3.4 Identity Confirmation. If instructors are uncertain of a visitor's identity, they must refer to their membership records and cross reference, if further clarification is required they must contact the principal point of contact before proceeding further.

A2.3.5 Purpose of Visit. The reason for the visit must be clearly documented in the Visitor Log.

A2.3.6 Supervision. Visitors will never be left alone or unsupervised with children under any circumstances.

A2.3.7 Unauthorized Visitors. If a visitor does not have a legitimate reason to be on the premises, instructors will escort them off-site immediately.

A2.3.8 Refusal to Leave. If the visitor refuses to leave, staff will:

- Call the police
- Complete an Incident Record
- Notify the affiliated members manager immediately, who will inform SAMA Organisation

A2.3.9 Signing Out. Upon departure, the time of exit must be recorded in the Visitor Log.

A2.4 **Compliance and Monitoring**

All instructors / staff are responsible for ensuring adherence to this policy. Any breach of the visitor protocol must be reported to management immediately and documented appropriately. SAMA Organisation reserve the right to review all Visitor Logs and associated incident reports as a point of contractual compliance.

Appendix 3 – Annex A Data Protection Policy

A3.1. Policy Purpose

At SAMA Organisation, we are committed to protecting the privacy and data of our affiliated members and their members—both children and adults—as well as their parents or carers, and our staff. This policy outlines how we collect, use, store, and share personal data in compliance with the General Data Protection Regulation (GDPR 2016) and other applicable legislation. Our objective is to ensure everyone can participate in our programs with confidence that their personal information is secure and respected.

A3.2 Affiliated Members

We would expect our affiliated members to follow the general rules of our Data Protection Policy, where necessary we mention in this policy action by SAMA Organisation, this refers to our members interaction with their specific customers, students and parents.

A3.3 Data Collection and Use

A3.3.1 Data Security and Retention

- All personal information provided to us / or our affiliated members clubs is stored securely.
- Medical disclosure forms which are held in order to create dynamic risk assessment for specified children based on the medical discloser
- Data is deleted or securely destroyed once it is no longer required* or after an individual ceases attendance at the specific affiliated members club.

A3.3.2 Use of Contact Information. We (SAMA Org) or our affiliated members may contact our staff and or our clients by phone, email, social media, or post to:

- Share important updates about the club
- Communicate relevant information about your child
- Discuss fee payments and membership matters

A3.4 Data Protection Responsibilities

A3.4.1 Data Protection Officer. The designated lead for Data Protection for SAMA Organisation is Alan Gibson, affiliated members are directed to confirm their respective POC for Data Protection within their operations, responsibilities include:

- Ensuring GDPR compliance
- Handling statutory requests
- Responding to Subject Access Requests (SARs)

A3.5 Confidentiality Measures

A3.5.1 Respecting Confidentiality. We uphold confidentiality through:

- Seeking consent before sharing non-sensitive information
- Never disclosing personal data to third parties without permission
- Securely handling safeguarding concerns only within designated roles

- Training staff on confidentiality during induction
- Limiting access to employment-related data

A3.5.2 **Data Storage.** All data is stored securely:

- Lockable files
- Password-protected computers
- Passcode-locked phones/tablets

A3.6 **Data We / Our Affiliated Members Might Retain**

A3.6.1 **Documentation and Access.** Personal data is stored securely and reviewed annually. Adults and parents have access to view and manage their data securely online.

A3.6.2 **Adults / Children.** We retain:

- Registration and medical data (medical disclosure)
- Contact details
- Attendance, incident, and accident logs
- Data is securely deleted when no longer required.

A3.6.3 **Staff.** We retain:

- Contract Data
- Pay Data (HRMC)
- Performance Records (destroyed 6 month post contract cessation)
- Medical data (as required)

A3.6.4 **Data Retention.** Secure deletion after statutory retention periods.

A3.7 **Legal Basis for Processing**

A3.7.1 **Purpose of Data Retention.** Data is collected to manage memberships and club operations. Lawful basis: contractual obligation to provide services.

A3.7.2 **Data Use Cases.** As follows:

- Coordinating with club instructors / employees
- Managing forms and payments
- Maintaining relevant medical data
- Complying with legal obligations (e.g., MSAW 1974, GDPR)

A3.8 **Sharing Data with Third Parties**

A3.8.1 **Consent-Based Disclosure.** Information is only shared:

- With consent
- When legally required (e.g., safeguarding, law enforcement)
- All actions are recorded with justification.

A3.9 Third-Party Processors. Minimal data is shared with authorized third parties (e.g., booking systems, payroll), all processors comply with GDPR standards.

A3.10 Subject Access Requests (SARs)

A3.10.1 Access Rights. Club members, parents/carers, and staff can request access to their personal data held by our affiliated members with their following commitment:

- They will respond within one month.
- Inaccurate data is corrected promptly.
- Complaints may be directed to the Information Commissioner's Office (ICO).

A3.11 Communication & Marketing

A3.11.1 Contact and Consent. Personal details provided through any SAMA website are submitted at the client's discretion and stored securely.

A3.11.2 Email Marketing. Email list is used for affiliated members updates and news for which an Opt-in consent is required, whereas subscribers can unsubscribe at any time.

A3.12 GDPR Compliance

A3.12.1 Legal Adherence. We and our affiliated members fully comply with GDPR (2016) regarding the obtaining, storing, processing, and disposing of personal data.

A3.13 Records Retention

A3.13.1 Data Lifecycle. Personal data is retained if the individual remains a partner, member and employee. This lifecycle will evolve with updated information and in the case of our affiliated members annually with membership renewals. Data is securely destroyed after four years of inactivity.

Appendix 4 – Annex A Activity Policy

A4.1 Policy Purpose

As detailed in the SAMA Organisation Company Summary, we facilitate the delivery of structured activity-based clubs, delivered by our affiliated members, for both adults and children, offering professional instruction in Karate and Kickboxing. These activities are conducted in accordance with the standards outlined by the British Martial Arts and Boxing Association (BMABA). This policy outlines the benefits of martial arts training, sets expectations for conduct, and clarifies specific inclusions and exclusions to maintain a respectful and safe training environment.

A4.2 Benefits of Karate and Kickboxing.

Karate and Kickboxing offers a wide range of physical, mental, and social benefits for all ages:

A4.2.1 Physical Health. High-aerobic activity that improves cardiovascular health, endurance, muscle tone, strength, flexibility, balance, and fat reduction.

A4.2.2 Mental Well-being. Enhances self-discipline, focus, self-confidence, emotional resilience, and stress relief.

A4.2.3 Social Development. Fosters teamwork, respect for others, leadership skills, and a strong sense of community.

A4.2.4 Self-Defence Skills. Provides practical and age-appropriate self-defence training in a controlled environment.

A4.2.5 All sessions are delivered by qualified and experienced professionals, ensuring a safe and supportive experience for every participant.

A4.3 Discipline

One of the core values of martial arts is self-discipline—the ability to remain focused and respectful, particularly under pressure. While we understand that lapses may occur, all behavioural matters are addressed in line with the SAMA Organisation Behaviour Management Policy (see Appendix 5).

A4.4 Activity Rules

To promote safety, respect, and consistency, members are expected to follow these activity-specific rules:

A4.4.1 Arrive on time to avoid disruption to the class.

A4.4.2 Wear the appropriate training uniform (Gi for Karate; Kickboxing shorts and top) and all required protective equipment. Participation may be denied if a student is not correctly equipped.

A4.4.3 Maintain uniforms and equipment in clean, hygienic, and serviceable condition.

A4.4.4 Remove all jewellery before training. If unable to remove, jewellery must be securely taped.

A4.4.5 Ensure all memberships and insurance are current. No training, grading, or participation in events is permitted without valid documentation.

A4.4.6 Do not engage in training activities without direct supervision from a qualified SAMA Organisation authorised instructor.

A4.5 Dojo Rules and Etiquette

Respect and etiquette are foundational to the martial arts environment. The following rules apply at all times within the dojo:

A4.5.1 Bow upon entering and exiting the dojo.

A4.5.2 Address instructors using the appropriate titles: Hanshi / Shihan / Renshi / Yondan / Sensei / Sempai.

A4.5.3 Use the term "Oss" as a sign of respect in the following situations:

- When receiving instructions or corrections.
- When bowing at the start/end or to a partner during kumite or pair training.
- During grading, competitions, or any formal situation.

A4.5.4 No idle talking during class. It is considered disrespectful and distracting.

A4.5.5 Students / Members who arrive late must kneel quietly at the front of the dojo and await permission to join. Upon receiving permission, bow before entering the class.

A4.5.6 Do not leave the dojo without the instructor's permission.

A4.5.7 No chewing gum during class.

A4.5.8 Keep fingernails and toenails clean and neatly trimmed.

A4.5.9 When listening to the instructor, stand quietly with hands by the side or behind the back. Do not lean on walls or stand with hands on hips.

A4.5.10 Always behave in a manner that upholds the etiquette and values of the dojo.

A4.5.11 Disrespectful or offensive conduct will not be tolerated.

A4.6 Enforcement and Oversight

All affiliated members instructors are responsible for upholding the principles outlined in this policy. Repeated or serious breaches of the activity or dojo rules may result in disciplinary action, including suspension or removal from the club, in line with the SAMA Organisation's Behavioural Management procedures. SAMA Organisation will conduct periodic reviews of all members classes to ensure our values and standards are being observed and maintained.

A4.7 Review and Updates

This policy will be reviewed annually or as needed in response to changes in regulatory guidance, operational practice, or feedback from affiliated members, staff and members / students.

Appendix 5 – Annex A Behavioural Management Policy

A5.1 Policy Purpose

At SAMA Organisation we direct our affiliated members to use effective behaviour management strategies to promote the welfare, safety, and enjoyment of all our members—adults and children. Our approach is grounded in respect, consistency, and positive reinforcement. By working in partnership with members and parents, we aim to manage behaviour in a way that supports individual development while maintaining a respectful and safe training environment.

A5.2 Behaviour Expectations

Our affiliated members rules are clearly displayed at every session and regularly discussed to ensure shared understanding. While attending any SAMA Organisation partnered activity, all members are expected to:

- A5.2.1 Use socially acceptable behaviour at all times.
- A5.2.2 Comply with all club rules, including dojo etiquette and safety protocols.
- A5.2.3 Show respect for others, regardless of race, gender, ability, age, religion, or background.
- A5.2.4 Cultivate independence through self-discipline and personal responsibility.
- A5.2.5 Participate in training to the best of their ability and choose to be engaged.
- A5.2.6 Ask for help when needed, especially in challenging situations.
- A5.2.7 Enjoy their time at karate / kickboxing and contribute to a positive club culture.

