



TeamWalking

OPERATING PROCEDURES

Mark Reid

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INTRODUCTION

This Operating Procedures document provides guidelines for TeamWalking (Mark Reid) and his Freelance Mountain Leaders (Leaders) to operate within.

It is designed to provide a framework of good practice, safety policies and operational procedures to reduce risk and increase enjoyment and quality of experience for Leaders and participants. This document is neither exclusive nor exhaustive and therefore does not cover every eventuality.

TeamWalking activities involve valley, hill and mountain walking in the British Isles, and therefore fall within the remit of the MLTE summer Mountain Leader Award (ML), which Mark Reid holds (Candidate Number: 136445).

Mark Reid strongly believes in Continuous Personal Development:

- Mark Reid logs all of his Quality Hill/Mountain Walks in his Mountain Training Logbook
- TeamWalking is an approved course provider of the National Navigation Award Scheme
- TeamWalking is an approved course provider of Mountain Training's Hill & Mountain Skills scheme
- Mark Reid is a member of the Mountain Training Association and British Mountaineering Council.
- Mark Reid regularly works with other Mountain Leaders and shares/discusses Good Practice.
- Mark Reid is an Outdoor Professional, and runs around 90 outdoor courses, walks and activities each year, and walks over 1,500 miles a year.

Technical Advisors

Mark Reid is the 'day to day' technical advisor with regards to valley, hill and mountain walking, as they fall within his area of expertise and within the remit of his ML Award.

As from January 2015, TeamWalking has appointed John Proctor as their technical advisor. John holds the Mountaineering Instructor Award MIA (Candidate Number: 15923)

These Operating Procedures relate to TeamWalking's valley, hill and mountain walks and activities that fall within the remit of the Mountain Leader (summer) Award.

If TeamWalking offer activities beyond the scope and remit of the summer Mountain Leader award then TeamWalking will employ the services of a suitably qualified instructor to lead the activity and act as technical adviser, for example Winter Mountain Walking. When this occurs, Mark Reid will ensure he obtains a copy of their National Governing Body (NGB) Award, Insurance, First Aid Certificate and Risk Assessment, to be kept on file for 3 years. He will also send them a copy of TeamWalking's Operating Procedures and Risk Assessments so that they are fully aware of our operating frameworks and safety policies.

To ensure a high level of safety, Mark Reid continually reviews the range of activities he offers, and also his procedures.

Any suggestions or comments that may improve the contents of this document would be gratefully received.

ACTIVITY SAFETY POLICY

Mark Reid (TeamWalking) is a qualified Walking Group Leader (WGL), Hill & Moorland Leader (HML) and summer Mountain Leader (ML). Since 1997, he has walked over 20,000 miles of footpaths (as of January 2019) as part of his professional experience as a guidebook writer, newspaper and magazine columnist and, since 2007, outdoor walking leader. He has also guided over 9,500 people outdoors since 2007 (as of January 2019). His guided valley, hill and mountain walks are designed to be enjoyable, informative and a positive experience for all who take part. Safety is paramount, and whilst we cannot eliminate risk of injury or accident, all activities are carried out in a manner to reduce the risk of injury or accident as much as possible to both freelance leaders working on behalf of TeamWalking and participants, whilst balancing the risk of harm with the potential benefit of the chosen activity. **TeamWalking website and Booking Forms state that:** *“Part of the attraction of valley, hill and mountain walking is the challenge of tackling different terrains, landscapes and weather conditions. Every effort is made to minimise potential hazards; however, the very nature of hill and mountain walking involves a certain level of unavoidable risk of accident and/or injury. By taking part in this activity, you are aware of and accept these risks.”*

MOUNTAIN LEADERS (also known as Walk Leaders)

Mark Reid and all Freelance Leaders hold the relevant National Governing Body (NGB) Award for the activity they are providing. With regards to hill and mountain walking, this is the summer Mountain Leader award (ML) as a minimum. All Freelance Instructors must operate within the remit of their NGB Award(s).

All Freelance Leaders are known by Mark Reid and are inducted with regards to TeamWalking's Operating Procedures and Risk Assessments.

When Freelance Leaders are working on behalf of Mark Reid and TeamWalking they are representing TeamWalking and so must act and behave in a professional manner at all times, with prompt time-keeping and acceptable language.

All Mountain Leaders are fully responsible for the participants in their group at all times during the activity.

Fees are agreed with the Freelance Leaders for each activity depending on numbers and the nature of the activity. All fees are gross; the Freelance Leaders are responsible for the declaration of this income for taxation and the payment of any subsequent tax demands (*See Freelance Self Employed Contract email*).

It is a requirement that all Mountain Leaders have sufficient liability insurance cover for the activity they are providing, as well as up-to-date First Aid certificate. A copy of the following documents are kept on file:

- Freelance Leaders' NGB Award
- Current First Aid certificate (16 hours)
- Liability Insurance (kept on file for at least 3 years)

All Leaders are fully briefed on any relevant safety issues prior to commencing the activity. They are sent a copy of:

- Risk Assessment (generic and walk specific)
- Emergency Procedures & Incident Management
- Safety Activity Briefing Sheet & Kit List
- Activity Details - Route Plan, weather forecast and overview of the activity (timings, facilities etc)

PARTICIPANTS

- All Participants must pre-book, and TeamWalking must ensure that they have contact details for all participants, as often people book additional places for family and friends.
- All Participants are fully briefed about the type of activity they will be undertaking. Information is provided on the TeamWalking website, Booking Forms and also emails sent to the Participants prior to the activity (this email contains either a Route Plan or overview of the walk including information about terrain, ascents, weather conditions, distance and timings).
- Mark Reid and/or the Freelance Leaders reserve the right to refuse to take a participant whom they consider will be unable to complete the planned activity or is wearing unsuitable clothing.
- All Participants must complete and sign a Booking Form, which includes details of what to wear/bring, fitness and medical information. The contract between TeamWalking and the Participant is formed once payment has been received and we have sent the Participant a confirmation email and Booking Form by email or post; once this has happened then they are bound by our Terms and Conditions. Any areas of concern and/or pre-existing medical conditions are always followed up.

STATEMENT REGARDING MEDICAL CONDITIONS / DISABILITIES

- The natural environment can be demanding at times, with uneven ground, rough/wet terrain, slopes, stiles, rock steps, natural obstacles, inclement weather (wet, cold, heat, wind, mist etc), mountainous terrain etc, and so a certain level of fitness and mobility is required to take part in valley, hill or mountain walking, depending upon the activity. For example, a reasonable level of fitness and mobility is required for our Map Reading courses, whereas a good level of fitness, mobility and stamina is required for our mountain or challenge walks.
- Reasonable steps will always be taken to accommodate people with medical conditions and/or disabilities who wish to take part; however, this must be balanced with a realistic judgement of the suitability of the activity with regards to their medical condition(s) and/or disability, with particular consideration given to the natural landscape, terrain, weather etc along with their objectives. Not all walks will be accessible to everyone; for example mountain walks or wild camping trips.
- We ask all participants to disclose on their Booking Forms any pre-existing medical conditions, disabilities, allergies or special requirements that may affect their participation in the activity. We follow-up any medical condition and/or disability which gives us cause for concern (e.g. heart conditions, recent surgery etc) to ask for further information and to ensure the person is fully aware of the type of activity they have chosen to take part in. We then ask them to specifically confirm their fitness and that they fully consent to take part in the activity. If we feel that a pre-existing medical condition and/or disability may make it unsafe for them to take part in the activity, then we may ask for them to seek advice and reassurance from their GP or medical specialist.
- Disclosed medical conditions and/or disabilities are discussed (if appropriate) with the person to determine what reasonable steps may be taken to accommodate their needs, and to plan a walk that will fulfil their objectives as much as possible. The 'reasonable steps' will be determined on an individual basis.
- Medical Conditions and Disabilities may include physical disabilities, such as sight, hearing, joints (e.g. knee and back injuries/disabilities are quite common); fears and phobias (such as fear of heights, open spaces etc); mental health illness (such as anxiety, depression etc) or pre-existing medical conditions (such as asthma, diabetes, epilepsy, hypertension etc). These will be recorded on their Booking Forms
- We will always take reasonable steps for our walks to be inclusive and accessible to as many people as possible. Not all walks will, however, be accessible to everyone due to the physical nature of the valley, hill and mountain environment in which we operate.
- Mark Reid and/or the Freelance Leaders reserve the right to refuse to take a participant whom they consider will be unable to complete the planned activity.

