



**HATE CRIME POLICY**  
**Wolverhampton Wanderers Football Club**

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# HATE CRIME POLICY

## Purpose

Wolves is committed to ensuring that their response to Hate Crime is one which is effective, and victim focused. The club has a responsibility to protect people from harm, and to work with the police to prevent and detect crime and to protect communities from harm, in particular giving commitment to protecting the most vulnerable from Hate Crime.

We will continue to seek innovative ways to encourage reporting, engaging with the public and partners to understand and overcome barriers to reporting and increase confidence in our diverse communities.

The club is supported by PC Stuart Ward, Hate Crime Officer from the West Midlands Police (contact 07387 098103) who supports the club with education for staff and professional players. We also partner with organisations which encourage re-education and rehabilitation of those who have committed acts of discrimination, namely the 'Onside Project' and 'Yellow Card'.

At Wolves, we believe in the power of football in reducing hate crime incidents. Tackling Hate Crime is pivotal to developing and maintaining club and community cohesion.

*"Salah's arrival at Liverpool caused a decrease in extreme acts of bigotry" Stanford University study*

[Salah helping to reduce hate crime, says study \(premierleague.com\)](https://www.premierleague.com/news/12345)

## Scope

This policy applies to all employees, players, contractors, casuals, volunteers, members of the public who interact with Wolves. Closely related club documents are the club's external-facing Acceptable Behaviour Policy and the Premier League's Commitment re Abusive & Discriminatory Conduct. Both can be found on the club's intranet and Wolves Equality page.

<https://www.wolves.co.uk/equality/policies/>

This policy should also be read in conjunction with the following internal club policies which can be found on the intranet here: [One Pack - Home \(sharepoint.com\)](#)

- Bullying & Harassment Prevention Policy
- Code of Conduct +
- Disciplinary Policy
- Equal Opportunities Policy
- Safeguarding Children
- Safeguarding Adults
- Whistleblowing Policy

## What is a Hate Crime?

We define Hate Crime as any incident which is perceived by the victim or any other person as being motivated by prejudice or hate. A crime is deemed as Hate Crime when it is committed against a person or property and it is motivated by the offender's prejudice against a person because of their protected characteristics and also other aspects of their life and character which give rise to actions based on prejudice and hostility.

Prejudice can be based on:

- Race/ethnicity and nationality;
- Gender or gender identity;
- Disability;
- Religion, faith or belief;
- Sexual orientation;
- Age;
- Appearance/lifestyle;
- Marriage and civil partnership;
- Pregnancy and maternity.

Types of behaviour which could be classed as Hate Crimes are listed below: (this list is not exhaustive)

- Verbal abuse;
- Threatening or abusive behaviour towards any person;
- Harassment;
- Writing threatening, abusive or insulting messages by letter, graffiti or on social media;
- Distributing and or displaying racist leaflets, posters or notifications and posts on social media (Twitter, Facebook etc.);
- Physical assault;
- Jokes/'banter';
- Malicious phone calls or text messages;
- Bullying in the workplace.

### **The Impact of Hate Crime**

Anyone can be a victim of a Hate Crime. Hate Crime can cause a person to feel humiliated, embarrassed or angry. Repeated episodes may lead to severe distress, making life intolerable; in extreme circumstances they can cause death or injury and will almost certainly cause stress, ill health and fear.

They can create a climate of fear and can stop people from taking part in everyday life. Incidents of Hate Crime are not only significant for an individual, family or group; they have widespread implications for the whole community.

### **Club Commitment**

All reported Hate Crime incidents in the club against staff, players and stewards, or by staff, players and stewards will be thoroughly investigated with the aim of dealing with perpetrators and preventing the victim from suffering further. This may lead to disciplinary action which could result in summary dismissal.

All reported Hate Crime incidents committed against or by home fans or visitors will not be tolerated and will be thoroughly investigated.

Support for victims and those affected by such incidents is provided by Remedi's hate crime victim service. Remedi can be contacted on 0800 488 0894 or via email on [hatecrimevictimservice@remediuk.org](mailto:hatecrimevictimservice@remediuk.org)

## **Reporting Hate Crime Incidents**

At Wolves we want everyone to feel safe. Only by recording incidents can the club build up a picture of hate crime incidents and do something about them. Wolves also wants to ensure victims and witnesses are supported and appropriate action is taken.

### **At matchday / in the workplace at Wolves**

Everyone connected to the club can report any acts of hate, discriminatory and abusive conduct directed at them or someone else in confidence any time (matchday or non-matchday), via our dedicated discrimination reporting line:

*Please Text 07723479887 and start your message WOLVES.*

### **Reporting incidents on social media**

We want our social media platforms to be kind and respectful, free from hate, discrimination and abuse. We will block accounts that bring hate to our channels or dehumanise and target our players, staff or supporters. Acts of hate crime will also be reported to the police.

If you see a comment on official club channels that promotes hate towards race, colour, gender, nationality, ethnicity, disability, religion, sexuality, sex, age or class, please send the URL of the post in question to [fanservices@wolves.co.uk](mailto:fanservices@wolves.co.uk). These will be logged on the club's reporting software and will also be passed to PC Stuart Ward.

### **Other Ways to Report Incidents**

Please feel free to report to anyone you feel comfortable reporting to, who will then follow our policy for reporting.

Club Staff / Foundation Staff should contact

- Line manager
- EDI Manager
- Human resources

Match Day Stewards should contact

- Control room
- Line Manager
- EDI Manager
- Human resources

Match Day Ball Crew should contact

- Match Day Ball Crew Co-ordinators
- Match Day Steward

First Team Players should contact

- Head Coach
- Head of Football Admin
- Head of Player Care
- EDI Manager
- Premier League

- The FA
- PC Stuart Ward, West Midlands Police

Academy / Wolves Women Players should contact

- Coach
- Head of Women's' Football
- Player Care Officer
- EDI Manager
- Safeguarding Officer

Fans / Visitors on match day / at a non-matchday Wolves event should contact

- Matchday / Non-matchday Steward / EDI Manager

Foundation young people / users /clients should contact

- Coach
- Safeguarding officer

All hate crime reported incidents will be recorded internally on the club's reporting software. This is date and time stamped by the club for its records and also in anticipation of it becoming evidence at a criminal case.

### **Third Party Reporting Centres**

You can also contact the following organisations that offer a range of support and advice and will treat your incident in strict confidence (unless child safeguarding/protection issues are raised). Staff at these centres have been trained to deal with complaints and to provide appropriate support:

- TLC (The Learning College) - 01902 714433
- West Midlands Police - 101 for non-emergency, 999 emergency and 111 non-medical emergency
- Wolverhampton Victim Support - 01902 795830
- Zebra Access - 01902 421919 or 01902 711688
- Ethnic Minority Council - 01902 313052
- Police Domestic Violence Unit - 01902 649032
- Rape & Sexual Support Service & Victim Support - 01902 572505
- Stop Hate UK - 0800 138 1625

### **APPENDIX - GLOSSARY OF TERMS**

**Biphobia** - Fear and dislike for people who identify themselves as bisexual. A biphobic incident is any incident that is perceived to be biphobic by the victim or any other person.

**Disability** - A physical, mental or sensory impairment that has substantial and long term adverse effect on a person's ability to carry out day to day activities.

**Gender** - Refers to male, female or transgender people.

**Homophobia** - Fear and dislike for people who identify themselves as lesbian, gay or bisexual. A homophobic incident is any incident that is perceived to be homophobic by the victim or any other person.

**Protected Characteristics** - The term protected characteristics is used in the Equality Act 2010 to describe the following:

- Age;
- Disability;
- Gender reassignment;
- Marriage and Civil Partnership;
- Pregnancy and Maternity;
- Race;
- Religion or belief;
- Sex;
- Sexual Orientation.

**Racially and religiously aggravated** - Those offences are where the offender demonstrates hostility towards the victim of the offence, based on the victim's membership of a racial or religious group; OR where the offenders are motivated by hostility towards members of racial or religious group based on their membership of that group.

**Racism** - In general terms consists of conduct or words or practices which disadvantage or advantage people because of their colour, culture or ethnic origin.

**Racist Incident** - Any incident that is perceived to be racist by the victim or any other person.

**Religion** - Refers to faith and worship of religious groups and includes people with no religious belief.

**Transphobia** - Fear and dislike for people who identify themselves as transgender. A transphobic incident is any incident that is perceived to be transphobic by the victim or any other person.

**Transgender** - A generic term to include anyone whose gender identity does not conform to their physical sex or who may adopt a gender role, either full or part time, that does not conform to their physical sex. Consequently it includes;

- Transsexual people – those who have chosen to adopt the gender role opposite to their physical sex on a permanent basis;
- Transvestites – those who wear clothing appropriate to the opposite sex, normally on an intermittent basis.

**To be read in conjunction with the Wolves Acceptable Behaviour Policy and Premier League's Commitment re Abusive & Discriminatory Conduct**