A5.3 Encouraging Positive Behaviour

We believe in proactive, rather than reactive, behaviour management. Affiliated members Instructors and staff encourage positive behaviour by:

- A5.3.1 Acting as positive role models through their actions and communication.
- A5.3.2 Actively acknowledging and praising appropriate behaviour and effort.
- A5.3.3 Communicating individual (children) progress or achievements to parents/carers.

A5.4 Supporting Behavioural Development

We recognise that learning and growth involve occasional missteps, especially in younger members. Our affiliated members instructors will:

- A5.4.1 Seek to understand the root cause or trigger of any inappropriate behaviour.
- A5.4.2 Provide guidance and support to help individuals reflect and improve.
- A5.4.3 Encourage personal accountability and resilience.

A5.5 Addressing Inappropriate or Aggressive Behaviour

All instances of inappropriate behaviour—verbal, physical, or emotional—will be managed promptly and constructively:

- A5.5.1 Instructors will respond in a calm, firm, and respectful manner.
- A5.5.2 The student / member may be temporarily removed from the activity for reflection.
- A5.5.3 The instructor will clearly explain why the behaviour was unacceptable.

A5.5.4 The student / member will be given the opportunity to explain their actions.

A5.5.5 Mediation may be facilitated to resolve disputes or misunderstandings.

A5.5.6 Parents (for children) will be consulted where behaviour is persistent, and a joint strategy will be agreed to support the child.

D5.6 Parent Liaison (Children Only)

Where behaviour does not improve despite intervention, and after consultation with parents, the affiliated members reserve the right to:

- Implement a temporary exclusion, or
- In more serious cases, permanent exclusion from club activities.
- The reasons for exclusion will be clearly explained to both the child and the parent/guardian.

A5.7 Physical Intervention. Physical intervention will only be used as a last resort, and only when necessary to:

- Prevent harm to self or others, or
- Prevent serious damage to property or equipment.

A5.7.1 If restraint is necessary:

- The affiliated members manager will be notified immediately.
- SAMA Organisation will be informed of the conditions of the incident.
- An Incident Record will be completed.
- Parents (For children) will be informed as soon as possible.
- If staff cannot manage the situation safely, they will contact the partnered affiliated members manager or, in extreme cases, the police.

A5.8 No Corporal Punishment

SAMA Organisation maintains a zero-tolerance policy on corporal punishment, which is directed to all affiliated members. Under no circumstances will physical punishment, or threats of it, be used. We take all reasonable steps to ensure no person under our care is subjected to such treatment by anyone affiliated with the club, including those operating under the SAMA Organisation banner.

A5.9 Incident Reporting

All serious behavioural incidents will be formally recorded:

- Records are maintained securely and reviewed for recurring patterns.
- If behaviour suggests potential safeguarding concerns, the procedures outlined in our Safeguarding Policy will be followed.

A5.10 Exclusion

The conditions as to exclusion will be determined by the individual affiliated members in accordance with their published T&Cs. However Persistent unsocial or aggressive behaviour may result in suspension or permanent exclusion from all SAMA Organisation Affiliated Members clubs following the procedure:

- In such cases, the member (or the parent/guardian, in the case of a child) will receive a verbal and written explanation.
- A parent/guardian may submit an appeal to the affiliated members Manager within 14 days of receiving the exclusion notice.

A5.11 **Policy Review**

This policy will be reviewed annually or in response to significant incidents, feedback, or changes in relevant regulations. SAMA Organisation will conduct periodic reviews of all affiliated members classes to ensure our values and standards are being observed and maintained.

Appendix 6 – Annex A Smoking, Alcohol & Drugs Policy

A6.1 Policy Purpose

SAMA Organisation directs our affiliated members to operate a strict zero-tolerance policy regarding the use, consumption, or possession of any substance deemed hazardous to the health, safety, or wellbeing of others while on their club premises or at any club-related activity. This includes:

- All smoking and vaping products
- Alcohol
- Illegal drugs and harmful substances

This policy applies to staff, members, visitors, and parents/carers at all times and is enforced to protect the wellbeing of all individuals, particularly children.

A6.2 Smoking and Vaping

Smoking and the use of e-cigarettes or vaping devices is strictly prohibited on all SAMA Organisation's partnered clubs' premises, including entrances, car parks, and outdoor spaces unless specifically designated as a smoking area.

A6.2.1 This rule applies to everyone: staff, members, visitors, and anyone collecting children.

A6.2.2 If a child is found in possession of cigarettes or vaping products, the items will be confiscated, and their parent/guardian will be informed at the end of the session.

A6.2.3 Repeated violations may result in disciplinary action or exclusion from the club.

A6.4 Alcohol

Any individual (staff, member, parent, or visitor) who arrives at a SAMA Organisation's affiliated members club under the influence of alcohol will be asked to leave immediately.

A6.4.1 For staff, this will trigger the SAMA Organisation and Affiliated Members club's disciplinary procedures as outlined in the People Policy.

A6.4.2 If a child is found in possession of alcohol, it will be confiscated, and their parent/guardian will be informed.

A6.4.3 Staff are strictly prohibited from bringing alcohol onto and Affiliated Members club premises.

A6.5 Illegal Drugs and Prescription Medication

Anyone arriving under the influence of illegal drugs will be asked to leave immediately.

A6.5.1 All Staff found in breach will be subject to serious disciplinary action, in line with our People Policy.

A6.5.2 If a child is found with illegal drugs, their parent/guardian will be informed, and further safeguarding actions may be considered.

A6.5.3 Prescription medication that may impair staff performance must be reported to the Affiliated Members club managers for their own wellbeing, the members club must undertake a specific risk assessment.

A6.5.4 Any staff medication must be securely stored and kept out of children's reach at all times.

A6.6 Safeguarding Children

In accordance with the SAMA Organisation Safeguarding Policy, affiliated members instructors / staff are required to report to escalate to their respective DSL and ensure that the SAMA Organisation Designated Child Protection Officer (CPO) is informed if they believe a parent or carer is under the influence of alcohol or drugs and may pose a risk to a child during drop-off or collection. The Director and CPO will assess the situation and determine the appropriate safeguarding action.

A6.7 Duty of Care – Reporting Concerns

If a parent or carer appears to be over the alcohol limit or impaired by drugs, and intends to drive a child home, staff have a duty of care to intervene.

A6.7.1 Staff will take all reasonable steps to prevent the child from travelling with the impaired adult.

A6.7.2 If necessary, the police will be contacted to ensure the child's safety.

A6.7.3 Such incidents will be documented and handled in line with SAMA Organisation safeguarding procedures.

A6.8 Policy Compliance and Review

This policy is reviewed annually or sooner if there is a change in legislation or a safeguarding concern. Compliance with this policy is mandatory and non-negotiable. SAMA Organisation will conduct periodic reviews of all affiliated members classes to ensure our values and standards are being observed and maintained.

Appendix 7 – Annex A Administering Medication Policy

A7.1 Policy Purpose

SAMA Organisation and our affiliated members are committed to promoting the safety and wellbeing of all members, including those who require medication for ongoing medical conditions. In line with our affiliated members Terms & Conditions (T&Cs), medical information is collected and securely stored with the individual's agreement and used solely to support safe participation in their club's activities. The following issues are to be considered:

A7.1.1 All medications must be self-administered by adults and children unless in cases of emergency.

A7.1.2 All affiliated members club instructors / staff will not administer medication except where there is prior written consent and/or in emergency situations requiring immediate action (e.g., asthma attacks, allergic reactions).

A7.1.3 Medications may include but are not limited to: inhalers, insulin, EpiPens, and tablets.

A7.2 Medication Before Attendance

Where possible, adults and children who follow a prescribed medication schedule should take their medication before arriving at the affiliated members clubs. If not feasible, they are encouraged to take personal responsibility for self-administration where age and capacity allow.

A7.3 Medication for Children

Children who carry personal medication (e.g., asthma inhalers) may hand them to an instructor for safekeeping during the session, whereas:

A7.3.1 All medication must be clearly labelled with the child's name.

A7.3.2 Instructors are not responsible for administering routine medication unless consent is pre-signed by the parent/guardian.

A7.5 Pre-Administration Protocol

Before any medication is administered, the designated staff member must:

A7.5.1 Verify that the affiliated members club has received written consent (via the Medication Waiver and Permission Form).

A7.5.2 Ensure that another instructors / staff member witnesses the administration of the medication (where possible) and confirms the correct dosage.

A7.6 Post-Administration Procedure

After medication has been administered, the designated person must:

A7.6.1 Accurately complete the Record of Medication Given form, including date, time, dosage, and name of staff member administering the medication.

A7.6.2 Request the parent/guardian to sign the form upon collection to confirm the medication was administered.

A7.7 Specialist Medication and Training

Certain medications (e.g., EpiPens or injectable insulin) may require specialist training before instructors / staff are permitted to administer them, in these instances please refer the query to the SAMA Organisation.

A7.7.1 If such medication is required for a child, the affiliated members Manager will coordinate the necessary training in conjunction with SAMA Organisation at the earliest opportunity.

A7.7.2 The child may need to remain absent from sessions until trained instructors / staff are available.

A7.7.3 Only appropriately trained instructors / staff are permitted to administer specialist medication.

A7.8 Long-Term Medical Conditions

For children with long-term medical needs, the affiliated members clubs must engage with the parent in order to generate a Medical Care Plan from the child's doctor or healthcare provider. This plan should clearly state:

- Symptoms to look out for
- Emergency procedures
- Routine medication and dosage
- Triggers or precautions

This ensures staff can provide appropriate support and act in line with professional medical advice.

A7.9 Policy Compliance and Review

This policy is reviewed annually or sooner if required due to changes in legislation, safeguarding protocols, or member medical needs. Non-compliance with this policy may result in restricted participation in affiliated members club activities until safety can be assured. SAMA Organisation will conduct periodic reviews of all affiliated members classes to ensure our values and standards are being observed and maintained.

Appendix 8 – Annex A Mobile Phone Policy

A8.1 Policy Purpose

SAMA Organisation and our affiliated members are committed to fostering a culture of safety and respect in which all members—particularly children—are protected from harm, distress, and inappropriate exposure. Mobile phones and similar devices can present safeguarding risks if used inappropriately. As such, this policy applies to all staff, instructors, members (adults and children), parents, and visitors. The purpose of this policy is to ensure:

A8.1.1 All students / members, especially children, are protected from harm and abuse.

A8.1.2 All instructors / staff are safeguarded from the risk of false allegations.

A8.1.3 Instructors / staff maintain focus on delivering lessons and supervising students / members.

A8.1.4 A transparent, distraction-free, and respectful environment is maintained for all.

A8.2 Instructors / Staff Use of Mobile Phones

A8.2.1 Instructors / Staff must store their personal mobile phones securely and away from the activity area during class times.