STATEMENT REGARDING ACCESSIBILITY

- Routes will be chosen and planned taking into account the personal information provided on the Booking Forms, including fitness, medical conditions, disabilities etc, to ensure as much as possible a rewarding, fulfilling and achievable walk. Particular attention will be given to dynamic route choice during the event, to take into account changing weather, ground conditions, ability, fitness etc.
- Our language will be clear and concise, with demonstrations and practical learning if appropriate.
- We will provide outdoor footwear, clothing, gear and equipment (if required) for all participants, free of charge
- We will ensure as much as possible that meeting points (pubs, cafes etc) are easy to find, offer ample parking, have public transport links (if possible) and are of a very good standard. We will always ensure that the meeting points are expecting us.
- If the event includes overnight stays, then we will ask the the accommodation and/or food provider to offer a range of vegetarian options, and to cater for dietary requirements (if requested).
- All TeamWalking Mountain Leaders will engender an environment supportive of lone participants and people who are new to outdoor activities. This will be done through clear joining instructions, punctual timings, accessible meeting points and suitable venues for evening meals, usually at a pub (for events that include overnight stays). Ensure lone participants are safe to walk to their accommodation at the end of the evening.

All personal information will be treated in confidence and in accordance with our Privacy Policy (GDPR); see Appendix.

RISK ASSESSMENT GUIDELINES

GROUP

PRIOR KNOWLEDGE (BOOKING FORM)

- Name, address and contacts
- Age
- Fitness / Exercise / Experience
- Kit to borrow
- Dietary, allergies
- Medical conditions

ACTION

Plan, inform; dynamic, flexible
Booking form, provide kit, gear check
Follow up with standard email re medical conditions
Follow up with standard email re medical conditions

AIMS, ASPIRATIONS, EXPECTATIONS

What are the aims?

- Enjoyment
- Experience new areas / challenges
- Improve confidence
- Walk with a Mountain Leader
- Learn new skills
- Corporate team day

ACTION

Once aims established, add to this practical information such as weather, wind, fitness, experience, logistics, group size etc

Always determine what their aims are as a team

Clear briefing about the aims of the walk before the day, pre-walk and during walk.

PARTY SIZE AND RATIOS (ADULTS)

Our suggested ratios for various walking activities are as follows:

Valley / Low-level	12 people per Leader	Hill / Moorland	10 people per Leader
Mountain	8 people per Leader	NNAS awards	6 people per Leader

Children aged 14 to 18 MUST be accompanied by their parent / legal guardian until such time as TeamWalking applies and secures an AALA licence. [See Child Safeguarding Policy](#)

These are SUGGESTED RATIOS, and are dependent on a number of factors:

- Aims, aspirations and expectations
- Age, fitness, ability and experience
- Weather and season
- Length of route and height gain
- Whether the route follows visible paths and tracks or open country.
- Terrain - valley, hill, moorland or mountain. Remoteness of terrain and potential escapes

ROUTE PLANNING

The route will depend on:

- Group size
- Aims, aspirations and expectations
- Fitness, ability and experience
- Conditions, terrain, location
- Weather, season

Route plan to consist of

- Distance, time, height gain/loss
- Terrain, Hazards, weather
- Escape routes / alternatives

The route plan needs to be flexible and dynamic to take into account the aims and needs of the group, weather and ground conditions, daylight etc.

For more remote walks in mountainous terrain, then it may be necessary to leave a copy of the Route Plan with a responsible person, with clear instructions of when to call out Mountain Rescue:-

- When instructed to do so by the Mountain Leader
- When the Mountain Leader has not returned by an agreed time

LEADERSHIP

COMMUNICATION

- Know your group - first names, fitness levels, medical history, aims etc
- Assert control so the group are certain that the Mountain Leader is in charge
- Inform and brief the group about the activity, aims, route, weather etc
- Safety, risks, hazards
- Education - people gain the most from the outdoors when they are engaged and learning
- Keep all party members within sight AND sound of each other
- Ability to quickly take a head count
- Clear and concise instructions when necessary
- Decision making - intervention, safety, route, navigation, group management
- Judge enjoyment, fitness, stamina throughout the day
- Brief in a semi-circle
- Physical positioning within the group
- Review and reflect

DUTY OF CARE

PREVENT FORESEEABLE ACCIDENTS

- Prior knowledge
- Aims, expectations, aspirations
- Party size
- Route planning and weather forecast
- Leadership, briefing, communication
- **RISK ASSESSMENT FOR EACH WALK**
- **SAFETY BRIEFING**
- **EMERGENCY PROCEDURES & INCIDENT MANAGEMENT**

PROVIDE REQUIRED EQUIPMENT

- Booking Form & kit list for participants
- Provide clothing, gear and equipment
- Ensure participants are prepared - clothing, footwear, provisions, knowledge of activity
- Gear check, briefing
- Provide Group Shelters
- **KIT LIST** for freelance Mountain Leaders

KNOWLEDGE OF ACTIVITY (CONSENT)

- Booking Form, website and pre-walk information
- Route Plan, weather forecast, course overview (if applicable)
- Ensure participants have knowledge and understanding of activity
- Mountain Leaders to operate within the remit of their award.

WALK LEADERS

The Walk Leader **MUST** demonstrate:

- A reasonable level of care
- Reasonably manage the foreseeable risks
- Work within the accepted norm
- Embrace legal and moral responsibilities.

This process will determine the following key elements of all groups in the outdoors.

Who, when, where, what and why

RISK ASSESSMENT FLOW CHART

Operating Procedures, Health & Safety Policy & Generic Risk Assessment



Send out Booking Forms and Confirmation Email (including Walk Overview)

Once Booking Forms received, follow up medical conditions or areas of concern (fitness, experience etc)
Produce Participants List
Plan suitable route(s) according to location, group size, aims, type of event/activity, fitness levels, experience, weather history/forecast etc



Specific Walks Risk Assessments

*Yorkshire Three Peaks / Challenge Walks
Valley, Hill & Guided Walks (Valley, Hill & Moorland)
Upland, Fell & Mountain walks (Mountain)*

Get weather forecast, assess risks associated with weather forecast/history
Produce Route Plan(s) for the day
Highlight any specific risks/actions for the specific route/group on Route Plan and Walk Risk Assessment



Send 'Final Walk Summary' email to participants

To be sent a week or so before the event:
Summary of the walk or a Route Plan (depending on the activity)
Weather details, and any hazards or action points (heat/cold/rain/wind etc)
Any additional kit participants should bring due to route and/or weather
Ensure all participants have received the Confirmation Email and Final Walk Summary email



The Walk/Activity

To go through on the day

Overview of the day / aims / objectives
Briefing Sheet / Route Plan / Gear Check
Weather Forecast
Specific Hazards / Action Points

Give spare map & emergency equipment to a party member, if appropriate (remote/mountainous routes)
Discuss any Medical Conditions with individuals (where they keep their medications, warning signs etc)
Ask if anyone has any questions / concerns

Flexible and Dynamic Route Plan

Dynamic Risk Assessment throughout the day

BOOKING FORMS MUST BE COMPLETED BY EVERYONE

RISK ASSESSMENT DEFINITIONS

The generic Risk Assessment forms the key risk assessment document for all activities undertaken by TeamWalking and its Freelance Mountain Leaders.

It is essential that this is read through fully before any activity, and then a Specific Risk Assessment produced for that particular activity in conjunction with participant/group information, aims, route plan, weather conditions, location etc; this will then highlight the specific risks that must be managed and/or briefed to the group prior to the activity.