A8.2.2 Personal calls must not be taken during sessions. If an urgent call is required, the staff member must leave the activity area, where practical, and inform a colleague if necessary.

A8.2.3 Instructors / staff should use only affiliated members club-provided devices or cameras for any required communication or media, as outlined in safeguarding and data protection policies.

A8.3 Student / member Use of Mobile Phones (Adults and Children)

A8.3.1 Students / members (including children and adults) are strongly discouraged from using mobile phones during activity time.

A8.3.2 Mobile phone use is strictly prohibited within the Dojo.

A8.3.3 SAMA Organisation affiliated members clubs accepts no responsibility for the loss, damage, or theft of mobile phones brought to the club.

A8.3.4 Repeated misuse of mobile devices by members may result in the device being held by the instructor until the end of the session.

A8.4 Use of Mobile Phones for Photography or Video

A8.4.1 Students / members must not use mobile phones to take photographs or videos during club sessions.

A8.4.2 If a student / member would like a photo of a specific activity or achievement, they must ask the instructor, who will:

- Assess the request.
- Capture the image using club equipment in line with safeguarding and data protection policies.
- Share the image appropriately with consent.

A8.5 Visitors and Parents – Use of Mobile Phones

A8.5.1 Parents, carers, and other visitors are not permitted to take photographs or video recordings on any device, including mobile phones, while on club premises.

A8.5.2 This applies even when photographing their own child to ensure the privacy and safety of all children present.

A8.5.3 If a parent would like a photograph of their child, they must request it through the instructor, who will facilitate it using club-authorised procedures.

A8.6 Breaches of the Policy

Any individual found to be in breach of this policy may be subject to one or more of the following:

A8.6.1 Verbal reminder or warning.

A8.6.2 Temporary or permanent restriction of mobile phone privileges within the affiliated members club.

A8.6.3 Further disciplinary or safeguarding measures in accordance with affiliated members club procedures.

Policy Review

A8.7 This policy will be reviewed annually or in response to changes in legislation, safeguarding guidance, or SAMA procedures. SAMA Organisation will conduct periodic reviews of all affiliated members classes to ensure our values and standards are being observed and maintained.

Appendix 9 – Annex A E-Safe and Social Media Policy

A9.1 Purpose of the Policy

In today's digital society, technologies such as the internet, mobile devices, and social media platforms are powerful tools that provide opportunities for communication, creativity, and learning. However, these same tools can also present risks—particularly to children and young people.

This policy outlines how SAMA Organisation and our affiliated members ensures **safe, responsible, and respectful use of digital platforms and social media**, and sets expectations for all **staff, instructors, students / members, and visitors**.

A9.2 Benefits of Digital Engagement

At SAMA Organisation and our affiliated members clubs, we recognise the benefits of responsible electronic communication, including:

- Promoting discussion and collaboration.
- Supporting creativity and information sharing.
- Sharing unauthorised images of the club, staff, or children,

Adult members can generally manage their online presence responsibly, but **children and young people** require additional protections to safely engage with digital technologies. All instructors / staff share in this **duty of care** to help them navigate the online world responsibly.

A9.3 Risks Associated with Online Activity

Digital technology can pose risks, especially to children and vulnerable individuals. These include:

- Access to illegal or inappropriate content.
- Loss or misuse of personal data.
- Online grooming.
- Sharing personal images without consent.
- Inappropriate contact or communication.
- Cyber-bullying.
- Access to unsuitable games or videos.
- Misjudging the reliability or accuracy of online content.
- Excessive screen time impacting development and learning.

A9.4 Approach to Managing Risks

While it is impossible to remove all risk, we work to **build resilience** in young people through education and guidance. This e-Safety policy should be read alongside other SAMA Organisation and affiliated members club policies, including:

- Safeguarding & Child Protection
- Anti-Bullying
- Behaviour Policy

Together, these helps protect our community both offline and online.

A9.5 **SAMA Organisation Safeguards**

SAMA Organisation together with our affiliated members take reasonable and proactive steps to:

- Provide guidance for safe internet and social media use.
- Encourage members to use digital tools responsibly.
- Equip parents and carers with tools to support online safety at home.
- Ensure staff monitor and respond appropriately to concerns related to digital use.

A9.6 **Use of Social Media**

SAMA Organisation and our affiliated members acknowledge that social media is part of daily life. However, instructors, staff, students / members must ensure their online presence **upholds the values, confidentiality, and reputation** of SAMA.

All instructors / staff are considered **ambassadors for the SAMA Organisation**, even when representing and working for an affiliated member and even extended to your time outside of work hours. Conduct on social media must always reflect professionalism and integrity.

A9.7 **Platforms Covered by This Policy**

This policy applies to all digital and social media platforms, including but not limited to:

- Facebook
- Twitter/X
- Instagram
- TikTok
- YouTube
- Tumblr
- Personal blogs or websites
- Comments on third-party platforms

A9.8 **Rules for Social Media Use**

When using social media, instructors / staff and students / members **must not**:

- Post content that could damage SAMA Organisation and affiliated member's reputation.
- Publish material that could offend or harm the club community.
- Share photos or personal information about others—including children—without explicit permission. For children, parental consent must be obtained.

A9.9 **Disciplinary Measures**

Affiliated members Instructors / Staff who violate this policy by:

- Breaching confidentiality,
- Publishing inappropriate or harmful content,
- Sharing unauthorised images of the club, staff, or children,

Will face **disciplinary action** in accordance with the **People Policy and Staff Disciplinary Procedure**.

A9.10 Policy Review

This policy will be reviewed annually or when updates in technology, legislation, or safeguarding practice require it. SAMA Organisation will conduct periodic reviews of all affiliated members classes to ensure our values and standards are being observed and maintained.

Appendix 10 – Annex A Lone Working Policy

10.1 Policy Purpose

SAMA Organisation and our affiliated members fully acknowledges that, on multiple occasions our instructors will be required to work alone, such as during the setup of the dojo, lone instructor class bookings, due to unexpected staff absence, or for administrative duties. Both the individual staff member and the affiliated members club manager have a responsibility to assess and mitigate the risks associated with lone working to ensure the safety and wellbeing of all involved. The purpose of this policy is to:

- Raise awareness of the potential risks associated with lone working.
- Define responsibilities of both staff and management.
- Provide clear procedures to minimise and manage risks effectively.

This policy is intended as a **proactive safety guide**, not to cause undue concern, but to support staff with a framework for safe and responsible lone working.

A10.2 Scope

This policy applies to **all affiliated members staff** who may work alone at any time and in any location, including but not limited to dojos, leased spaces, and temporary training facilities.

A10.3 Context & Principles

With flexible working hours and growing delivery demands, lone working is sometimes unavoidable. SAMA Organisation and our affiliated members clubs remains committed to:

- Supporting staff in developing safe working practices.
- Identifying and reducing risks.
- Providing guidance, resources, and regular supervision.
- Prioritising personal safety over property.
- Supplying staff with appropriate safety equipment such as mobile phones, torches, and personal alarms where necessary.

A10.4 Mandatory Procedures – Security of Buildings

- Instructors, in coordination with the landlord or venue manager, must ensure appropriate building security and emergency exit access.
- All lone-working instructors / staff must familiarise themselves with building exit points and alarm systems.
- Lone workers must have access to a telephone and first aid supplies.
- If there is any sign of a break-in or suspicious activity, instructors must **not** enter the building alone. Backup or emergency services must be contacted.
- In isolated situations, a **clear emergency alert system** must be in place to notify others in case of trouble.

A10.5 Mandatory Procedures – Personal Safety

- Relying solely on a mobile phone or backup plan is **not** sufficient. Risk prevention must come first.
- Instructors / Staff should always take reasonable safety precautions.

- A formal **risk assessment** must be conducted by the affiliated member incorporating Lone Workers as a hazard.
- Regular check-ins must be arranged for those working alone for extended periods, to combat isolation and monitor safety.

A10.6 **Assessment of Risk**

Risk assessments must consider the following factors:

- The environment: location, accessibility, lighting, and overall security.
- The context: type and timing of task, individual health and experience.
- Past incidents: any known issues in similar situations.
- Special considerations: health needs, equipment handling, etc.

If any **reasonable safety concerns** arise, alternative arrangements or additional staff must be considered, safety always takes precedence over cost or convenience.

A10.7 **Monitoring and Review**

- Lone working procedures and risk assessments will be regularly reviewed.
- Instructors / Staff with concerns about lone working must raise them with their supervisor or during team discussions.
- This policy will be reviewed on a regular basis, or earlier if significant changes in working practices or incidents arise. SAMA Organisation will conduct periodic reviews of all affiliated members classes to ensure our values and standards are being observed and maintained.

PEOPLE POLICIES & PROCEDURES POLICY

ANNEX B

B.1 Introduction

SAMA Organisation, through its affiliated members operations are committed to ensuring that our people—whether directly employed, subcontracted, associate, are treated with fairness, dignity, and respect. We believe that empowered, valued, and well-supported individuals are essential to the success and reputation of SAMA and our wider organisational network.

Our core commitment is to create an environment where every member of staff is equipped to succeed, provided with development opportunities, given constructive feedback, and recognised for their contribution. We know that by putting our people first, we enable them to excel—and when they do, so does SAMA Organisation.

B2.1 Purpose and Scope

This policy applies to all individuals working under the SAMA Organisation umbrella, including our affiliated members who employ the majority of the people within the broader organisation. Although we are not the direct employer, we expect our affiliated members to exercise the same commitment to their people, this policy simply provides our expectations for professional conduct, grievance resolution, training and development, and disciplinary procedures.

B3.1 Recruitment and Suitability for Role

At SAMA Organisation and its affiliated members we recognise that our people are the foundation of the service we provide. To maintain the highest standards of child safety, learning quality, and engagement, we commit to only recruiting and employing individuals who are suitably qualified and demonstrably fit for their roles.

B3.1.1 Knowledge, Skills, and Experience (KSE)

All staff and subcontractors must possess the appropriate level of Knowledge, Skills, and Experience (KSE) necessary to:

- Deliver fun, safe, and enriching martial arts sessions tailored to children and young adults and adults.
- Respond appropriately to the developmental needs and behaviours of children and young adults.
- Support SAMA Organisation's ethos of education, personal development, and physical wellbeing.

B3.1.2 Safer Recruitment Practices

To ensure safeguarding is embedded throughout our affiliated members recruitment process, SAMA Organisation requires that all of our affiliated members ensure:

- All individuals employed or subcontracted to work with children or young adults must hold a valid and enhanced DBS (Disclosure and Barring Service) certificate prior to commencing work.
- References from previous employers (where applicable) are verified, particularly those involving work with children or vulnerable groups.
- Interview and onboarding processes include assessment of the applicant's suitability to work with young people, including their understanding of safeguarding responsibilities.

B3.1.3 Ongoing Suitability

It is the responsibility of our affiliated members to ensure that our values and standards are upheld and ensure:

- Our affiliated members must immediately inform the SAMA Organisation management of any change in circumstances that may affect their ongoing suitability to work with children (e.g., cautions, charges, or health conditions that may impact performance).
- DBS checks are renewed or updated regularly in accordance with best safeguarding practices.
- By prioritising quality recruitment, we ensure that all personnel representing SAMA Organisation and its brands act with integrity, professionalism, and in the best interests of the children and young adults we serve.

B4.1 Employee Relations and Conduct

B.4.1.1 Codes of Conduct

Our people are central to our business model. All those engaged, regardless of direct employee or affiliated members we all operate under the SAMA Organisation therefore it is expected they all will adhere to the **Employee Code of Conduct**, as detailed in [Appendix 1](#) of this policy. This ensures:

- We / our affiliated members recruit individuals committed to high standards of care and instruction.
- All instructors / staff are appropriately trained to deliver safe, engaging, and inclusive martial arts sessions.
- All behaviour and communication reflect the values and professional standards of SAMA Organisation and our broader membership.

B5.1 Diversity and Inclusion Policy

SAMA Organisation and our affiliated members are committed to **equality, diversity, and inclusion (EDI)** across all business activities and services, including interactions with members (child / adult), staff and customers.

B5.1.1 Commitment Statement. SAMA Organisation and our affiliated members aim to:

- Create a workforce and customer base that reflects the diversity of society.
- Provide a respectful, inclusive environment where all individuals feel valued and supported.

B5.1.2 Objectives of the EDI Policy

- Ensure equal treatment for all, irrespective of employment status (contracted, affiliated members, etc.).
- Prevent unlawful discrimination under the Equality Act 2010, including on the basis of:

Age

Disability

Gender reassignment

Marital status and civil partnership

Pregnancy and maternity

Race and ethnicity

Religion or belief

Sex

Sexual orientation

- Oppose all unlawful discrimination in all aspects of employment and service delivery, including:

Recruitment

Pay and conditions

Training and development

Promotion and termination

Flexible working and parental leave

Complaint handling

B5.1.3 Implementation Measures

- Promote good practice and business sense in EDI.
- Provide regular training for all staff and affiliated members regarding EDI responsibilities.
- Foster an environment free of bullying, harassment, victimisation, and unlawful discrimination.

B5.1.4 Responsibilities

- All employees and affiliated members are personally responsible for upholding EDI principles.
- Misconduct involving discrimination or harassment will be treated seriously and may result in disciplinary action or contract termination.
- Sexual harassment or repeated bullying may constitute a criminal offence and will be escalated appropriately.

B6.1 Grievance Policy

All SAMA Organisation staff and affiliated members staff have the right to raise concerns without fear of retaliation. Grievances should be submitted in writing to their respective affiliated members manager, SAMA Organisation will only intervene if the complaint / grievance is registered with us as the umbrella service. SAMA would advise all members to observe the following recognised grievance procedure.

B6.1.1 Grievance Process

- Informal resolution where possible.
- Formal written submission outlining the concern.
- Investigation and response within a reasonable timeframe.
- Appeals process available.

- Use of the grievance procedure does **not** limit an employee's right to escalate the matter externally (e.g., employment tribunal) if appropriate, within the required legal timeframe (usually three months).

B7.1 **Disciplinary Policy**

SAMA Organisation Staff and affiliated members staff are expected to adhere to all professional and behavioural expectations.

B7.1.1 **Examples of Misconduct**

- Breach of the Code of Conduct
- Discriminatory behaviour
- Unsafe practice
- Bringing SAMA Organisation or the respective affiliated members clubs into disrepute

B7.1.2 **Disciplinary Measures**

- Verbal or written warnings
- Suspension
- Contract review or termination
- Referral to external authorities if required

B7.1.3 All disciplinary actions are managed by the respective affiliated members in accordance with fair process principles.

B8.1 **Monitoring and Review**

This People Policy is subject to ongoing review. It is the responsibility of the SAMA Organisation and affiliated members leadership to:

- All affiliated members have a recognised people management policy incorporating the headings as outlined in this policy.
- Monitor the effectiveness of this policy.
- Engage staff and affiliated members in feedback and updates.
- Ensure compliance with relevant employment laws and regulations.

SAMA Organisation will conduct periodic reviews of all members classes to ensure our values and standards are being observed and maintained.

Appendix 1 – Annex B People Policy

1B.1 Policy Purpose

SAMA Organisation and its affiliated members are committed to creating a **safe, enjoyable, and inclusive environment** for all children in our care. Our Employee Code of Conduct outlines the **expected standards of behaviour** for all instructors / staff, reinforcing our commitment to safeguarding and excellence in child development.

As staff are in a position of trust and influence, their behaviour must reflect the **highest professional and ethical standards**, both within and outside of working hours. Each individual carries the responsibility of upholding both their personal reputation and that of the company.

1B.2 Values & Standards

Our guiding values are to promote a **happy, respectful, and secure atmosphere**, where children can thrive. This Code of Conduct works in conjunction with our Safeguarding Policy ([Annex C](#)) and People Policy (Annex B) to ensure a **culture of safety, transparency, and mutual respect**.

1B.3 Code Objectives

This policy is designed to:

- Safeguard children and protect staff.
- Clearly set out behavioural expectations.
- Reduce the risk of misconduct or abuse.
- Encourage a culture of openness and accountability.
- Promote timely response and investigation of concerns.
- Enable appropriate disciplinary actions where necessary.
- Support a working environment of mutual respect and professionalism.

1B.4 Standards of Conduct

1B.4.1 Professional Conduct with Children

- Maintain a respectful, professional, and supportive relationship with all children.
- Use positive reinforcement and praise as the primary method of behaviour management.
- Avoid shouting unless essential for Health & Safety reasons.
- Follow the SAMA Organisation Behaviour Policy ([Appendix 5](#), Annex A) for disciplinary procedures.

1B.4.2 Physical contact. Should be minimal and appropriate:

- **No unnecessary physical contact** (e.g. picking up children) unless for medical or safety reasons.
- Avoid being alone with a child in an enclosed space; keep doors open or ensure a second adult is present.
- Physical restraint should only be used as a **last resort** to prevent harm.

1B.4.3 Relationships with Colleagues

- Treat all colleagues with **dignity and respect**.
- Collaborate openly, valuing **diversity and difference**.

- Handle disagreements professionally in line with the **Equality & Diversity Policy** (Section 2).

1B.5 ICT and Online Conduct

- Adhere to the **Acceptable Use Policy**, and sign the agreement annually.
- Do not use personal phones or devices to capture images or videos.
- All media must be recorded using **approved devices** and only after **parental consent** and management approval.
- Refer to the Mobile and social media Policies in [Annex A](#).

1B.6 Professionalism and Confidentiality

- Be punctual, reliable, and presentable at all times.
- Maintain strict **confidentiality** regarding sensitive information.
- Avoid inappropriate use of **social media** or technology that may harm SAMA Organisation and our affiliated members reputation.

1B.7 Confidential Information

- Share child-specific information only with relevant professionals.
- Report all safeguarding concerns in line with the **SAMA Organisation Safeguarding Policy** [[Annex C](#)].
- Never promise a child to keep a disclosure secret—always act in their best interest.

1B.8 Parent Relationships

- Foster a **welcoming and respectful relationship** with parents and guardians.
- Take all parental concerns seriously and escalate them where necessary.

1B.9 Child Protection Awareness

- Maintain up-to-date training in **Child Protection** and **Safeguarding** (see [Annex C](#)).
- Know the signs of abuse and neglect, and report any concerns **immediately to the DSL**.

1B.10 Whistleblowing

- Report concerns about other staff to the affiliated members or SAMA Org DSL immediately.
- Follow whistleblowing protocols to ensure transparency and protection.

1B.11 Health & Wellbeing

- Take care of your **physical and mental health**.
- Seek support when needed—counselling and wellbeing services are available.
- Promote and maintain a healthy **work-life balance**.

1B.12 Summary

All staff are expected to **demonstrate high standards of professional and personal behaviour**. This Code of Conduct is in place to safeguard the children we serve, support the workforce, and maintain the positive reputation of SAMA Organisation and its affiliated members.

By following this Code, employees can be confident they are contributing to a **safe, ethical, and high-performing workplace**.

SAFEGUARDING POLICY

ANNEX C

SAMA Organisation – Safeguarding Policy for Affiliated Members

C.1 Policy Purpose

SAMA Organisation is committed to ensuring that all children and vulnerable young adults in the care of our affiliated members are protected from harm, maltreatment, and exploitation. This Safeguarding Policy provides guidance and mandatory direction to all affiliated members to maintain the highest standards of safeguarding practice across all operational sites.

C.2 Legal Framework & Compliance

This policy is informed by:

- *The Children Act 1989 and 2004*
- *The Education Act 2002 (Section 175)*
- *Working Together to Safeguard Children (2018)*
- *Keeping Children Safe in Education (2025)*
- *SEND Code of Practice (2015)*

Affiliated Members must ensure compliance with all relevant national legislation, guidance, and best practice regarding the safeguarding of children and young people under the age of 18.

C.3 Scope

This policy applies to all affiliated members, their instructors / staff, and anyone working on behalf of or representing SAMA Organisation. It must be clearly communicated and understood at all levels of the organisation.

C.4 Aims of the Policy

SAMA Organisation requires its affiliated members to:

- C4.1 Provide a **safe and secure environment** in which all children and vulnerable young adults can thrive.
- C4.2 **Prevent harm** to children and vulnerable young people by identifying and responding to risks early.
- C4.3 Ensure the **physical and mental health** and development of children is supported and not impaired.
- C4.4 Ensure children and vulnerable young adults are raised in **safe and effective care** environments.
- C4.5 Take proactive action to **enable the best outcomes** for every child and young person.
- C4.6 Provide appropriate measures for those with **special educational needs or disabilities (SEND)**.

C.5 Roles & Responsibilities

C5.1 Affiliated Partner Leadership

Our affiliated members leadership is responsible for embedding safeguarding into all aspects of operations, ensuring all staff are trained, and that a Designated Safeguarding

Lead (DSL) is appointed at each location, a full roles and responsibilities is at [Appendix 1](#) to this Annex.

C5.2 Designated Safeguarding Lead (DSL)

Each affiliated members site must nominate a trained DSL, responsible for:

- Leading safeguarding practices
- Responding to concerns and incidents
- Liaising with statutory agencies and SAMA Organisation central safeguarding advisors
- Keeping accurate and secure records
- For a comprehensive Roles and Responsibilities of the DSL, see [Appendix 1](#) to this Annex.

C5.3 Deputy DSL

A deputy DSL must be nominated to act in the absence of the primary DSL with equivalent responsibilities (only if required based on 100+ students).