Mark Reid and TeamWalking looks for 'actual' risk of injury from a competent persons perspective, as opposed to a 'perceived' risk of injury by an inexperienced person.

When considering risk, it is important to note:

- **Who may be harmed** - participants, instructors, public
- **Likelihood of injury** - low, medium, high
- **Consequences of the risk of injury** - low, medium, high
- **Control and Action Points** - briefing, knowledge/education, giving responsibility, personal safety and/or protective equipment, training and practice
- **Review and reflection** - after each walk, then update the Risk Assessment and Operating Procedures as appropriate.

The risk of injury **MUST** be balanced against the nature of the activity, as hill and mountain walking involves a recognised level of unavoidable risk, that often forms part of the attraction of the activity. It must also be balanced against the benefits of learning and experience that comes from challenging terrain and conditions.

Whilst out walking across the hills and mountains, Mountain Leaders frequently make experienced-based judgements and decisions with regards to the route, group management, level of engagement of participants etc to manage and/or reduce the level risk as much as is reasonably possible, whilst also balancing this risk of harm with the potential benefit of the chosen activity.

"It is not the mountain we conquer, but ourselves" - Sir Edmund Hilary.

All Instructors must consider their responsibilities with respect to their **Duty of Care** (see above)

SAFETY STANDARDS

All instructors must hold the relevant National Governing Body (NGB) Award for the activity they are providing. With regards to hill and mountain walking, this is the summer Mountain Leader award (ML) as a minimum.

All Mountain Leaders must operate within the remit of their NGB Award(s).

All Mountain Leaders must have sufficient liability insurance cover for the activity they are providing, as well as an up-to-date First Aid certificate.

When working with children and young adults (under 18s), all Mountain Leaders must hold a current DBS certificate (Disclosure and Barring Service) and have undertaken a recognised Child Safeguarding course.

All Participants must complete and sign a Booking Form prior to the start of each course or guided walk.

All walks will start with a safety briefing to all participants (See Safety Briefing Sheet). At the pre-walk briefing, all participants are asked to make the Leaders aware of any changes in circumstances or medical conditions prior to the commencement of the walk.

All participants must be wearing suitable clothing and footwear, and be carrying suitable provisions and kit for their chosen activity - this must be checked by the instructor.

There is generally a NO ALCOHOL policy before or during the walks or activities for any Mountain Leaders and Participants. However, when dealing with adults some discretion may be taken by the Mountain Leader, if appropriate (for example, taking refuge in a village pub during inclement weather). Any consumption must be limited to no more than one drink.

The Countryside Code must be followed at all times.

All Mountain Leaders must adhere to the TeamWalking Kit List, and carry/provide sufficient and suitable group safety equipment (including First Aid Kit, spare clothing, Group Shelter and rope), as well as a fully charged mobile phone. In the event of two Mountain Leaders working with a group, then hand-held Walkie Talkies will also be used for communication, in addition to mobile phones.

When walking on roads, the instructor must brief the participants clearly on how to assess the safest side of the road to walk; everyone must be visible to traffic.

All walking routes will have a Route Plan produced before the event, with alternative and escape routes highlighted.

Only Rights of Way or Open Access Land may be used.

It is important that the members of the party are equipped to deal with an accident or injury occurring to the Mountain Leader. This is particularly important when walking across remote and mountainous terrain when there is one Leader with the party.

With this in mind, the party should be briefed about the following:

- Emergency equipment carried by the Leader in his/her rucksack
- Proposed route, and kept informed of their location on a map during the walk.
- Potential escape routes and key emergency procedures (how to call Mountain Rescue)
- A spare map should be given out to a member of the party, and extra emergency equipment in poor conditions/mountainous areas (additional group shelter, mobile phone, small first aid kit etc)

INSTRUCTOR TRAINING & INDUCTION POLICY

All freelance Mountain Leaders working for TeamWalking are required to undergo an Induction Procedure.

The Induction Procedure involves the following documents being sent by email (with a receipt acknowledgement) and then a briefing meeting prior to the walk that will cover:

- General information about TeamWalking
- Fees and administration
- Operating Procedures
- Risk Assessments (generic and walk specific)
- Participants List, Medical Conditions, Fitness levels
- Route Plans and Weather Forecasts
- Safety Activity Briefing and Kit List
- Emergency Procedures & Incident Management
- Contacts (Mark Reid, Mountain Leaders, emergency contacts etc)

Mark Reid will hold on file the following documents, with expiry dates:

- NGB Award
- First Aid Certificates
- Insurance Documents
- DBS certificate (if appropriate)
- Child Protection and Safeguarding training (if appropriate)

CHILD SAFEGUARDING POLICY (*under 18s*)

NOTE: All participants aged between 14 and 18 are only allowed on a walking activity as long as they are accompanied by a parent/legal guardian on a 1:1 basis at all times, and their parent/legal guardian is within sight and sound of their child during the activity. TeamWalking does not act *in loco parentis* at any time. Attendance is subject to approval by TeamWalking as not all activities are suitable for under 18s.

TeamWalking recognises the importance of the welfare of children, as well as its duty of care towards them.

DESIGNATED SAFEGUARDING PERSON - Mark Reid, TeamWalking.

CODE OF CONDUCT

All TeamWalking Mountain Leaders will:

- Value inclusivity, appreciate difference, welcome learning from others, and consider all participants to be equal
- Respects everyone's dignity equally.
- Act as a positive role model, in their use of language, behaviour and prompt time keeping
- Set and monitor appropriate boundaries and relationships when working with children
- Put the welfare of the child and their enjoyment of the adventurous outdoor activity first
- Create & maintain a safe & caring environment that enables children to ask questions or raise concerns
- Build relationships based on mutual respect, and give and receive feedback in a constructive way
- Not tolerate activities or behaviours which are abusive or inappropriate, e.g. bullying, harassment etc, including those from a child's peers
- Take action if they have concerns about a child's welfare
- Ensure physical contact occurs only when necessary, and is kept to the safe minimum e.g. spotting on a rock step or in a medical emergency. This should be done only with the knowledge, informed consent and agreement of the child and/or their parent/guardian. *This can be verbal agreement.*
- Respect confidentiality whenever possible when issues are reported

TeamWalking adheres to

- Remit of the National Governing Body (NGB) awards - Mountain Training England
- The Children Act 1989 & 2004
- Working together to Safeguard Children 2015
- The Management of Health and Safety at Work Act 1974
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995

All TeamWalking Mountain Leaders are qualified (NGB awards), First Aid trained and insured. When working with under 18s they also hold a current Disclosure and Barring Service (DBS) certificate and have undertaken Child Safeguarding training.

PARTY SIZE, RATIOS & AGES - UNDER 18s

The minimum age is 14 years old for valley, hill, moorland and mountain walking. Not all activities that TeamWalking offers are suitable under 18s. The following ratios include ALL participants - children, parents and adults. The suggested ratios for our various walking activities are as follows:

Valley / Low-level 10 people per Leader Hill / Moorland / Mountain 8 people per Leader

These are SUGGESTED RATIOS. Ratios are dependent upon:

- Aims, aspirations and expectations
- Age, fitness, ability and experience
- Weather and season
- Length of route and height gain
- Whether following visible paths/tracks or open country
- Terrain - valley, hill, moorland or mountain. Remoteness of terrain and potential escapes

IMPORTANT

- All groups **MUST** be accompanied by a Mountain Leader at all times.
- All children must be accompanied at all times during the activity by an individual who is their own parent or a legally appointed individual guardian.
- The parent or legally appointed guardian must be within sight and sound of the young person taking part in the activity at all times. The parent or legally appointed guardian are responsible for their

child at all times, both during the activity and after the activity; TeamWalking does not act 'in loco parentis' at any time.