C5.4 All affiliated members Staff and Volunteers

Everyone must:

- Be alert to signs of abuse, neglect, and exploitation
- Know how to report concerns (internally and externally)
- Undertake regular safeguarding training
- Always act in the best interests of the child

C.6 Safe Recruitment Practices

All affiliated members must ensure safe recruitment practices in accordance with the SAMA People Policy A. ([See Annex B](#)), this includes:

- Enhanced DBS checks
- Reference checks
- Child protection interviews
- Ongoing supervision and training

C.7 Self-Protection & Conduct Expectations

Affiliated members staff must protect themselves from misunderstandings or allegations by:

- Avoiding being alone with a child whenever possible
- Not engaging in physical contact, play-fighting, or allowing inappropriate behaviour
- Not sharing personal contact information or social media connections with children
- Ensuring images of children are only taken with parental consent and handled securely

C.8 Mandatory Policy Familiarisation

Affiliated members staff must be familiar with and adhere to the following core policies:

- Safeguarding and Child Protection
- Code of Conduct
- Whistleblowing
- Anti-Bullying
- Female Genital Mutilation (FGM)
- Prevent (Radicalisation)
- SEND Support Policy

C.9 Training & Induction

All affiliated members must ensure staff complete safeguarding induction training upon appointment and refresher training annually, including updates on changes to relevant legislation or SAMA policy. This data must be shared with SAMA Organisation in order to maintain a current record of competence.

C.9.1 Our Affiliated Members. Our affiliated members are expected to maintain currency and competence by delivering regular updates on changes to legislation or policy.

C.9.2 Our Affiliated Members Staff. Instructors / Staff must acknowledge receipt and reading of updated guidance.

C.9.3 Specialist Training. DSLs and Deputies must complete:

- Formal safeguarding training (minimum biennially)
- Annual knowledge refreshers (self-directed or facilitated)
- Specialist modules including online safety and radicalisation awareness

C.9.4 Training Records

A record of all safeguarding training must be maintained and reviewed by affiliated members management and shared with SAMA Organisation upon request.

C.10 Underpinning Principles & Values

C.10.1 Child-Centred Approach

- The welfare of the child or young person is paramount. All actions and decisions must reflect this priority, a child's welfare is paramount.
- Every child is unique and must be respected.
- Partnership with families should be pursued when safe and appropriate.
- Children have a right to be heard.
- Information should be shared only when necessary for protection.
- All communication must be clear and accessible.
- Early support is key to safeguarding success.
- Every child, regardless of background, ability, culture, or circumstance, has the right to protection. Safeguarding must reflect an inclusive approach that acknowledges diversity.

C.10.2 Confidentiality and Information Sharing

Information should only be shared on a need-to-know basis and in accordance with GDPR, except when necessary to protect a child or young person from harm.

C.10.3 Partnership with Parents/Carers

Where appropriate, parents/carers will be engaged in safeguarding processes, informed about concerns, and supported to contribute to the child's welfare.

C.10.4 Listening to Children and Young People

Children should be empowered to speak up and feel safe doing so. Their views should be sought, listened to, and taken seriously.

C.10.5 Transparency and Accountability

Affiliated members operations must operate openly and be accountable for safeguarding practices, including maintaining documentation of all safeguarding activity.

C.10.6 Commitment to Safety

All children and young people must be protected from harm while under SAMA affiliated members care.

C.11 Recognising an Issue

All SAMA Organisation affiliated members employees will have received training in respect of the company specific Safeguarding & Welfare policy and recognise the signs and symptoms associated with children encountering both physical and mental issues, and the procedure to follow in order to engage early intervention.

C.11.1 Child abuse and Neglect.

Child abuse is any form of physical, emotional or sexual mistreatment, or lack of care that leads to injury or harm. An individual may abuse or neglect a child directly, or by failing to protect them from harm. Some forms of child abuse and neglect are listed below:

- Emotional abuse is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- Physical abuse can involve hitting, shaking, throwing, poisoning, burning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.
- Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.
- Neglect is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

- Indicators that suggest neglect or abuse outside of the SAMA Organisation setting, eg in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation, or that the child may have witnessed domestic abuse.
- Inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

C.11.2 Child on Child Abuse (Bullying).

Children are vulnerable to abuse by other children. Child-on-Child abuse is taken seriously by SAMA Organisation and our affiliated members and employees and will be subject to the same child protection procedures as other forms of abuse. All employees are aware of the potential uses of information technology for bullying and abusive behaviour between young people and will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of child on child abuse:

- Sexual activity (of primary school-aged children) of any kind, including sexting.
- One of the children is significantly more dominant than the other (eg much older).
- One of the children is significantly more vulnerable than the other (eg in terms of disability, confidence, physical strength).
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.
- If peer-on-peer abuse is suspected or disclosed SAMA and our affiliated members will follow the same procedures as set out above for responding to child abuse.

C.12 Recognising a Safeguarding Concern

All affiliated members and their staff should be trained to identify and respond to safeguarding issues. The following outlines the types of abuse and indicators to watch for:

C.12.1 Types of Abuse

- **Emotional Abuse:** Verbal attacks, shaming, persistent criticism, or isolation leading to emotional harm.
- **Physical Abuse:** Any physical harm, including hitting, shaking, or poisoning.
- **Sexual Abuse:** Involving a child in sexual activities, including grooming or exposing them to inappropriate content.
- **Neglect:** Failure to provide for a child's basic physical or emotional needs, such as food, supervision, medical care, or affection.

C.12.2 Common Signs of Abuse or Neglect

- Sudden changes in behaviour or mood
- Deterioration in appearance or general well-being
- Unexplained bruises, injuries, or marks
- Concerning comments made by the child
- Reports or signs of domestic abuse or Female Genital Mutilation (FGM)

- Inappropriate adult behaviour towards children (e.g. excessive one-on-one attention, inappropriate comments)

C.12.3 **Peer-on-Peer Abuse.** Children may abuse other children. This includes:

- Bullying, including cyberbullying
- Sexual behaviour between children (especially where there is an imbalance of power)
- Threats, coercion, or exploitation between peers

Any suspicion of peer-on-peer abuse must be treated as a serious safeguarding concern and reported immediately.

C.13 **Prevent and FGM Awareness**

- **FGM** is a form of child abuse and must be reported immediately if suspected or disclosed.
- All affiliated members are expected to understand their **Prevent Duty** obligations—this includes reporting concerns that a child may be vulnerable to radicalisation or extremism.

C.14 **Responding to Concerns or Disclosures**

If a child shares something that causes concern:

C.14.1 **Listen carefully**—do not interrupt or press for details.

C.14.2 **Avoid judgment**—use open questions such as "Tell me what happened" (**TED** approach: **Tell, Explain, Describe**).

C.14.3 **Reassure**—let the child know they've done the right thing by speaking up.

C.14.4 **Do not promise confidentiality**—explain that you may need to share information for their safety.

C.14.5 **Report Immediately**—record details using the Initial Concern Form and contact the Safeguarding Lead.

C.15 **Procedures for Concerns**

Any safeguarding concern must be taken seriously and handled in line with local child protection procedures.

C.16 **Core Safeguarding Duties**

- Everyone shares responsibility for safeguarding.
- Every child should feel safe and protected.
- Concerns should be responded to appropriately and promptly.
- Risk of radicalisation must be assessed and addressed.
- Special care is required for children with SEND or medical conditions.
- A culture of listening to children must be maintained.
- Behaviour must be managed to ensure a safe and respectful environment.

C.17 **Online Safety**

Affiliated members must have clear online safety guidelines in place, even if device use is limited during activities.

C.17.1 Online Risks

Online safety risks fall into three categories:

- **Content** – Exposure to harmful or inappropriate material
- **Contact** – Harmful interactions with others online
- **Conduct** – Children’s own behaviour leading to risk

C.17.2 Response to Incidents

All breaches or incidents involving online safety must be:

- Reported immediately
- Logged and reviewed
- Managed in line with safeguarding procedures

C.18 Whistleblowing and Reporting

Affiliated members must support a culture where concerns are reported without fear:

- Unacceptable behaviour by any instructor / staff, adult or student must be reported
- Whistleblowers are protected and supported by SAMA Organisation and our affiliated members clubs.
- Use internal confidential reporting channels as needed

C.19 Referral and Escalation

If abuse or serious neglect is suspected:

- Raise an initial Concern Form, capturing the detail pertaining to the concern, a template is at [Appendix 2](#) of this Annex.
- Immediately notify your Designated Safeguarding Lead within the affiliated members club, the DSL will then escalate to the SAMA Organisation DSL / Child Protection Officer
- If the concern is urgent or a child is in immediate danger, contact your **local children’s social care service or police**
- A SAMA Organisation Reporting a Concern Flowchart is at [Appendix 3](#) to this Annex.

C.20 Confidentiality & Information Sharing

C.20.1 SAMA Organisation emphasises the critical importance of confidentiality in all matters related to safeguarding and child protection. While children should feel that they can speak in confidence, absolute confidentiality cannot be promised. A recommended way to explain this to a child is:

“I will keep our conversation confidential and agree with you what information I can share, unless you tell me something that will affect your personal safety or that is illegal. I will tell you if I need to pass information on and who I will tell.”

C.20.2 Effective safeguarding relies on the exchange of relevant information between professionals. This must always be handled in accordance with relevant laws. Information should only be shared when necessary and done so respectfully and lawfully.

C.20.3 In general, personal information should not be disclosed to third parties (including other agencies) without the informed consent of the individual concerned. However, the welfare of the child takes precedence. Disclosure may proceed without consent if:

- It is necessary to protect the child or others from harm
- It is required to prevent or detect a serious crime
- It is justified in the public interest

C.20.4 SAMA Organisation follows current government guidance on information sharing where safeguarding concerns are present.

C.20.5 Under Section 47 of the Children Act 1989, statutory agencies are legally required to cooperate in child protection investigations. SAMA Organisation will share any information relevant to such investigations if requested by the Police or Children's Social Care.

C.20.6 Legal advice should be sought when there is uncertainty about information sharing. This ensures that all actions are legally justified and prioritise the child's safety.

D.20.7 SAMA Organisation works collaboratively with affiliated members, organisations, and authorities to share safeguarding information effectively.

C.21 Policy Implementation

Affiliated members are responsible for embedding this policy within daily operations, staff handbooks, and induction procedures.

C.22 Monitoring and Review

SAMA Organisation will conduct periodic audits of safeguarding practices at affiliated members sites to ensure compliance and effectiveness. This policy will be reviewed annually or in response to major changes in legislation or safeguarding incidents.

Appendix 1 – Annex C DSL Roles & Responsibilities

1.C.1 Designated Safeguarding Lead (DSL)

1.C.1.1 SAMA Organisation will maintain a trained and competent nominated a DSL who is responsible for matters relating to child protection and welfare for the business in compliance with current legislative direction). This role is to be replicated by all affiliated members; they must be trained and competent inline with this policy.

1.C.1.2 The DSL should be a senior member of staff within the business and take lead responsibility for safeguarding and child protection (including online safety). They should be appropriately trained (DSL Qual) and available to provide advice and support to all SAMA Organisation / partnered staff on child welfare and child protection matters,

1.C.1.3 The DSL has the freedom to act in all matters of child welfare and protection within the SAMA Organisation in conjunction with our affiliated member, underpinned by necessary levels of authority.

1.C.1.4 The DSL is responsible for the Safeguarding, Child Protection and Welfare policies for the SAMA Organisation and can provide guidance and direction for our partnered organisations. This responsibility includes the continual review of the policy to ensure that it remains compliant with all legislative amendments and revisions.

1.C.2 Duties / Role

The DSL and DDSL (if appropriate) will:

1.C.2.1 Manage referrals:

- Refer cases of suspected abuse to the local authority (Kent & Sussex) children's social care as required.
- Support staff who make referrals to local authority children's social care.
- Refer cases to the Channel panel through the universal referral form where there is a radicalisation concern as required.
- Support staff who make referrals to the Channel panel.
- Refer cases where a person is dismissed or left due to risk/harm to a child to the Disclosure and Barring Service as required.
- Refer cases where a crime may have been committed to the Police as required (the guidance NPCC- When to call the police should help DSLs understand when they should consider calling the police and what to expect when they do).
- If after a referral the child's situation does not appear to be improving the DSL (or the person that made the referral) should press for reconsideration to ensure their concerns have been addressed and, most importantly, that the child's situation improves.
- Report cases of prejudice, hate based incidents or hate crimes to the Local Authority through the online reporting system. Hate crimes should also be reported to the police.
- Access a range of advice to help them identify children in need of additional mental health support.

1.C.2.2 Work with others:

- Act as a point of contact for all contact with outside agencies.
- Liaise with the DSL of partnered organisations if a letter of sharing is in place. (iv) For Looked-After children have available the details of the child's social.
- Liaise with staff on matters of safety and safeguarding (including online and digital safety,) and when deciding whether to make a referral by liaising with relevant agencies; and
- Act as a source of support, advice and expertise for staff
- Act as the POC for all safeguarding cases in coordination with the LADO

1.C.2.3 Undertake training:

- Undergo training to provide them with the knowledge and skills required to carry out the role. This training should provide them with a good understanding of their own role and the process, procedures and responsibilities of other agencies, particularly children's social care and should be updated at least every two years.
- Undertake Prevent awareness training and Action Counters Terrorism(ACT) Training.
- Refresh their knowledge and skills (this might be via e-bulletins, meeting other DSLs, or simply taking time to read and digest safeguarding developments and news such as those provided by the NYSCP (<https://www.safeguardingchildren.co.uk/professionals/nyscp-ebulletin/>) and NSPCC)
- At regular intervals, as required, but at least annually, to allow them to understand and keep up with any developments relevant to their role so they.
- Understand the assessment process for providing early help and intervention, for example through locally agreed common and shared assessment processes such as early help assessments.
- Have a working knowledge of how local authorities conduct a child protection case conference and a child protection review conference and be able to attend and contribute to these effectively when required.
- Ensure each member of staff has access to and understands the SAMA child protection policy and procedures, with an understanding of our affiliated members clubs procedures.
- Remain alert to the specific needs of children in need, those with special educational needs and young carers.
- Understand relevant data protection legislation and regulations, especially the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).
- Keep detailed, accurate, secure written records of concerns and referrals.
- Understand and support SAMA and partnered staff in regards to the requirements of the Prevent duty, including online safety and are able to provide advice and support to staff on protecting children from the risk of radicalisation. Encourage a culture of listening to children and taking account of their wishes and feelings.

- Recognise the additional risks that children with SEN and disabilities (SEND) face online, for example from online bullying, grooming and radicalisation and be confident and have the capacity to support SEND children to stay safe online.

1.C.2.4 **Raise awareness**

- Ensure SAMA Organisation safeguarding and child protection policies are known, understood and used appropriately by all including our affiliated members.
- Ensure the SAMA Organisation child protection policy is reviewed annually (as a minimum) and the procedures and implementation are updated and reviewed regularly.
- Ensure the child protection policy is available publicly and parents are aware of the fact that referrals about suspected abuse or neglect may be made and the role of SAMA Organisation play in this.
- Link with the safeguarding partner arrangements to make sure staff are aware of training opportunities and the latest local policies on safeguarding arrangements.
- Help promote educational outcomes by sharing the information about the welfare, safeguarding and child protection issues.

1.C.2.5 **Manage child protection Records and Casefiles.**

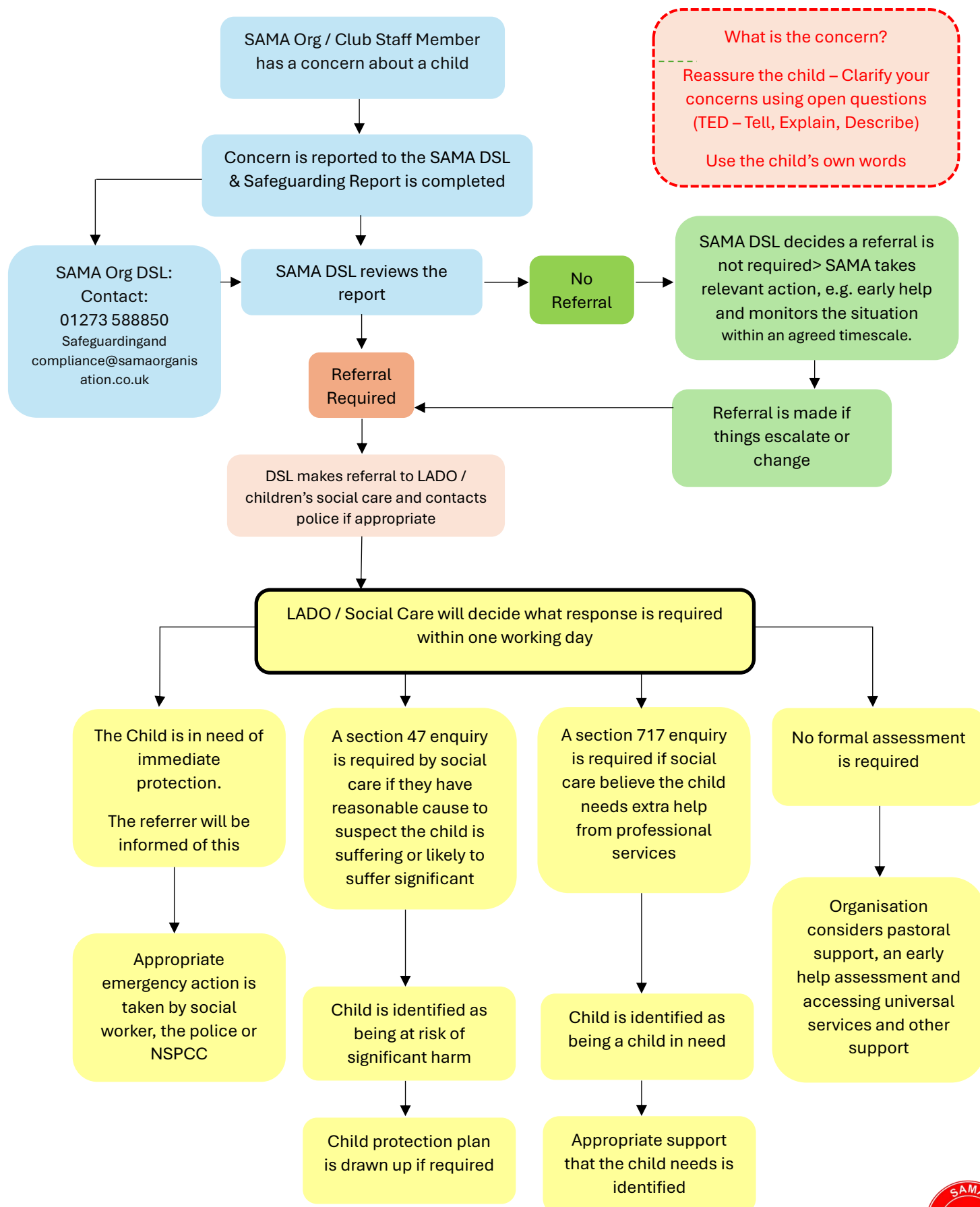
- Ensure the security and integrity of all records pertaining to safeguarding and child related issues in coordination with the Regional Safeguarding hubs direction.
- Ensure that CP records are retained for an appropriate length of time in consultation with the regional safeguarding hub.

1.C.2.6 **Availability**

- On request by LADO.
- During periods of absence the DDSL is to substitute for roles and responsibilities as listed.

Appendix 2 – Annex C Raising a Concern Flowchart

Flowchart of the Procedures for Responding to Safeguarding Concerns



Appendix 3 – Safeguarding Report Form

PROTECTED DOCUMENT – CONFIDENTIAL WHEN COMPLETED

Safeguarding Incident Report Form

(Confidential – To be completed immediately upon concern)

SECTION 1 – CHILD DETAILS

Full Name of Child:

Date of Birth:

Home Address:

Primary Carer / Guardian (Name & Relationship):

SECTION 2 – REPORTING PERSON DETAILS

Name:

Role / Position:

Contact Number:

Email Address:

SECTION 3 – INCIDENT / DISCLOSURE DETAILS

Date of Incident / Disclosure:

Time:

Location of Incident / Disclosure:

How Was the Concern Identified?

- ☐ Child disclosure
- ☐ Observed signs
- ☐ Third-party report
- ☐ Other:

Type of Safeguarding Concern:

- ☐ Physical Abuse
- ☐ Emotional Abuse
- ☐ Sexual Abuse
- ☐ Neglect
- ☐ Other:

Were There Any Witnesses?

- ☐ Yes
- ☐ No

If Yes, Provide Names and Roles:

SECTION 4 – INCIDENT DESCRIPTION

Provide a factual account of what occurred or was disclosed. Use the exact words of the child where possible. Do not interpret or paraphrase. Include:

- What was said or seen
- How and when it was disclosed
- Context and setting
- Actions taken immediately following the concern

Date Completed:

Signature of Reporting Person:

CONFIDENTIALITY STATEMENT

This form is confidential. It must be submitted directly to the Designated Safeguarding Lead (DSL). All handling and storage must comply with SAMA Organisation's Data Protection and Safeguarding Policies. No copies should be made or shared without express permission from the DSL.