- All interaction, coaching, leading and guiding of children by the Mountain Leader must be within the group, with at least one other adult present. *This is to avoid working in isolation with a child.*
- During the activity, the ratio must be one parent (or legally appointed guardian) to one child. The parent or legally appointed guardian must take heed and act upon all information, guidance or hazard warnings given by the Walk Leader during the pre-walking briefing or whilst on the walk.
- TeamWalking is not responsible for accommodation, travel or food before, during or after any activity; our Duty of Care applies to the activity only. TeamWalking will ensure a clear transfer of responsibility at the commencement and conclusion of the activity.

PHOTOGRAPHS / VIDEO-RECORDING

Photographs and/or videos may only be taken during a walking activity, with the knowledge and consent of all those included in the photograph and/or video. In the case of children, this consent must be given by the parents or legal guardian. As their parent or guardian will be present, then this consent may be verbal. This policy applies to all members of the party. These images may then be shared on TeamWalking's social media and/or website (we never disclose any personal or identifiable information).

CHILD PROTECTION POLICY

RECOGNISE & RESPOND

- Recognise abuse and neglect (physical, emotional, sexual abuse, neglect, bullying)
- Respond appropriately

It is not our job to diagnose abuse, but it is our job to notice concerns and act on them. When listening to a disclosure from a child, be empathetic, supportive, reassuring, calm and listen carefully. Do NOT ask investigative questions or try to gather evidence. Make notes and record the information.

WHO TO REPORT TO

Report and Record our concerns, along with action we have taken. Always pass on the information - Report the disclosure to or seek advice from Children's Social Care (Social Services), NSPCC's helpline, Childline, Emergency Services or the Police, depending on the nature of the disclosure.

Only share information on a need-to-know basis with people who have a role in protecting children, and only what is important for them to know. Report the disclosure within 24 hours, or as soon as is possible. If there are doubts as to whether to report something, seek advice from **NSPCC Helpline: 0808 800 5000** or **Childline: 0800 1111**

In certain circumstances, it may be helpful to discuss concerns with the child's parents or carers, as this may explain your concerns (family bereavement etc). However, the welfare of the child is the priority. Only discuss concerns with parents or carers if appropriate; if not appropriate contact NSPCC / Childline.

WHAT TO REPORT

- Name and information about the child
- Nature of concern - what the child said, physical signs, behavioural indicators
- Your name and role
- When and where it happened; who else was present
- What the child said, and what you observed
- Any relevant observations about the child in the past (change in behaviour etc)
- What you said in response to the child; your opinion
- Name and address of the alleged perpetrator (if known)
- Who you have told, any advice received or action taken

RECORD

- Young person's details
- Nature of incident - details of concern, injury, abuse or neglect
- Those involved and the circumstances
- What was said or done - any action taken, what the said said, what was said to the child
- Record your observations, accurately, clearly and concisely
- Sign and date your record; report appropriately.

This information is confidentially, and should only be shared with people on a need to know basis

ADULT SAFEGUARDING POLICY, *including Adults at Risk*

TeamWalking recognises the importance of the safety, wellbeing and welfare of everyone who attends a TeamWalking event. We strive to ensure as much as possible that our walks are enjoyable, inclusive, free from prejudice, accessible and that they meet expectations. We have a positive and proactive approach to accessibility, diversity and disability.

CODE OF CONDUCT

All TeamWalking Mountain Leaders will:

- Value inclusivity, appreciate difference, welcome learning from others, and consider all participants to be equal
- Respects everyone's dignity equally.
- Recognise that they are in a position of trust and leadership, and will act, behave and communicate in a professional manner
- Act as positive role models, in their use of language, behaviour and prompt time keeping
- Set and monitor appropriate boundaries and relationships with our clients.
- Put the welfare of the person and their enjoyment of the adventurous outdoor activity first
- Create & maintain a safe & caring environment that enables everyone to ask questions or raise concerns
- Build relationships based on mutual respect; give and receive feedback in a constructive way
- Will not tolerate activities, language or behaviours which are abusive or inappropriate, e.g. bullying, harassment, racist or sexist language, misuse of alcohol, drug use etc
- Ensure physical contact occurs only when necessary, and is kept to the safe minimum e.g. spotting on a rock step or in a medical emergency. This should be done only with the knowledge, informed consent and agreement of the person. *This can be verbal agreement.*

TeamWalking adheres to

- Remit of the National Governing Body (NGB) awards - Mountain Training England
- The Management of Health and Safety at Work Act 1974
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995

PHOTOGRAPHS / VIDEO-RECORDING

Photographs and/or videos may only be taken during a walking activity, with the knowledge and consent of all those included in the photograph and/or video; these images may then be shared on TeamWalking's social media and/or website (we do not include personal or identifiable information). *This consent may be verbal.*

ACCEPTABLE BEHAVIOUR

- We strongly believe in leading by example, with good behaviour, acceptable language and positive group management.
- All Mountain Leaders will refrain from using poor or offensive language, including swearing.
- All Mountain Leaders will engender an environment free from prejudice or discrimination with regards to age, gender, religion or ethnicity.
- All TeamWalking Mountain Leaders will not drink alcohol or smoke whilst undertaking the adventurous activity. If the event includes overnight stays, then good behaviour will continue throughout the evening, with any alcohol consumption done in moderation (if applicable).
- All TeamWalking Mountain Leaders will not tolerate abusive, offensive or inappropriate language and/or behaviour from people within their group. Initially, the Mountain Leader will speak with the person concerned to discuss appropriate language/behaviour. If such behaviour continues after a warning then they will be asked to leave the group (only if safe/appropriate to do so), and then refused attendance on future events.
- All TeamWalking Mountain Leaders will engender an environment supportive of lone participants and people who are new to outdoor activities. This will be done through clear joining instructions, punctual timings, accessible meeting points and suitable venues for evening meals, usually at a pub (for events that include overnight stays). Ensure lone participants are safe to walk to their accommodation at the end of the evening.

If Adult Safeguarding issues arise, and an adult appears to be at risk, then this will be reported to relevant authorities.

Appendix A: EMERGENCY PROCEDURES

INCIDENT MANAGEMENT PLAN

Often, incidents are the result of many small contributory factors compounding over time to create a more serious incident. The potential consequences of these contributory factors are often only noticeable and identifiable by the Mountain Leader as the competent and experienced leader of the party; the members of the party often lack the experience to make sound judgements and decisions and so it falls to the Mountain Leader to recognise these factors and make experienced based judgements as to when to take action to minimise the risk if reasonably possible, whilst also balancing the risk of harm with the potential benefit of the chosen activity.

Knowledge of the party members and an assessment of their skills, ability, fitness etc during the early stages of the walk, as well as throughout the walk, are key. This must be coupled with an appreciation and understanding of weather conditions, ground and terrain.

Walking behind the group in the early stages of the walk is good practice, to watch how they deal with slopes, uneven ground and assess fitness levels.

When things start to go wrong, it is important that the Mountain Leader has a strategy for dealing with their group.

- **Stop walking**, bring to group together and take time to consider the situation to avoid hurried action that may compound the problem
- In inclement weather, sit the group in a **Group Shelter**, as this provides warmth, shelter and improves group morale.
- **Eat food and drink fluids** to improve body and brain functions
- **Keep warm** - ensure all members of the group have sufficient clothing - issue spare clothing if necessary.
- **Discuss** the situation with the group - include them in decision making and route planning
- Ensure you **know exactly where you are** and take time to plan a safe route before setting off along the escape route or continuing along the walk
- Know the upper limits of the remit of the Mountain Leader award to avoid very steep ground and other potential hazards (river crossings etc).
- The Leader's responsibility is to his/her party members. As the experienced member of the party, the Leader must always make experienced based judgements to ensure the walk remains within the scope, ability, fitness of all of the party members.
- **Never split the group** - always remain together as one group. If there are two Mountain Leaders within the group, then it may be possible to split the group but again this will be based on a judgement made by the Leaders at the time. The Leader shall not leave participants alone in the hills or mountains, unless it is necessitated for the purpose of seeking rescue. In such cases the Leader shall take all reasonable steps to ensure the safety of the participants.
- In the event of an **emergency situation**, please refer to the [Emergency Procedures](#).

KEEP CALM

KEEP WARM

KEEP TOGETHER

TAKE TIME TO PLAN

LISTEN TO THE 'ALARM BELLS'

EXPERIENCE-BASED JUDGEMENTS

EMERGENCY PROCEDURES

All incidents must be managed in accordance with the Instructor's NGB Award and First Aid training. All incidents are different, and pose different management challenges. Therefore, this Flow Chart is designed to offer guidance with regards to handling an incident. The Instructor running the course or guided walk is responsible for the participants at all times. They must deal with all situations, incidents, accidents or injury ('incident') if they arise, in accordance with their training and TeamWalking's Operating Procedures. An instructor's first duty is to their participants. By giving assistance, neither the Instructor nor the participants should be caused unnecessary risks to their safety.

In the event of illness, accident or injury:

- DANGER - is the area safe; any further danger?
- RESPONSE - assess casualty; are they alert or unresponsive?
- SHOUT - Call for help if necessary/appropriate (try to attract attention of people nearby to help)
- PROTECT AIRWAY; STABILISE CASUALTY (Airway, Breathing, Circulation, Deformity/Detail)
- ENVIRONMENT - Seek shelter and keep warm; energy and water (if appropriate)
- MONITOR CASUALTY - monitor to see if casualty is stable or getting worse
- GET HELP - Call ambulance or Mountain Rescue (999 via police) - precise details of problem and location.
- SELF HELP - evacuation via escape route or finish the walk.

IMPORTANT

- *Only 'self help' if appropriate/safe to do so, and will not make casualty/situation worse.*
- *In case of chest pains/heart attack, get help immediately*

Incident reporting

- The Instructor running the course or guided walk is responsible for the participants at all times. They must deal with all situations, incidents, accidents or injury ('incident') if they arise, in accordance with their training and TeamWalking's Operating Procedures.
- Casualty Cards must be completed, TeamWalking's Emergency Procedures followed and the Accident Book completed.
- In all cases, Mark Reid (TeamWalking) must be informed of any incident as soon as is reasonably possible.
- In case of a serious incident then Mark Reid (TeamWalking) and the Freelance Instructor's insurance companies must be informed, as well as HSE (RIDDOR) if appropriate.
- **Mark Reid can be contacted 24-hours a day on 07711 264019**
- Participant's emergency contact details are recorded on their Booking Form, which are held by Mark Reid.

"Near Miss" reporting

All instructors are asked to report any 'near miss' incidents that did not involve any actual accident or injury, but represent an event that offers learning points from which recommendations and actions points can be taken to improve the Risk Assessment and prevent similar incidents occurring in the future.

Mark Reid will hold a central Accident Book and Incident Log

APPENDIX B: INSTRUCTOR KIT LIST

KIT LIST

Instructors

- Accident Book, Casualty Card and Emergency Procedures forms
- Briefing Sheet, Kit List, Walk Risk Assessment, Route Plan and weather forecast
- Participants List and Booking Forms (*detailing name, age, fitness, experience, medical conditions and emergency contacts*)
- Personal walking clothes, spare personal clothing and full waterproofs
- Group First Aid Kit (*including soluble aspirin*)
- Spare fleece, hat and gloves for group use (as appropriate)
- Sun cream, sun hat and sunglasses (as appropriate)
- Hot drink in a flask
- Personal water, plus spare water
- Personal food, plus high energy snack food / glucose gel or tablets
- Mobile phone, fully charged
- Notepad, pencil, repair kit (gaffer tape),
- Two headtorches (*and spare batteries*)
- Map and compass, plus spares of each
- Survival bag and group shelter
- Trekking poles
- Rope for emergency use (*upland & mountainous areas, depending on terrain, weather*)

Participants - gear check

- Suitable walking clothes (no jeans)
- Suitable footwear (no trainers)
- Full waterproofs (jacket and trousers)
- Spare lightweight fleece
- Warm hat and waterproof gloves (as appropriate)
- Suncream, sun hat and sunglasses (as appropriate)
- Snack food and packed lunch
- Plenty of water plus a hot drink in a flask (as appropriate)
- Head-torch (as appropriate)
- Personal medications (for example, asthma inhaler)
- Spare map and emergency equipment within the group (remote/mountainous routes)

- No Smoking & no alcohol (a judgment may be made about alcohol if appropriate, but restricted to 2 units)
- An enjoyable day out so plenty of rest stops, ask questions and enjoy it.
- Any problems such as blisters, cold, tired etc then inform the Leader BEFORE becomes a problem.
- Countryside Code
- Average walk - 1,400 strides per KM, 500ml water lost per hour, 100 calories per KM.

At pre-walk briefing, ask participants to make the Leader aware of any recent changes in circumstances, illnesses or medical conditions/history prior to the commencement of the walk. ANY QUESTIONS?

This briefing sheet is designed as an aide memoir - it is not necessary to brief all of the above, only the relevant information for the particular walk.

APPENDIX D - Booking Form (including Terms & Conditions)

BOOKING FORM

Please complete one booking form per person

Thank you for choosing **TeamWalking** for your Navigation Course or Outdoor Adventure. I am really looking forward to meeting you and I am sure we will have an enjoyable and memorable time in the Great Outdoors!

BOOKING DETAILS

Course/Activity

Location

Dates

--	--	--

YOUR DETAILS

Your name

Your phone number

Your email address

Your postal address

Postcode

Emergency contact
(name and 'phone number)

PAYMENT

Cheque attached
payable to TeamWalking

Paid online

**TeamWalking provides the walking activities only.
All participants must provide their own travel, food, accommodation and walking boots.**

OUR CONTACT DETAILS DURING THE WALK

Your Walking Guide will be Mark Reid (Mountain Leader), unless otherwise stated on your confirmation email. If you or a family member wishes to contact Mark Reid before or during the activity, his mobile is 07711 264019.

WHAT TO WEAR & BRING WITH YOU

What to wear

It is important to wear a 'layering system' of clothing as follows:

- Base layer - long-sleeved T-shirt
- Mid layer - fleece
- Outer shell - waterproof/breathable coat and over-trousers
- Walking boots. These must be waterproof with good ankle support and sturdy soles
- *plus* walking trousers

Wear clothing that is made from synthetic fibres, which are quick drying and help 'wick' moisture away from your skin. Do NOT wear cotton (especially jeans) as cotton soaks up moisture.

What to bring

- Sunhat, sunscreen and sunglasses (spring to early autumn)
- Warm hat
- Waterproof gloves
- Water bottle (at least 1 litre)
- Flask of hot drink
- Spare fleece
- Packed lunch
- High energy snack food (dried fruit, nuts, muesli bars, chocolate bars etc)
- Medications (if applicable)
- Waterproof bag for camera, mobile 'phone etc
- Rucksack (to carry all of this in!)

Please note:

Please provide your own personal walking clothes (base layers, walking trousers, socks etc).

We recommend you provide your own waterproof walking boots with sturdy soles (with good tread) and ankle support, as these will be more comfortable than borrowed boots. We do have a few pairs of walking boots you can borrow, in sizes 4 - 12.

NEED TO BORROW SOME OUTDOOR GEAR?

We can provide the following outdoor gear:

- Waterproof outdoor Jacket (sizes S - XL)
- Waterproof over-trousers (sizes S - XL)
- Fleece (sizes S - XL)
- Waterproof gloves (sizes S - XL)
- Warm hat
- Rucksack
- Head-torch
- Walking boots (sizes 4 - 12) - *we recommend you wear your own boots if you have them*

Please fill out your requirements on the participants list below.

Please see your Walk or Course Overview for more details about your chosen activity
PARTICIPANT INFORMATION - *All information will be treated in confidence.*

Name

Age

How often do you exercise?

What regular exercise do you currently do?

- Physical activity 0 or 1 day per week
- Physical activity 2 - 4 days per week
- Physical activity 5 or more days per week

NB: 'physical activity' means a minimum of 30 minutes of moderate exercise, such as brisk walking, swimming, jogging, cycling etc

Score yourself out of 10 for fitness.

When did you last climb a hill, fell or mountain?

(10 is 'Olympic Athlete' and 0 is 'Couch Potato')

(name of hill/mountain & date climbed)

Your hill-walking experience?

What outdoor gear would you like to borrow?

(please give sizes)

Medical conditions, allergies, special requirements or recent illnesses

Please list all pre-existing medical conditions, allergies, special requirements or recent illnesses that may affect your participation in this activity, even if you think they may not be relevant. Please give full details of your condition(s), as this helps us provide an enjoyable and rewarding day for all. If you have a pre-existing medical condition that may make it unsafe for you to take part in this activity, then it may be necessary to seek advice from your GP. Please ensure that you bring any medication that you may need with you on your activity.

- I am aware that walking & outdoor activities have an inherent and unavoidable risk of accident or personal injury. I understand the nature of the activity I have chosen to take part in and accept the risks involved.
- I consent to emergency medical treatment or medication to be administered to me during the activity in the event of injury /accident.
- I confirm that I have a reasonable and suitable level of fitness and ability for my chosen activity.
- I confirm that the information I have provided on this Booking Form is accurate and complete.
- I undertake to inform TeamWalking of any material changes to the personal information I have provided on this Booking Form between signing this form and the day of the walk.
- **By completing, signing and returning this Booking Form I confirm that: I have read through, understood and accepted the Terms & Conditions detailed below; I am fully aware of the type of activity I will be undertaking; I consent to my or my child's participation.**

Signed *(by the participant, or parent/legal guardian if under 18)* **Date**

Photos & videos are taken on courses and walks, which we then send you as a memento & use on our website & social media. We never include identifying information when we publish these images. If you do not consent to this please inform Mark Reid at the start of the walk.

BOOKING TERMS & CONDITIONS

IMPORTANT: please read carefully

- **Hill & Mountain environment** - Hill and mountain walking are adventurous activities with a risk of personal accident and/or injury. Part of the attraction of valley, hill and mountain walking is the challenge of tackling different terrains, landscapes and weather conditions; indeed, risk is often an integral part of the activity. Every effort is made to minimise potential risks & hazards; however, the very nature of valley, hill and mountain walking involves a certain level of inherent and unavoidable risk of personal accident and/or injury. The most common accident and/or injury in the outdoors include slips, trips and falls, as well as personal injury such as blisters, strained muscles, scratches & stings, sunburn, getting cold and varying degrees of personal discomfort due to weather/ground conditions (these are just examples and is not an exhaustive list). Of course, more serious accidents/injuries may occur due to the natural environment (steep, uneven, rocky, wet, slippery ground), personal health issues and extreme weather conditions. By taking part in this activity, you are aware of and accept these risks.
- All walks will involve a varying degree of uneven & rough terrain, muddy/rocky/wet ground, fields, riverside, woodland, remote open country, high ground, hills, moorland and mountainous terrain, stiles, stream crossings, roads and lanes, farms and livestock as well as a number of ascents/descents, some of which may be steep and sustained.
- **Weather** - We may encounter adverse weather conditions on the walk, such as strong winds, rain, mist, fog, sunshine (harmful UV), heat or cold. We may also encounter darkness and/or poor visibility. These conditions are an inherent part of outdoor activities, but may lead to varying levels of personal discomfort, such as getting cold and wet. The Walk Leader will continuously monitor weather and ground conditions, and dynamically manage the route chosen during the day to suit the group's needs.
- The pre-planned routes may be subject to change whilst on the walk due to adverse weather conditions, pace of the group, fitness and ability levels, accidents or injuries etc. In extreme circumstances the walk may be terminated. Once the walk has commenced then any such changes to the pre-planned walk are deemed to be part of the event. The decision to change or terminate the walk lies solely with the Walk Leader.
- Walking and outdoor activities can be strenuous. Never underestimate the strenuous nature of walking particularly when this is combined with the natural environment, hill and mountainous terrain and the elements.
- Mark Reid or his freelance Mountain Leaders (Walk Leaders) accept no responsibility for personal accidents or injury or for loss or damage to personal effects unless caused by their negligence as Walk Leaders. We strongly recommend you have adequate personal insurance cover for accident or injury, as well as travel insurance in case of cancellation.
- All participants must take heed of any safety information, guidance or hazard warnings given by the Walk Leader during the pre-walk briefing or whilst on the walk.
- **Fitness and Experience** - Most of our walks require no previous hill-walking experience as full guidance will be given; walks are 'pitched' according to the experience and average fitness levels of the group. Some of our Outdoor Courses do require some previous hill-walking experience (NNAS Silver/Gold awards, Mountain Skills, Compass & Contours & Relocation courses). A reasonable level of fitness and ability is required as the natural environment can be demanding at times. Our mountain walks, challenge walks and walking holidays require a good level of fitness and stamina.
- All participants must provide full, complete and accurate information on their Booking Form, including any medical conditions, special requirements, allergies and/or recent illnesses; participants must inform the Walk Leader of any changes to their personal information (including medical information) that have occurred between signing their Booking Form and the day of the walk.
- All participants must provide suitable outdoor footwear, preferably walking boots, with sturdy cleated soles and ankle support.
- The Walk Leader reserves the right to refuse to take a participant whom they consider will be unable to complete the planned activity, is wearing unsuitable clothing, ignores direct safety instructions from the Walk Leader or whose behaviour falls below an acceptable standard that puts others within the group at risk.
- **Alcohol, smoking** - As this is an Adventurous Activity in a natural environment then we operate a no alcohol & no smoking policy during the activity.
- **Dogs** - You are welcome to bring a well-behaved dog with you on some of our courses and walks. Your dog MUST be insured, wormed and kept on a lead at all times. Some of our courses/walks are not suitable for dogs, due to ground-nesting birds, livestock, terrain etc. You must have permission from us before the course/walk in order to bring your dog with you. *Registered assistance dogs are always welcome.*

- **Accommodation, Food & Travel** - You must book and pay for any accommodation, food and/or travel (the 'service provided') directly yourself. The contract for the service provided is between the person making the booking and the service provider.
- **Payments** - full payment is required prior to the outdoor course or activity (the 'event') to secure your booking.
- **Transfer of Booking** – You may transfer your booking to another advertised date (subject to availability) subject to the payment of the following transfer fees:
 - Within 14 days from the date you paid for your booking ('date of booking') – *free transfer*
 - After 14 days from date of booking & over 28 days before the event – *additional payment of 10% of the cost of the event.*
 - 14 - 28 days before the event – *additional payment of 25% of the cost of the event.*
 - 7 – 14 days before the event – *additional payment of 50% of the cost of the event.*
 - Within 7 days of the event – *additional payment of 75% of the cost of the event.*

These transfer fees are payable at the time of transfer (plus any price difference). All transfers must be made prior to the event.
- **Cancellations** - You may cancel your booking any time within 14 days from the date you paid for your booking ('date of booking'), and we will refund the cost of your booking in full. All cancellations must be confirmed in writing by email, text or post (your refund will be sent to you within 14 days). Cancellations after 14 days from the date of booking will be subject to the following cancellation charges (which will be deducted from your refund):
 - Within 14 days from the date you paid for your booking ('date of booking') - *full refund*
 - After 14 days from date of booking & over 28 days before the event – *cancellation charge of 25% of the cost of the event.*
 - 14 – 28 days before the event – *cancellation charge of 50% of the cost of the event.*
 - 7 – 14 days before the event – *cancellation charge of 75% of the cost of the event.*
 - 1 – 7 days before the event or non attendance – *cancellation charge of 100% of the cost of the event.*
- The event may be cancelled by the Walk Leader within 48 hours of the event due to adverse weather conditions or forecast. If the event is cancelled by the Walk Leader then the event will either be rescheduled for another date, your booking transferred to another advertised date or a credit note issued to be redeemed within 12 months against any TeamWalking event. The decision to cancel the event lies solely with the Walk Leader. In the event of cancellation by the Walk Leader, then TeamWalking's liability is limited to the cost of your chosen activity only. We recommend you have adequate travel insurance in case of cancellation.
- **Under 18s.** Under 18s (*minimum age 14*) may attend if accompanied by a parent or legal guardian. Your child must be accompanied at all times during the activity by you as their parent/legal guardian, and must be within sight and sound of you during the activity. You as the parent/legal guardian are responsible for your child at all times; TeamWalking does not act 'in loco parentis' at any time.

These Terms and Conditions must be read in conjunction with the relevant Walk or Course Overview, which gives more details of the chosen activity; together the Booking Form and the Walk or Course Overview form the contract between us.

Mark Reid is a qualified *Walking Group Leader, Hill & Moorland Leader and Mountain Leader*, and holds a current Outdoors First Aid certificate as well as Public and Civil Liability Insurance.

PLEASE RETURN TO: TeamWalking, 102 Leeds Road, Harrogate, HG2 8HB *Places subject to availability.*
 (T) 01423 871750 (M) 07711 264019 (E) info@teamwalking.co.uk (W) www.teamwalking.co.uk

UPDATED 29th September 2018



APPENDIX E - Privacy Policy (GDPR)

TeamWalking Privacy Notice

TeamWalking

TeamWalking offers a range of outdoor walking courses (navigation skills) and guided hill and mountain walks in the UK & British Isles. TeamWalking is operated as a Partnership, with Mark Reid (admin & courses/walks) and Bernadette Reid (admin). Mark Reid is the Data Controller & Processor of the personal information that participants provide to us via our website (TeamWalking and TeamWalking Shop) as well as their Booking Forms.

Personal Information we need

When making a payment transaction for a course or walk, we will require the following information to be entered into our OpenCart eCommerce site (TeamWalking Shop).

- First & last name
- Billing Address & Delivery Address
- Contact details, including email address and phone numbers

Your card details are processed securely by our third party payment provider (SagePay); we do not have access to this information. Please see SagePay's Privacy Policy <https://www.sagepay.co.uk/policies>

Once payment has been made, we will send you a Confirmation Email and a Booking Form, which constitutes the contract between us.

Additional personal information is required for each participant attending a course/walk, to be entered onto the Booking Form, either digitally or printed.

- Name, contact details and home address of each participant
- Emergency contact name and phone number
- Age, current fitness and exercise information
- Hill walking experience
- Outdoor gear/clothing/boots you would like to borrow
- Medical information, allergies, recent illnesses or special requirements

Under 18s (minimum age 14)

The above information will be collected about the person aged under 18 from their parent. They must be accompanied by their parent on the course/walk.

Why we need your personal information (contract of service)

We process your personal information in order for us to enter into a contract with you and provide you with your chosen outdoor course or guided walk. *The reasons are as follows:*

- To enter into a contract and provide the service you require (outdoor course or guided walk). You need to provide payment and personal details so we can send you detailed information about your chosen course/walk, including the Confirmation Email and Booking Form (which form the contract).
- We need to know who is attending our courses or walks so we can provide a safe and enjoyable outdoor experience for you. This means that we require personal details, emergency contact, age, health and fitness information to be completed and returned to us on the Booking Form (*special category of data*).
- To allow us to respond to and communicate with participants regarding questions, comments, support needs, complaints or concerns in relation to our courses or walks. We also send you feedback emails and photographs after the course/walk.
- To comply with legal requirements for our own insurance and tax (HMRC) purposes.

You have the right to object to us using your personal information in certain circumstances. If you wish to object to any of the above processing, please contact us on info@teamwalking.co.uk. If we agree and comply with your objection, this may affect our ability to enter into a contract with you or provide you with our services.

Why we need your personal information - marketing (consent)

If you would like to receive email marketing communications from us, we will ask you to opt-in to our database when we meet you on the course / walk. You will simply need to sign a opt-in form to give TeamWalking consent to send you marketing emails. This database will not be shared with any third parties.

You may change your preferences at any time or request that we stop sending you email marketing communications by clicking the 'unsubscribe' button at the bottom of the email marketing communications we send.

NNAS & Mountain Training - Third Parties (contract of service)

We provide courses accredited to National Navigation Award Scheme (NNAS) and Mountain Training. They require some personal information from you so they know who is attending the course, course reports can be completed and certificates sent to you. This is necessary to fulfil the contract of service between us.

We will ask you to provide this personal information directly with either NNAS or Mountain Training via their website; your personal information will then be added to their online database (managed by TahDah Verified Ltd). We can then access this information via their website in order to complete course reports; the information we can view is your name, date of birth, gender, email, address, telephone, emergency contact, special requirements, Digital LogBook entries and feedback.

NNAS's Privacy Policy <https://nnas.org.uk/privacy-policy/>

Mountain Training's Privacy Policy <http://www.mountain-training.org/privacy-policy>

Who we share your personal information with

We may be required to share personal information with statutory or regulatory authorities and organisations to comply with statutory obligations. Such organisations include the Health & Safety Executive, The Disclosure and Barring Service and the Police for the purposes of safeguarding children and vulnerable adults.

We may also share personal information with our insurers as well as our professional and legal advisors for the purposes of seeking advice, legal counsel or in the event of an insurance claim against us.

We may share a 'summary' of your personal information (name, fitness, medical information) to freelance outdoor instructors who are assisting Mark Reid with a course or walk where group numbers require more than one instructor. This information will be in printed format only, and given to the freelance outdoor instructor on the day of the course / walk and collected back by the Data Controller at the end of the course /walk.

In the event that we do share personal information with external third parties, we will only share such personal information strictly required for the specific purposes and take reasonable steps to ensure that recipients shall only process the disclosed personal information in accordance with those purposes. We only share personal information with Third Parties where it is legally required or is essential for us to fulfil our contract with you.

How we protect your personal information

When you use our websites (teamwalking.co.uk or walkingweekenders.co.uk) you do so through secure servers (SSL). The use of Secure Socket Layer (SSL) means that all personal information is transmitted securely over the internet. Your personal information is then stored on the OpenCart eCommerce system (password protected), Mark Reid's computer (password protected) and also printed forms in course/walk

folders. This information can only be accessed by Mark Reid and/or Bernadette Reid for the purposes set out above. We do NOT have access to your credit card details.

How long we keep your personal information

We will keep your personal information for 7 years (financial information and the contract between us) to comply with our legal requirements for insurance and tax (HMRC) purposes. After 7 years, this personal information will either be deleted (digital) or shredded (paper).

Your rights

You can exercise any of the following rights by writing to us at info@teamwalking.co.uk

Your rights in relation to your personal information are:

- you have a right to request access to the personal information that we hold about you by making a “subject access request”;
- if you believe that any of your personal information is inaccurate or incomplete, you have a right to request that we correct or complete your personal information;
- you have a right to request that we restrict the processing of your personal information for specific purposes; and
- if you wish us to delete your personal information, you may request that we do so.

Any requests received by TeamWalking will be considered under applicable data protection legislation and we will need to check your identity before taking any action. It may not be possible to delete all of your personal information before 7 years have elapsed from the time you made the booking for a course/walk or attended the course/walk, as we are legally required to keep good financial records for HMRC. We will reply within 30 days.

TeamWalking: 102 Leeds Road, Harrogate, HG2 8HB

Updated: 24/05/18

APPENDIX F - Walk/Course Overviews

The Confirmation Email, Booking Form and Walk/Course Overview constitute the Contract between TeamWalking and the participant.

All Walk/Course Overviews can be found here

<https://www.teamwalking.co.uk/course-calendar/booking-forms.html>

APPENDIX G: ENVIRONMENTAL POLICY

We are passionate about using the countryside, hills and mountains in a sustainable way.

Our ethos is to...

- * Always give something back to the local area
- * Stay, eat and drink locally
- * Work closely with local businesses
- * Promote public transport
- * Tread carefully and lightly
- * Inform, educate and inspire
- * Reduce our carbon footprint as much as possible

Sustainable Travel

- * Plan our courses and walks so that we reduce down travel time as much as possible throughout the year; plan walks in similar locations on consecutive days to reduce travel
- * Use locations with good public transport links as much as possible
- * Promote public transport in all correspondence
- * Promote car sharing for groups and corporate bookings
- * Offer a pick up and drop off service to the nearest railway station
- * Choose locations that do not require the use of a car once the group has arrived.

Spend locally

- * Plan our courses and walks so that we always use villages with a good variety of accommodation and public transport links
- * Use local pubs and cafes to base our walks from
- * Promote accommodation options for all of our courses, to encourage people to stay overnight

'Payback' schemes

- * Plant one deciduous tree in the Yorkshire Dales for every corporate booking
- * Work with the National Trust in the Yorkshire Dales, and make a contribution for each course to the NT
- * Donate to the Yorkshire Three Peaks project
- * Encourage Green Transport to courses and walks by promoting car sharing and public transport.

Tread lightly

- * Tread lightly and carefully as the moors and mountains are fragile landscapes that support rare wildlife.
- * Keep to paths to avoid expanding erosion to the side of the paths
- * Pick up ALL litter that we see. Carry EVERYTHING out with us that we brought in
- * Carry out all biodegradable waste, including apple cores and banana skins
- * Take people to quieter areas and onto Access Land to reduce our impact on busier routes.
- * Use a variety of venues and locations to avoid over use
- * Educate, discuss and inform people about our environmental impact, natural environment and rare habitats.
- * Educate, discuss and inform people about how we can all reduce our impact on the environment.
- * Keep group sizes to within reasonable ratios to reduce our impact with regards to noise, erosion and detrimental effects to the environment.

Kit, Clothing and Equipment

- * Maintain and repair our outdoor clothing and kit to make it last longer
- * Recycle as much as possible
- * Educate our clients about using re-usable plastic water bottles, rather than single-use water bottles

Leave nothing but footprints, take nothing but memories, kill nothing but time

APPENDIX H: INJURY TO MOUNTAIN LEADER

Carried in Mountain Leader's rucksack

In the event of illness, accident or injury to the Mountain Leader

Assess for **DANGER** - is the area safe before you approach?

SHOUT for help, to attract the attention of other people nearby.

Open the Mountain Leader's **RUCKSACK**. There you will find:

- First Aid Kit
- Group Shelter
- Spare clothing
- Food & drink
- Map & Compass

Keep the casualty **WARM** - use spare clothing, insulate from the ground, put the Group Shelter over the casualty and some group members

In the case of illness:

ASK the Mountain Leader if this has happened before. Is there any medication he/she needs?

Administer medication. If the casualty does not improve, see below

In the case of serious illness or accident:

- **CALL FOR HELP:** call 999 and ask for POLICE and then MOUNTAIN RESCUE. Give as much detail as possible about your location, accident and casualty. Give a Grid Reference (*it tells you in the 'key' on the OS map how to take a Grid Reference*).
- **PROTECT AIRWAY** - if unconscious and breathing, gently move the casualty onto their side, tilt head backwards, check for obstructions
- **BREATHING** - if they have stopped breathing or heart has stopped, move them onto their back and start Chest Compressions (CPR). Place the heel of your hand on the breastbone at the centre of the person's chest. Place your other hand on top of your first hand and interlock fingers. Position yourself with your shoulders above your hands. Using your body weight, press straight down by 5–6cm on their chest at 100 chest compressions a minute (roughly to the rhythm of 'Stayin' Alive'). Continue this until help arrives. If you have been trained in CPR, then also administer Rescue Breaths. After every 30 chest compressions, give two breaths. Tilt the casualty's head gently and lift the chin up with two fingers. Pinch the person's nose. Seal your mouth over their mouth and blow steadily and firmly into their mouth. Check that their chest rises. Give two rescue breaths. Continue with cycles of 30 chest compressions and two rescue breaths until help arrives.
- **CIRCULATION:** check for bleeding and blood loss. Apply pressure on the wound to stop bleeding (bandages), and elevate the limb or part of the body if possible.
- **DETAILS:** check for other injuries or pre-existing medical conditions. Monitor the casualty to make sure they are stable.
- **ENVIRONMENT** - ensure the casualty stays warm

TO CALL MOUNTAIN RESCUE

Phone 999 and ask for the Police

Ask the Police controller for Mountain Rescue

Give as much detail as possible about the casualty, accident and your location..

APPENDIX I: DISCIPLINARY PROCEDURES

6th May 2015

DISCIPLINARY AND GRIEVANCE PROCEDURES

NB: All outdoor instructors are self employed.

TeamWalking's operating procedures clearly sets out acceptable behaviour and language when dealing with our clients. It also sets out how we wish them to act in a professional manner in accordance with their NGB awards.

All outdoor instructors are role models, and are there to ensure an enjoyable experience in the outdoors.

GRIEVANCES

If an freelance outdoor instructor has any concerns, problems or complaints they should feel able to raise these in a supportive environment with Mark Reid.

Mark Reid will listen to their grievances

Mark Reid will, if necessary, investigate their grievance and discuss his findings with them

An action plan to remedy to grievance will be discussed.

The freelance outdoor instructor can be accompanied by another person of their choosing throughout this process

DISCIPLINARY

As the freelance outdoor instructors are self employed then it is not possible for TeamWalking to discipline them. However, if a situation arises where the freelance outdoor instructor has breached our operating procedures then Mark Reid will:

Investigate the circumstances of the breach

Discuss this fully with the freelance outdoor instructor

Discuss any learning points or 'near miss' action points

Then, Mark Reid will either establish an action plan for the future to avoid further breaches and confirm this with the freelance outdoor instructor OR decide not engage their services again as a self employed freelance outdoor instructor.

Mark Reid

APPENDIX K: CASUALTY CARD

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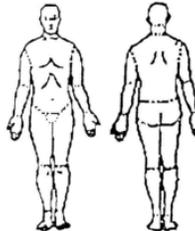
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Casualty Card.pdf

Injury / Illness Report

Nature and extent of injuries / illness:
(please indicate wound, fracture, pain or other opposite)



Treatment given to date (if any):

Vital Signs

Time	Level of Consciousness (Alert, responds to Verbal stimulus, responds to Pain, Unresponsive)	Heart Rate Full/weak? Regular/irregular? (normal adult = 60-80/min)	Respiratory Rate Laboured? Shallow/Deep? Regular/Irregular? (normal adult = 12-20/min)	Capillary Refill (normal = less than 2 secs)	Skin Colour and Temperature	Other	Other

1 of 2

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Casualty Card.pdf

teamwalking 

Casualty Card

Personal Details

Name:
Age:
Home Address / Telephone:

Description of Accident

Time / date:
Description:

Medical Details

Signs / symptoms
Allergies:
Medications
Past Medical History:
Last fluid / food consumed:
Events leading up to accident

Location

Location
Nearest town / village
Grid Reference

2 of 2

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APPENDIX L: MOUNTAIN LEADER CONTACTS

Carried in Mountain Leader's rucksack

Mountain Leaders

CONTACTS

MOBILE PHONES

Mark Reid	07711 264019
Graeme Tiffany	07949 595219
Richard Tarran	07866 410616
Paul Stepto	07595 935466
John Rocks	07944 551630
John Proctor	07886 615581
Martin Rivett	07981 757218
Emma Holland	07813 804566

WALKIE TALKIES

Use Channel 7 - *this channel is pre-set and locked.*

MEDICAL EMERGENCY

Non remote location by a public road - call 999 and ask for an ambulance.

Remote location - Contact the Mountain Rescue team by calling the Police (999).

Ask for _____ **Police.**

The Mountain Rescue team that covers this area is _____,
based at _____ (village) in _____ (county).