SEND POLICY

ANNEX D

D1.1 Policy Outline

At SAMA Organisation, together with our affiliate members, are committed to creating an inclusive and empowering environment where every child has the opportunity to thrive. Integrating children with Special Educational Needs and Disabilities (SEND) into our martial arts programmes is not only a reflection of our values but a vital step towards promoting equality, building confidence, and nurturing holistic development in all children.

D2.1 Inclusion

Having SEND children participate in martial arts offers a unique and powerful platform for inclusion.

D2.1.1 Benefits. For children with SEND, participating in structured physical activities such as martial arts can lead to significant benefits—both physically and emotionally. These benefits include improved motor skills, increased self-esteem, enhanced focus and discipline, as well as valuable opportunities to develop social interactions and a sense of belonging. Through clear routines, achievable goals, and positive reinforcement, martial arts can help children with SEND overcome personal barriers while developing life skills that extend beyond the dojo.

D2.1.2 Challenges. However, inclusion must be intentional and well-supported. There are real challenges that come with integrating children with diverse needs, including the need for staff training, adapting teaching methods, managing varied learning styles, and ensuring a safe environment for all participants. Effective integration requires a collaborative approach involving instructors, families, and support professionals to tailor sessions that are both accessible and engaging for children with SEND. By embracing these challenges with empathy, flexibility, and a commitment to learning, SAMA Organisation can continue to make martial arts a transformative experience for every child—regardless of ability. Inclusion is not simply about access; it is about empowerment, opportunity, and respect.

D3.1 Assessment and Process

A key element of the inclusion is to evaluate the specific capabilities of the SEND child to define their participation levels and additional needs requirements. This part of the process is absolutely critical, although we strive for inclusion there are limits to participation based on the realistic ability of the child and associated risks to participation in a physical sport. SAMA Organisation and our affiliated members cannot offer 1:1 ratio of supervision and if so, cannot reconcile these unavoidable limitations, then unfortunately participation may be unachievable. However, all SAMA Organisation affiliated members will follow a comprehensive process in order to correctly assess the potential participation.

D3.1.1 Initial assessment of SEND capability for safe Martial Arts participation

At the point of the student enquiry / interest the SAMA Organisation affiliated members clubs will conduct a “FRANK” consultation and background review with the parents aimed at defining the specific needs and limitation of the child:

- **Gather comprehensive background information** from parents/carers and relevant professionals (e.g. SENCOs, therapists).

- Identify the **type and extent of the child's needs**, including physical, cognitive, sensory, behavioural, or emotional factors.
- Request any existing **EHCP (Education, Health and Care Plan)**, diagnosis reports, or professional recommendations related to physical activity.

D3.1.2 Medical and Risk Assessment

In consultation with the parents and with their agreement:

- Conduct a basic **medical screening** in consultation with the child's GP or paediatrician if needed.
- Identify any **health-related risks** (e.g. epilepsy, heart conditions, joint instability, sensory sensitivities).
- Complete a **SEND-specific risk assessment** that considers:
 - Mobility and coordination
 - Communication ability
 - Behavioural triggers and calming strategies
 - Need for 1:1 supervision or modified instruction

D3.1.3 Practical Trial Session

Offer a **supervised introductory session** or observation period:

- Monitor balance, strength, coordination, ability to follow instructions
- Assess emotional regulation and response to structured activity
- Evaluate interaction with instructors and peers
- Ensure a **qualified instructor and (if necessary) a support assistant** are present during this session.

D3.1.4 Instructor Evaluation

Instructors should assess whether:

- The child can follow basic safety instructions (verbally or visually)
- The child understands personal space and physical contact boundaries
- Modifications (e.g. slower pace, simplified movements) are sufficient to ensure safety

D3.1.5 Reasonable Adjustments Plan

If participation is possible, develop a **personalised support plan** outlining:

- Specific accommodations (e.g. visual aids, shorter sessions, extra breaks)
- Behavioural strategies
- Any physical limitations to consider during drills or sparring
- Named support person or assistant, if required

D4.1 Ongoing Monitoring and Review

Key to the continual success of the SEND participation and the assurance of the safety of all involved is the conduct of monitoring and review which will highlight if additional adaptations are required. The affiliated members manager should schedule the monitoring and review as follows:

- Set up **regular check-ins** with parents and instructors to review the child's progress, safety, and engagement.
- Adjust the plan as needed based on developmental changes or progress in the martial arts programme.

D5.1 Key Principles

- **Inclusion over exclusion:** The objective is to include safely with adaptations, not to exclude due to differences.
- **Collaboration:** Work with families and professionals to ensure shared understanding and responsibility.
- **Documentation:** Keep clear records of assessments, agreements, and risk mitigation strategies.

COMPLAINTS POLICY

ANNEX E

E1.1 Policy Purpose

SAMA Organisation and its affiliated members are committed to delivering the highest standards of service and care. We value feedback and take complaints seriously, using them to review, learn from, and improve our practices. This policy outlines the steps all affiliated members must follow when handling complaints from parents, carers, or other stakeholders.

E2.1 Complaints Procedure Overview

Affiliated members must ensure that:

- This policy is accessible and displayed on premises at all times.
- All complaints are handled promptly, confidentially, independently and fairly.
- Records of all complaints are kept for a minimum of **three years**.
- A **Complaints Register** is maintained and reviewed regularly.
- The affiliated members senior manager (Operating Manager or equivalent) is the primary person responsible for complaint handling.
- SAMA Organisation are informed of any complaints that meet the complaints threshold as described below.

E3.1 Complaint Thresholds

Complaints can take many forms and it is impossible to try and describe the nature of them all, in effect a complaint can be raised to the affiliated members by a multitude of persons, including a child (member), a parent of the child (member), an adult (member) a parent of a child (member), an instructor (member of staff) and or an independent. Complaints can also be raised for a multitude of reasons including a minor misunderstanding / disagreement, moderate repeated and unresolved issues to serious complaints including safeguarding concerns.

E3.1.1 Minor Complaints (Low-Level / Informal)

These are typically isolated issues that do not pose any immediate risk to children's safety, welfare, or the reputation of Organisation and independent affiliated members clubs. They should still be logged and responded to professionally.

Examples:

- Miscommunication about class times or cancellations.
- Parent dissatisfaction with admin processes (e.g., registration, payments).
- One-off complaint about tone or style of instruction (without distress or harm).
- Low-level child-to-child disputes (e.g., teasing, unkind comments).

Action Required:

- Informal resolution by staff or manager.
- Document briefly in internal log.
- Monitor for recurring patterns.

E3.1.2 Moderate Complaints (Mid-Level / Formal Response Required)

These issues may indicate a breakdown in service delivery, behaviour management, or safeguarding practice and may have an emotional or reputational impact.

Examples:

- Repeated or unresolved concerns from parents.
- Allegations of unfair treatment, exclusion, or favoritism.
- Persistent poor behavior by a child that is not being managed effectively.
- Complaints about inappropriate language or behavior from staff (not abusive).
- Breaches of club policies (e.g., health and safety rules, supervision lapses).
- Concerns that children feel unsafe or unhappy in the environment.

Action Required:

- Formal written complaint process initiated.
- Manager to investigate and respond within 28 days.
- Findings and resolution recorded in the Complaints Register.
- SAMA Org DSL informed if welfare concerns arise.

E3.1.3 Serious Complaints (High-Level / Immediate Escalation Required)

These are complaints that involve a safeguarding risk, legal issue, or significant threat to a child's physical or emotional wellbeing, and/or the club's legal or reputational standing.

Examples:

- Allegations of physical, emotional, or sexual abuse by staff or volunteers.
- Bullying or violence between children that results in harm or fear.
- Serious breaches of safeguarding procedures.
- Inadequate supervision resulting in injury or missing children.
- Discrimination or harassment (e.g., racial, gender-based, disability-related).
- Staff under the influence of substances while working.
- Criminal behavior on-site.

Action Required:

- Immediate report to the Designated Safeguarding Lead (DSL) – who will notify Local Authority Designated Officer (LADO) and/or Police if applicable.
- Suspend implicated staff pending investigation.
- Record in Complaints and Safeguarding Logs.
- Notify SAMA Organisation head office immediately.

Summary Table

Level	Risk to Child	Typical Examples	Action
Minor	None	Admin issues, minor parent concerns	Informal resolution
Moderate	Low/Moderate	Repeated complaints, staff conduct, policy lapses	Formal complaint response
Serious	High / Safeguarding	Abuse, injury, discrimination, criminal conduct	Immediate escalation to DSL/Authorities

E.4.1 Complaints Management Procedure

Depending on the compliant nature and threshold then the following procedure is to be followed:

E4.1.1 Stage One: Informal Resolution**Complaints about Affiliated Members Club Operations**

- The **affiliated members Manager** should meet / discuss with the complainant (adult or in the case of a child usually a parent or carer) to discuss the issue informally and seek an immediate and satisfactory resolution.

Complaints about a Staff Member

- Complaints about a staff member need to be managed by the affiliated members Manager with an avoidance of direct interaction with the staff member in question therefore assuring independence. The staff member will be allowed the opportunity to present a case in response.
- If not appropriate, the Manager should meet the complainant, investigate the concern, and speak with the staff member to attempt resolution.

All informal complaints must be documented briefly for internal records.

E4.1.2 Stage Two: Formal Written Complaint

If informal resolution is not possible or satisfactory, the complainant must submit a formal complaint in writing.

The **Manager** must:

- **Acknowledge receipt** of the complaint within **7 days**.
- **Investigate** the complaint thoroughly.

Respond in writing within **28 days**, outlining:

- The investigation findings.
- Any actions taken or proposed changes to policies/practices.
- The right to request a meeting for further discussion.

Offer a follow-up meeting with relevant parties, either individually or together, if necessary.

All correspondence and investigation steps must be recorded in the Complaints Register.

E5.1 Child Protection Complaints

If a complaint involves a **safeguarding or child protection concern**, the affiliated members **Designated Safeguarding Lead (DSL)** must:

- Follow SAMA's Safeguarding Policy.
- Inform the SAMA DSL immediately, where necessary they will:
 Refer the matter immediately to the **Local Authority Designated Officer (LADO)**.
 Inform the Police if a crime or serious safeguarding breach is suspected.

No internal investigation should delay the referral to safeguarding authorities.

E6.1 Complaints Register and Records

It is essential that all affiliated members record all complaints in order to maintain a compliant record of all issues raised in respect of their company operation. This record is essential to ensure transparency and compliancy.

E6.1.1 All affiliated members must maintain a **Complaints Register** for both informal and formal complaints.

- Each complaint must be logged with:
 Date received
 Reporter's name
 Summary of the complaint
 Child Protection flag (Yes/No)
 Actions taken
 Date resolved
- The register must be kept **confidential**, reviewed **quarterly**, and audited as part of SAMA Organisation's quality assurance process.

HEALTH & SAFETY POLICY

ANNEX F

F1.1 Policy Purpose

For SAMA Organisation Affiliated Members. SAMA Organisation is committed to supporting the safety and wellbeing of all students, instructors, and visitors across our karate and kickboxing affiliated members clubs. This Health and Safety Policy provides a framework of minimum standards, expectations, and guidance to assist our affiliated members in fulfilling their legal and moral responsibilities.

F1.2 Under Section 2 of the Health and Safety at Work etc. Act 1974, every employer has a duty to ensure, as far as reasonably practicable, the health, safety, and welfare of all employees and those affected by their activities. While SAMA Organisation is not the direct operator of individual clubs, we recognise the importance of setting out a unified baseline of health and safety principles across our network.

F1.3 **Each affiliated member remains independently responsible for the operational health and safety of their own club.** This includes creating, implementing, and maintaining site-specific health and safety arrangements that are suitable for their location, staffing, and student demographics. Ultimately, the **duty of care** for students, staff, and others lies with the affiliated members owner.

F1.4 SAMA Organisation provides this policy framework to:

- Support compliance with relevant health and safety legislation.
- Promote a proactive safety culture within all affiliated members clubs.
- Establish a shared standard of care and professional responsibility.

F1.5 Affiliated members are expected to use this framework to guide their own policies and procedures, and to maintain documentation, training, and risk assessments that reflect their specific operations.

F1.6 SAMA Organisation will review and update this framework as necessary—especially following legislative changes, new risks, or major incidents—to ensure relevance and legal compliance. Affiliated members clubs are encouraged to notify SAMA Organisation of any health and safety concerns or improvements that may enhance the safety and wellbeing of all members of the SAMA community.

F1.7 This policy is part of a wider commitment to safeguarding, professionalism, and excellence in martial arts instruction. Your active cooperation and adherence are essential to ensuring that all SAMA clubs are safe, welcoming, and compliant environments for children and young people to thrive.

3.3 Information, Training & Consultation

F2.1 Health and Safety Information

Affiliated members are expected to provide the necessary health and safety information to their company employees. All relevant personnel must receive health and safety communications.

F2.1.1 Safety information will be delivered through:

- Policy documents
- Site-specific documentation
- Posters, memos, briefings

F2.1.2 Affiliated members managers are responsible for holding and maintaining copies of these documents on-site.

F3.1 Training

Affiliated members managers are expected to ensure all staff are:

- F3.1.1 Aware of their health and safety responsibilities
- F3.1.2 Aware of the health and safety policy and all associated arrangements
- F3.1.3 Understand the specific site hazards associated with their venue
- F3.1.4 Competent in their duties
- F3.1.5 Trained to protect children and young people

All training must be recorded, and records (attendance/certificates) kept at the affiliated members Office. SAMA Organisation may request copies as part of our ongoing compliance procedure.

F4.1 Organisation & Responsibilities

SAMA Organisation firmly believes that a good record in health, safety and welfare protection is not only an efficient management system but also makes sound economic sense for our future wellbeing. In recognition of this, the following organisational responsibilities have been introduced and delegated to ensure we attain and enjoy both high standards of health and safety management and awareness.

F4.1.1 SAMA Organisation

Provides the framework of the Health & Safety Policy so that our affiliated members have a clear foundation as to produce the necessary arrangements to ensure the safety of their specific operation.

F4.1.2 Affiliated Members

Use the framework as a basis of their operation, produce the necessary arrangements such as:

- Accident Procedures, including the recording and reporting of accidents and incidents
- First Aid Plan
- Emergency evacuation plan (in co-ord with the hired venue)
- Risk Assessments for specific activities

F5.1 General Arrangements

General arrangements in Health and Safety are produced in order to provide a handrail of process and procedure for affiliated members managers and employees when dealing with specific issues pertaining to health and safety.

F6.1 Accident Reporting and Investigation

All accidents must be classified and recorded according to severity:

- F6.1.1 **Minor Accidents:** Absence from the workplace of less than 7 days.
- F6.1.2 **Reportable “Over 7 Day” Injuries:** Absence exceeding 7 days.
- F6.1.3 **Reportable “Major” Injuries** include:
 - Fractures (excluding fingers, thumbs, or toes)

- Amputations
- Dislocations (shoulder, hip, knee, spine)
- Eye injuries (burns, penetrating injuries, loss of sight)
- Electrical injuries requiring hospitalisation/resuscitation
- Hypothermia, unconsciousness, or illnesses from harmful substances or biological agents

F6.2 In compliance with **RIDDOR**, all accidents—no matter how minor—must be recorded in the Accident Book.

F6.3 “Responsible persons” must report certain injuries and dangerous occurrences to the HSE.

F6.4 In the event of a **major injury**, the affiliated members manager must immediately notify SAMA Organisation and then the **HSE** using the RIDDOR Guidance.

F6.4.1 For **reportable incidents**, the initial report must be made by the quickest means (e.g. phone), followed by a written report using **Form F2508** (or **F2508A** for diseases) within 10 days.

F6.4.2 “More than three day” accidents and occupational diseases must be reported using the same forms within 10 days of becoming aware.

F6.5 All incidents and near misses must be investigated thoroughly, with:

- Photographic evidence
- Written statements
- Interviews with involved individuals and witnesses

F6.5.1 If the investigation identifies fault, disciplinary procedures may be initiated by the affiliated members manager, SAMA Organisation **MUST** be informed.

F6.6 **Responsibility for reporting:**

- Affiliated members instructor / manager: Minor, non-reportable incidents
- Affiliated members: Major or reportable incidents

F6.6.1 Appropriate **remedial actions** must be implemented to prevent recurrence.

F6.7 **Record Keeping and Parental Notification**

F6.7.1 All incidents are to be recorded in the **SAMA (Affiliated Members) Accident Book**.

F6.7.2 All minor incidents must be verbally reported to the parent/guardian upon child collection and noted on the accident book.

F6.7.3 Major incidents must be reported to the parent/guardian **immediately**, with attempts documented if contact is not established.

F6.7.4 All treatment-requiring accidents must be investigated and documented using the official accident report (see [Appendix 1](#)).

F6.7.5 Accidents resulting in **absence >7 days** must be reported to **HSE** via **Form F2508**; notify the Director.

F6.7.6 All “**major**” **injuries** must be reported to **HSE** immediately by the affiliated members manager via SAMA Organisation. All reports via the RIDDOR online portal:

- <https://www.hse.gov.uk/riddor/report.htm>
- Alternatively, report fatal/specified incidents via phone: **0345 300 9923**

F7.1 First Aid and Emergency Procedures

Each affiliated members site must have trained emergency First Aid personnel, along with a designated Appointed Person (typically the manager).

F7.1.1 The Appointed Person will:

- Assess emergencies and call relevant services
- Ensure only qualified personnel provide treatment
- Follow the incident response flowchart (Appendix 1)

F7.1.2 The Appointed Person must:

- Ensure proper entry into the accident book
- Notify the SAMA Organisation of reportable injuries
- Complete the full accident report (Appendix 2)

F7.1.3 The Appointed Person must also maintain a **fully stocked first aid box**.

F7.2 First Aider and Appointed Person identities must be displayed prominently and communicated during induction.

F7.3 All staff working with children must be trained in first aid to a level of 1:30.

F8.1 Risk Assessments and Method Statements

All affiliated members activities and site-specific hazards are required to be risk assessed and control measures implemented.

F8.2 All affiliated members managers are required to produce suitable and sufficient risk assessment for their specific activities and location. All risk assessments are to be shared with SAMA Organisation.

F8.2.1 Findings must be shared with staff:

- During induction
- Through Toolbox Talks and site briefings

F8.2.2 Risk assessments must consider risks to:

- Staff
- Visitors
- Children
- Members of the public

F9.1 Fire Safety – Emergency Procedures

The affiliated members manager is expected to liaise with the site landlord to define the site-specific fire safety arrangements. This would include fire risk, fire emergency procedures and FFE.

F9.1.1 Affiliated members managers should ensure their instructors / staff are aware of the site-specific arrangements.

F9.1.2 Affiliated members employees should report all fire risk they discover on site to manager who is charged with liaison with the landlord too rectify the identified fault.

F9.1.3 Where children / members or any other person who regularly attends a SAMA class are identified as needing additional support or assistance to evacuate the building in the event of an emergency, a personal emergency evacuation plan (PEEP) will be developed and implemented.

F10.1 **General Venue / Site Rules**

F10.1.1 All new personnel must receive **Safety Induction Training**.

F10.1.2 Sites must be kept **clean, tidy, and hazard-free**.

F10.1.3 Hazardous areas must be **secured from children's access** (e.g. broken toilets, wet floors).

F10.1.4 **Fire Fighting Equipment (FFE)** must **not** be tampered with.

F10.1.5 Health and Safety Policy must be **displayed prominently** on all sites (either the landlord's policy or the affiliated members / SAMA's policy).

Appendix 1 – Annex F Accident Report

Step 1. About the injured Person:	Name:	
	Club Serial Number: SAMA (Insert Affiliated Members Title)	
	Parent Contact Required?	☐ Yes ☐ No
	RIDDOR Reportable:	☐ Yes ☐ No
	Home Address:	
	Age:	Sex: ☐ Male ☐ Female
Step 2. About the Injury:	Part of Body Affected:(Mark Area)	Nature of Injury:(Circle most serious) Abrasion/graze/scrape Bee Sting Broken Bone Bruise Burn – heat Concussion Crushed Cut/laceration/puncture Sprain/strain Other
	Please circle all applicable:	
	Emergency Services Required: Hospital Treatment:	☐ Yes ☐ No
First Aider Name:		
Step 3. Describe the incident:	Site / Location	Date & Time:
Describe step by step the incident:		
Step 4. Witnesses and Evidence:	Witness Name:	Employee No:
	Statement:	
	Signed:	
	Witness Name:	Employee No:
	Statement:	
	Signed:	

	Photos taken: Please send via email to:	Drawings: Please send via email to:
Step 5. Why did the incident happen:	Unsafe Work Conditions: (Specify) Other:	Unsafe Acts:(Specify) Other:
	What is the reason for the unsafe condition?	
	What is the reason for the unsafe act?	
	Have any relevant unsafe conditions or acts been reported before (Previous near misses or incidents)? Yes / No	
Step 6. Prevention	What changes do you suggest preventing this injury/incident from happening again? ▪ Stop this activity ▪ Inform the student / employee ▪ Train the manager(s) ▪ Write a new policy/rule ▪ Enforce existing policy ▪ Routinely inspect for the hazard Other:	What should be (or has been) done to carry out the suggestion(s) checked?
Step 7. Sign Off:	Written by:	Title:
	Department:	Date:
	Reviewed by: (Affiliated Member Manager to review)	Title: Date: