



TeamWalking

OPERATING PROCEDURES

Mark Reid

August 1st 2013

UPDATES

19th February 2015

5th May 2015

15th April 2016 (minor changes)

15th January 2019

15th June 2020

26th March 2021

26th October 2022

2nd February 2023 (minor changes)

7th July 2023 (dogs policy)

30th December 2023

26th May 2024 (revised T&Cs)

17th March 2025

15th September 2026 (revised T&Cs)

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INTRODUCTION

TeamWalking offers walking activities in the valleys, hills and mountains of the British Isles. TeamWalking is owned and operated by Mark Reid, and is a 'sole trader' business. Mark Reid established TeamWalking in 2007.

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 a Fellow of the Royal Geographical Society and member of the Institute for Outdoor Learning and is a Board Director (charity) for the National Navigation Award Scheme.
- Mark Reid is an Outdoor Professional, and runs around 100 outdoor courses, walks and activities each year, and walks over 2,000 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 2015, TeamWalking has appointed John Proctor as their technical advisor. John holds the Mountaineering Instructor Award MIA (Candidate Number: 15923). John Proctor has checked through my Operating Procedures and Risk Assessments in February 2015, March 2019 and January 2023.

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 33,000 miles of footpaths (as of Sept 2026) 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 22,000 people outdoors since 2007 (as of Sept 2026). 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 Consent Forms state that: *“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 discomfort, accident, injury or death. 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.”*

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). 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, if appropriate)
- Emergency Procedures & Incident Management
- Safety Activity Briefing Sheet & Kit List
- Activity Details - Purpose of the day, Route Plan/Overviews, 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, Consent 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, approximate 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 (*see Terms & Conditions*).
- All Participants must complete & sign a Consent 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 Consent Form by email or post; once this has happened then they are bound by our Terms and Conditions. Any areas of concern and/or relevant pre-existing medical conditions are always followed up.

STATEMENT REGARDING MEDICAL CONDITIONS / DISABILITIES / INCLUSIVITY

- 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 Consent 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. This follow-up may be undertaken via email or phone prior to the walk, or verbally on the day of the walk.
- 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 (such as anxiety, depression etc) or pre-existing medical conditions (such as asthma, diabetes, epilepsy, hypertension etc). These will be recorded on their Consent 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 (*see Terms & Conditions*).

STATEMENT REGARDING ACCESSIBILITY

- Routes will be chosen and planned taking into account the purpose of the walk, weather & ground conditions, season, location as well as personal information provided on the Consent 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 good standard. We will always ensure that the meeting points are expecting us, if appropriate.

- 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 overnight stays, evening meals etc are optional and are not an integral part of the event, as people may be travelling daily from where they live etc.
- 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 and know where it is located.

See Appendix for **Equity, Equality, Diversity & Inclusivity** Statement.

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

RISK ASSESSMENT GUIDELINES

GROUP

PRIOR KNOWLEDGE (CONSENT FORM)

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

ACTION

Plan, inform; dynamic, flexible
Consent form, provide kit, gear check
Follow up with email, if relevant
Follow up with email, if relevant

PURPOSE, AIMS, EXPECTATIONS

What is the purpose?

- Enjoyment, social
- 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

*Our **MAXIMUM** ratios for various walking activities are as follows:*

Valley / Low-level	20 people per Leader	Hill / Moorland	15 people per Leader
Mountain	12 people per Leader	NNAS awards	8 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 **MAXIMUM RATIOS** and will often be lower than this, and are dependent on a number of factors:*

- Purpose, 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
- An emergency situation. For example: two Mountain Leaders may be out with a group of 16 people in the mountains and two people requires walking down separate to the main group and one of the Mountain Leaders guides the two people down off the mountain. The ratio was 1:8 at the beginning of the walk, but changed due to circumstances. *The decision about continuing with the larger group must be made at the time by the Mountain Leaders, taking into account weather, group management, group experience, terrain, objectives, what the issue is with the two people who requires walking down, can the Mountain Leader re-join the group etc.*

ROUTE PLANNING

The route will depend on:

- Group size
- Purpose, 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

Route Planning is a progression that varies from local knowledge to in-depth pre-walk planning for new areas. Route Planning progression may vary from a cognitive decision-making process by the Walk Leader on the morning of the walk when they meet their group, to a discussion between Walk Leaders on the day of the event, an 'overview map' where the Walk Leader decides to head to an area with lots of options, or a more formal printed route map (OSMaps) or written Route Plan.

Route Plans must be viewed ONLY as a guide and overview of possibilities; the actual walk must be flexible and adaptive to allow dynamic route choices during the walk to take into account the many variables involved, particularly weather conditions, ground conditions, terrain, individual needs, group needs, season, time available, pace, experience, skills, purpose and aims, ability, fitness etc. Ideally, there should be a 'walk in' of easier terrain for the first few kilometres so the Mountain Leader can assess the ability of the group, with an early 'key location' where a decision about route options can be made (low level, mid level or high level, for example). There should be 'key locations' along the walk throughout the day where options are available to change route. We recognise that options may be limited on certain walks, but a 'what if' Plan B must always be considered (also known as an Escape Route).

Route Planning should be seen as an 'overview of possibilities' for a day outdoors, rather than a rigid route that must be stuck to. The 'commitment trap' is a key heuristic decision making trap that is frequently involved with incidents outdoors.

The Route Planning 'Flow Chart' is to be used, as this highlights to questions to be considered - **Appendix J.**

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 with key information 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
- Purpose, aims, expectations, aspirations
- Group size
- Route planning and weather forecast
- Leadership, briefing, communication
- **RISK ASSESSMENTS**
- **SAFETY BRIEFING**
- **EMERGENCY PROCEDURES & INCIDENT MANAGEMENT**

PROVIDE REQUIRED EQUIPMENT

- Consent 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)

- Consent Form, website and pre-walk information
- Route Planning, 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
- Be alert the the **FOUR AWARENESSES** - Spatial, Situational, Environmental and Emotional

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

Why, who, when, where and what

CONSENT FORMS MUST BE COMPLETED BY ALL PARTICIPANTS

WALK RISK ASSESSMENT FLOW CHART

Operating Procedures, Health & Safety Policy & Generic Risk Assessment



PRE-WALK - Send out Consent Forms and Confirmation Email & Walk Overview

Once Consent 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. Ensure everyone is aware of what the walk may entail in terms of landscapes, terrain, hazards, weather, distance, timings etc.



PRE-WALK - Specific Walks Risk Assessments

Challenge Walks

Valley, Hill & Guided Walks (Valley, Hill & Moorland)

Upland, Fell & Mountain walks (Mountain)

Event Specific Risk Assessment (e.g Coast to Coast, Knoydart etc)

Get weather forecast, assess risks associated with weather forecast/history.
Medical / Health conditions that require follow up or specific Risk Assessment.
Route Planning for the day. Highlight any specific risks/actions for the route/group on Walk Risk Assessment.



PRE-WALK - Send 'Final Walk Summary' email to participants

To be sent a few days 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



MORNING OF WALK / CAR PARK - Specific Risks / Assessments / Kit

To go through on the day

Overview of the day / aims / objectives / purpose (why are people there?)
Briefing Sheet / Route Plan & Escapes / 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)
Discuss with everyone their experience (possible). Ask if anyone has any questions / concerns



WALK IN - Observations / Ability Assessment / training / use of kit

Discuss common accidents and incidents, and gradually introduce training through observation, demonstration and practice, e.g. crossing stiles, slopes, streams. Observe, adjust and/or demonstrate use of clothing and/or kit, if necessary/appropriate. Training on the walk-in in a structured and progressive way on easy and safe ground. Breathing, foot placement, body posture, balance, co-ordination, movement skills, centre of gravity. Observe the group during the first part of the walk for ability, fitness, agility, pace, kit, which will allow adjustments of route, pace, group dynamics etc to provide an achievable day for all.



THROUGHOUT THE WALK - focus, concentration, observation, dynamic, flexible

Keep focussed on individuals and group dynamics, pace, fitness and ability.
Flexible and dynamic route choice. Dynamic Risk Assessment throughout the day, for the unforeseen circumstances, hazards, appropriate route choice, achievability, timings, capabilities etc.



POST-WALK - feeling and feedback

How is everyone feeling? What feedback is there from people - plus, minus, interesting.
Any improvements or learning to take away from the day? Accident or Near Miss reporting (See Appendix O, P, Q)

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 if necessary a Specific Risk Assessment produced for that particular activity in conjunction with participant/group information, purpose, 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) or the Hill & Moorland Leader (HML) in appropriate terrain.

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 Consent 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.

NO ALCOHOL can be consumed before or during the walks by any Mountain Leader or Participant. If a participant consumes alcohol during the activity then the Mountain Leader must instruct them to stop drinking immediately. There is a NO SMOKING policy during the walk, as the walk is our working environment, and there is also a potential fire risk.

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.

Route Planning will be undertaken for all walking routes, with alternative and escape routes.

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)

FREELANCE MOUNTAIN LEADER 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
- Route Planning and Weather Forecasts
- Safety Activity Briefing and Kit List
- Emergency Procedures & Incident Management
- Contacts (Mark Reid, Mountain Leaders, emergency contacts etc)
- Annual Zoom meeting to discuss Operating Procedures, Risk Assessments and share good practice.

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 all walks. Not all activities that TeamWalking offers are suitable under 18s. The following ratios include ALL participants - children, parents and adults.

Valley / Low-level	20 people per Leader	Hill / Moorland	15 people per Leader
Mountain	12 people per Leader	NNAS awards	8 people per Leader

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: 0800 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 confidential, 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 if there is a social gathering, 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.

Safeguarding reporting form

This form should be used to record safeguarding concerns relating to Children and/or Vulnerable persons.

In an emergency please do not delay in informing the police or social services. All the information must be treated as confidential and reported to the Designated Safeguarding Officer within one working day or the next working day if it's a weekend.

The form should be completed at the time or immediately following disclosure, but after all necessary emergency actions have been taken. Please complete the form as fully as possible.

1 Your details – the person completing the form

Name

Position

Telephone

Email

2 Details of the person affected

Name

Address

Telephone

Email

3 Details of the incident (please describe in detail using only the facts)

4	Other present or potential witnesses		
Name Address Telephone number			
		Email	

5	Additional relevant information (please detail anything else that you believe to be helpful or important)
---	---

I have completed this form and provided information that is factual and does not contain my own views or opinions on the matter.

Print name	
------------	--

Signature	
-----------	--

Date	
------	--

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

See Appendix O, P & Q

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 - Shout 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
- FEED - High energy food and water solves most issues outdoors, namely cold, tiredness etc. Only give food and water if appropriate.
- MONITOR CASUALTY - monitor to see if casualty is stable or getting worse
- GET HELP - Call ambulance or Mountain Rescue if in remote location (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 commencing CPR.*

Incident reporting

- The Mountain Leader 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 MT 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 during all reasonable hours on 07711 264019**
- Participant's emergency contact details are recorded on their Consent 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

See Appendix O, P & Q

APPENDIX B: INSTRUCTOR KIT LIST

KIT LIST

Instructors

- Accident Book, Casualty Card and Emergency Procedures forms
- Briefing Sheet, Kit List, Walk Risk Assessment, Route Planning and weather forecast
- Participants List and Consent 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 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)

APPENDIX C: ACTIVITY SAFETY BRIEFING

It is important that members of the party are equipped to deal with an accident or injury occurring to the Mountain Leader (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 (First Aid kit, Group Shelter, Mobile Phone, Spare clothing, map and compass etc)
- Proposed route, and kept informed of their location on a map during the walk. *It is good practice to involve group members in decision making and route finding 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, use of their mobile phone, first aid kit etc)

WALK DETAILS

ROUTE PLAN - overview of the walk

- | | | |
|-----------------|----------------|--------------|
| • Distance | Time | Height gain |
| • Terrain | Objectives | Alternatives |
| • Escape routes | Lost procedure | |

TOILETS

- Toilets, and going to the toilet outdoors
- Personal hygiene

REST STOPS

- Food, water, breaks, facilities en route (cafes, pubs, toilets, buses etc)

WEATHER FORECAST, TERRAIN & ROUTE PLAN

Specific Risk Assessment - highlight specific hazards and action to take

- Steep ground / cliffs / crags
- Roads / stiles / farmyards / livestock
- Terrain & rock underfoot (limestone - slip hazard)
- Height gain
- Water hazards
- Weather forecast and history (heat , cold, wind, rain, lightning)

GEAR CHECK - Participants

- See Kit List. Correct rucksack adjustment. Check suitable footwear. Ensure everyone has waterproofs.

ON THE WALK

- Leader will warn participants about specific hazards along the walk
- Ladder stiles, wet rock/limestone slippery when wet, pot holes, mines, quarries, trees - eyes
- Roads and traffic
- Back marker (if have one) - close gates, inform Leader if someone stops
- Keep within sight AND sound of each other
- Lost procedure (and lost avoidance) - stay on the path and stay still; we will find you.
- Livestock, animals, adders, ticks etc
- Hands out of pockets and look where putting your feet.
- Do NOT walk and read the map at the same time
- Drink plenty of water, eat snack food.
- Stream crossings and wet/boggy ground

IMPORTANT POINTS

- Leader make themselves aware of participants fitness, experience and medical, and discuss this with the participant if appropriate. Record any conversation on their Consent Form.
- *Most common accident?* Slips, trips and falls. Blisters. Dehydration (all year). Summer - sun burn / dehydration (sun stroke). Cold (shivering/hypothermia). Winter - darkness, cold. Discuss prevention.
- Mobile phones - turn them off if possible as they are a distraction.

- No Smoking & no alcohol during the activity.
- 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 - Consent Form (including Terms & Conditions)

NB: This is completed by participants online.

 Hill Skills, Outdoor Adventures & Team Events		
PARTICIPANT CONSENT FORM - All information will be treated in confidence.		
Name	Age	Event (Location & Date)
Your Email Address		Your mobile phone number
Your Postal Address (House number, street, town/city, postcode)		Emergency Contact (Name and mobile phone number)
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		
Describe your level of fitness (please do not simply write 'average'!)		When did you last climb a hill or mountain? (name of hill/mountain & date climbed)
Your walking experience?		
Medical conditions, allergies, disabilities, special requirements or recent illnesses Please list all pre-existing medical conditions, disabilities, allergies, special requirements or recent illnesses that may affect your participation in this activity. 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 or medical specialist (we will contact you about this). Please ensure that you bring any medication that you may need with you on your activity.		

- I confirm that I am the participant.
- I am aware that valley, hill and mountain walking are activities that have an inherent and unavoidable risk of accident, personal injury or death. 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 Consent Form is accurate and complete.
- I undertake to inform TeamWalking of any material changes to the personal information I have provided on this Consent Form between signing this form and the day of the walk.
- **By completing this Consent 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

BOOKING TERMS & CONDITIONS

IMPORTANT: please read carefully

- **Infectious Diseases (including Covid-19)** - to prevent the spread of infectious diseases, such as Covid-19, you must not attend if: you are unwell with a respiratory illness that you may transmit to others (*such as sore throat, cough, fever etc*); you have had a positive Covid-19 test in the previous 10 days, and are still testing positive after Day 5; you have any Covid-19 symptoms (*including generally feeling unwell, fatigue, sore throat, cough, fever, headache, loss of or change in your sense of taste or smell*). It is your responsibility to check Government Guidance and comply with any restrictions where you live. I must make you aware that there is still a low risk of transmission of an infectious disease, such as Covid-19, when taking part in one of our walking activities, which I cannot eliminate. You are aware of and accept this risk.
- **Insects, Ticks & Lyme's Disease prevention** - The countryside has lots of insects, including bees, wasps and ticks. Ticks are becoming more prevalent in the British Isles. I must make you aware that there is a risk of a wasp/bee sting or a tick bite, which has a subsequent low risk of Lyme's Disease infection, when taking part in one of our walking activities; I cannot eliminate this risk. You are aware of and accept this risk. It is important to be 'Tick Aware' and protect yourself from ticks and, potentially, Lyme's Disease and other tick-borne diseases. Only around 5% of ticks have Lyme's Disease, and if you remove the tick quickly and properly using a tick remover tool then this significantly reduces the risk of infection. Prevention includes: Wear long trousers and long-sleeved shirts (do NOT wear shorts). Apply insect repellent to ankles, wrists and waist (around your trouser line). Think carefully about where you sit - sit on rocks and/or a sit-mat; avoid sitting on grass. Brush the bottom of your rucksack after putting it on the ground and before you put it back on your shoulders. Avoid walking through long grass and undergrowth - ticks can't jump or fly, so you need to brush past them or sit in long grass. Look for ticks on your skin and brush them off before they bite. Bring a tick remover tool with you. The risk of getting Lyme's Disease is low, but keep an eye on your bite area and look for a bull's eye rash, spreading rash or flu like symptoms for up to 6 weeks post bite. If you get these symptoms, go and see your GP as soon as possible. If you do get a tick bite, here's some NHS advice. <https://www.nhsinform.scot/illnesses-and-conditions/injuries/skin-injuries/tick-bites/>
- **Hill & Mountain environment** - hill and mountain walking are adventurous activities with a risk of personal discomfort, accident, injury or death. 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 discomfort, accident, injury or death. 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.
- **Terrain:** All walks will involve a varying degree of uneven and rough terrain, muddy/rocky/wet ground, fields, riverside, woodland, remote open country, high ground, hills, moorland and mountainous terrain, steep ground, 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. We may also encounter adverse weather conditions on the walk, as well as darkness and/or poor visibility.
- **Potentially Strenuous:** 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.
- **Personal responsibility:** 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.
- **Safety:** 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.
- **Non Participation:** The Walk Leader reserves the right to refuse to accept a participant on a walk or, if the walk has commenced, to terminate the walk for a participant ('non participation') for one or more of the following reasons: the participant refuses to complete a Consent Form; the Walk Leader considers that they will be unable to complete the planned activity; their pre-existing medical condition(s) and/or fitness makes it unsafe to take part or continue; they are wearing unsuitable clothing or footwear; they ignore direct safety instructions from the Walk Leader or their language and/or behaviour falls below an acceptable standard that causes offence to other group members or puts others within the group at risk. If the Walk Leader terminates a walk for a participant and the walk has already commenced then the Walk Leader will ensure that the participant reaches a place of safety off the hill, such as a track, road, pub/cafe, village, their car etc before continuing the walk with the remaining group. If a participant chooses to leave the organised group at any time during the walking activity and makes it clear or obvious that they are leaving the organised group, then the Walk Leader ceases to have any responsibility or liability for that participant with immediate effect. *The decision to refuse to accept a participant or terminate the walk for a participant lies solely with the Walk Leader. There are no transfers, credit notes or refunds for non participation.*
- **Fitness and Experience** - Most of our walks require no previous hill-walking experience as full guidance will be given, however, a reasonable level of fitness and ability is required as the natural environment can be demanding at times. Walks are 'pitched' according to the experience, average fitness levels of the group, ground and weather conditions; the Walk Leader will always strive to adapt walks as much as is reasonably possible to match the fitness and ability of group members through adaptive and dynamic route choice and risk assessments. Some of our Outdoor Courses do require some previous

hill-walking experience, such as NNAS Silver/Gold awards, Mountain Skills, Compass & Contours. Our mountain walks, wild camping expeditions, challenge walks and walking holidays require a good level of fitness and stamina.

- **Consent Form:** All participants must complete a Consent Form prior to the event taking place; this must be done by each participant individually and can not be done on behalf of someone else, unless the Consent Form is for their child who is under 18 years old. We will not accept a participant onto an event unless they have completed a Consent Form (*non participation - see above*). All participants must provide full, complete and accurate information on their Consent 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 Consent Form and the day of the walk.
- **Footwear - walking boots:** All participants must provide suitable outdoor footwear for the terrain and conditions. These must be walking boots, with sturdy soles, good tread, ankle support and waterproof. *TeamWalking can provide walking boots, if required.*
- **Alcohol & Smoking** - As this is an Adventurous Activity in a natural environment, which is also the Walk Leader's working environment, then we operate a no alcohol and no smoking policy during the activity.
- **Dogs** - you are welcome to bring a well behaved, good natured and socialised dog with you on some of our courses and walks (events). You **MUST** have permission in writing from us before the event in order to bring your dog with you, as not all of our events are suitable for dogs due to ground-nesting birds, livestock, access land, mountainous terrain, weather conditions, strenuous nature of the walk etc. Your dog **MUST** be insured, wormed and kept on a lead at all times, and is solely your responsibility and liability; TeamWalking accepts no responsibility whatsoever for the health, safety and wellbeing of your dog during the walk, nor for the behaviours or actions of your dog. TeamWalking reserves the right not to accept dogs on any of our walks, even at the last minute. Participants take priority over dogs. If a group member has dog allergies or phobias and requests a dog free walk, then no dogs will be allowed on that particular event. If you attend a multi-day walk and your dog is aggressive on the first day then you will not be permitted to attend on subsequent days with your dog. In both instances, you would need to find alternative arrangements for your dog. Our Transfer & Cancellation Policy only applies to participants, not their dogs. There are no transfers, cancellations or refunds available for participants if their dog is not able or permitted to attend a walk. A separate Dog Policy agreement will be emailed to you prior to the event. Mark Reid has a small cocker spaniel who occasionally comes on his walks. *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. *We strongly recommend you have adequate travel insurance in case of cancellation.*
- **Payments** - full payment is required prior to the walk to secure your booking.
- **Transfer of Bookings (dates)** – If you are not able to attend your chosen walk and would like to rearrange, then you can request a Transfer of Booking (transfer), as detailed below. All Transfer of Bookings must be requested and confirmed in writing by email, text or post, and must be confirmed and paid for at least 1 day prior to the original walk date. Only one Transfer of Booking is permitted; if you have already transferred your booking to a new date and wish to cancel, then there are no refunds or further transfers permitted; a new booking must be made. If you wish to transfer onto a different walk that has a higher price, then these transfer fees apply plus any price difference (if applicable). No refunds will be given for transfers onto walks of a lower price. The transfer fees are quoted as a % of the original price paid for the walk. Transfers are subject to the following fees, payable at the time of transfer:
 - ☼ Within 14 days from the date you paid for your booking ('date of booking') - *free transfer*
 - ☼ From 15 days from date of booking up to and including 31 days before the walk – *10% transfer fee*
 - ☼ From 30 days before the walk up to and including 15 days before the walk – *25% transfer fee*
 - ☼ From 14 days before the walk up to and including 8 days before the walk – *50% transfer fee*
 - ☼ From 7 days before the walk up to and including 1 day before the walk – *75% transfer fee*
 - ☼ Notification on the day of the event or non attendance of the event – *no transfer available*
 - ☼ *There are no transfers for non participation.*
- **Transfer to a 3rd Party** – If you wish to transfer your booking to another person (3rd party), then you must request this in writing by email, text or post, and provide the 3rd party's name, address and contact details (mobile number and email); the contract for the booking will then be transferred into the 3rd Party's name. There is no fee for a Transfer to a 3rd Party, however, only one Transfer to a 3rd Party is permitted for each booking, and there are no refunds or further Transfers to a 3rd Party available for this transferred booking. *Transfer of Bookings (dates) are permitted to another date, subject to the Terms and Conditions highlighted above.*
- **Cancellations** - All cancellations and refunds must be requested and confirmed in writing by email, text or post (your refund will be sent to you within 14 days). Cancellations are subject to the following refunds:
 - ☼ Within 14 days from the date you paid for your booking ('date of booking') - *full refund*
 - ☼ From 15 days from date of booking up to and including 31 days before the walk – *75% refund of the cost of the walk.*
 - ☼ From 30 days before the walk up to and including 15 days before the walk – *50% refund of the cost of the walk.*
 - ☼ From 14 days before the walk up to and including 8 days before the walk – *25% refund of the cost of the walk.*
 - ☼ From 7 days before the walk up to the day of the walk, notification on the day of the walk or non attendance of the walk – *No refund*
 - ☼ If you have already transferred your booking to a new date and wish to cancel, then there are no refunds or transfers for bookings that have already been transferred.
 - ☼ *There are no refunds for non participation.*

TeamWalking's liability is limited to the cost of your chosen walk only; TeamWalking cannot be held responsible for, nor cover the cost of, any additional expenses, costs or losses you might incur or lose because of your cancellation or transfer. We strongly recommend you have adequate travel insurance in case of transfer or cancellation.

- **TeamWalking Cancellation** – the walk may be cancelled by the Walk Leader at any time prior to the walk due to (but not limited to) illness/injury of the Walk Leader; severe weather conditions or forecast (e.g. flooding, storms, wildfires etc); Government advice, restrictions, regulations or law (for example, Covid-19); sudden path, trail or access land closures; transport disruptions or any other *force majeure*. The decision to cancel the walk 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 walk only; TeamWalking cannot be held responsible for, nor cover the cost of, any additional expenses, costs or losses you might incur or lose because of this cancellation, such as travel, accommodation or external arrangements. We recommend you have adequate travel insurance in case of cancellation. If the event is cancelled by the Walk Leader then you will be offered the following options:
 - ☼ Free transfer onto another scheduled walk advertised on our website.
 - ☼ Receive a credit note to be redeemed within 12 months against any advertised walk.
 - ☼ Receive a full refund.
- **Change during the walk:** The walking activity and walking routes may be subject to change (alter, shorten or cancel) whilst on the walk due to (but not limited to) illness/injury of the Walk Leader; medical emergencies, accidents and/or injuries to any of the participants; severe weather conditions or forecast (e.g. flooding, storms, wildfires etc); Government advice, restrictions, regulations or law (for example, Covid-19); sudden path, trail or access land closures; pace of the group, fitness and ability levels; transport disruptions or any other *force majeure*. In extreme circumstances the walk may be terminated. Once the walk has commenced then any such changes to the walking activity are deemed to be part of the walk, and no transfers, credit notes or refunds are available. The decision to change or terminate the walk lies solely with the Walk Leader. TeamWalking will always do our best to find an alternative, however, TeamWalking cannot be held responsible for, nor cover the cost of, any additional expenses, costs or losses you might incur or lose because of these changes, such as travel, accommodation or external arrangements. We recommend you have adequate travel insurance in case of cancellation.
- **Over 18s:** All participants must be aged 18 years or over. Under 18s (minimum age 14) may attend if accompanied by a parent or legal guardian, and with prior agreement with TeamWalking as some of our activities are unsuitable for under 18s.
- All walks are subject to availability.

These Terms and Conditions must be read in conjunction with the Consent Form, relevant webpage on our website, and/or Walk or Course Overview, which gives more details of the chosen activity. Together the Consent Form, Terms & Conditions, webpage and/or Walk or Course Overview form the contract between us.

Please note that any agreement between us will be governed by and construed in accordance with the laws of England and Wales and, by booking a walk with us, you agree to this and submit to the exclusive jurisdiction of the courts of England and Wales.

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.

UPDATED: 16th June 2020, with amendments 23rd August 2020, 1st January, 26th March, 12th Sept & 1st Dec 2021; 26th October 2022; 30th December 2023 (dog policy); 26th May 2024 (3rd Party Transfers); 25th June 2024 (Tick Awareness)
REVISED AND UPDATED: 15th September 2026 (*TeamWalking Cancellations & Force Majeure*)

YOUR CONTRACT IS WITH:

Mark Reid, TeamWalking, 12 Wheatlands Grove, Harrogate, North Yorkshire, HG2 8JH 07711 264019 / mark.reid@teamwalking.co.uk / www.teamwalking.co.uk

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 Consent 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 weblink to a Consent Form, which constitutes the contract between us.

Additional personal information is required for each participant attending a course/walk, to be entered onto the Consent 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

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 Consent 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 Consent 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.

Why we need your personal information (legal obligations)

We process your personal information in order for us to enter into a contract with you and to fulfil our legal obligations. *The reasons are as follows:*

- To comply with legal requirements for our own insurance or tax purposes (HMRC)
- To record any accidents or incidents that you may have been involved in or witnessed.
- To comply with legal requirements to inform the Health & Safety Executive (HSE) in the event of an accident or incident that is subject to RIDDOR.
- To comply with legal requirements in the event of a safeguarding issue.

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 (infectious diseases)

We may need to share some of your personal information with NHS Contact Tracing Services (e.g. Covid-19 track & trace). We will only share information with NHS Contact Tracing services if it is specifically requested, and will do so securely. NHS Contact Tracing services will not disclose this information to any third party unless required to do so by law.

The reasons are as follows:

This information may help to identify people who may have been exposed to an Infectious Disease, such as Covid-19, which may reduce the spread of the virus or infection.

We will only share the following information, if required to do so:

Name, phone number and date of event attended

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 an 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 JustGo or 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 be required to share personal information with NHS Contact Tracing Services (e.g. Covid-19 track & trace).

We may 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: 12 Wheatlands Grove, Harrogate, HG2 8JH

ICO Registration: ZB187826

Updated: 03/09/20, 26/03/21 & 26/10/22

APPENDIX F - Walk/Course Overviews

The Confirmation Email, Consent Form (including Terms & Conditions), relevant WebPage and Walk/Course Information/Overview constitute the Contract between TeamWalking and the participant. All Walk/Course Information/Overviews can be found on our website on the relevant webpage.

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 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? Is the casualty **RESPONSIVE** - alert, talking, conscious? If not: AIRWAY, BREATHING, CIRCULATION (see below). **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

In the case of illness:

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

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

In the case of serious illness or accident:

- **AIRWAY** - if unconscious and breathing, tilt head backwards, check for obstructions and ensure their airway is clear. If you have to leave the casualty, gently move them onto their side; ensure head tilted backwards to keep airway open.
- **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 & blood loss. Apply pressure on the wound to stop bleeding, and elevate the limb or part of the body (if possible). Apply pressure until bleeding stops.
- **DETAIL**: check for other injuries or pre-existing medical conditions. Monitor the casualty to make sure they are stable (pulse, alertness, colour etc).
- **ENVIRONMENT** - ensure the casualty stays warm. Use spare clothing, insulate from the ground, wrap them in the 2-person shelter & put the Group Shelter over the casualty and group members.
- **GROUP SAFETY** - stay together; stay calm; stay warm. Ensure group members put extra clothing on straight away; eat food and drink to provide energy. Get in the Group Shelter (if possible) to keep warm. Stay together with the casualty; do not split the group. If you need to get help, send two people off with everyone's mobile phones; you are more likely to get mobile reception from the top of a nearby hill than down in the valley. Ensure the rest of the group stays together with the casualty.
- **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*) or press **OS Locate** on your 'phone.

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.

MOUNTAIN LEADER'S NAME & ADDRESS

Emergency Contact

ALLERGIES

MEDICAL / MEDICATIONS

MOBILE PHONE

APPENDIX I: DISCIPLINARY PROCEDURES

6th May 2015

Updated 17th March 2025

DISCIPLINARY AND GRIEVANCE PROCEDURES

NB: All outdoor instructors are self employed freelancer Mountain Leaders.

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 and safe experience in the outdoors, that is inclusive.

GRIEVANCES

If a 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

Ask the fre

Discuss thi

Formulate

summary o

Discuss any

Then, Mark

confirm thi

self employ

Mark Reid

Group:										Date:			
ROUTE PLAN													
OS Sheet:				Start time:		Finish time:		Dark:					
Total Distance (km/miles):				Highest Point (metres):				Walk Leader:					
Party size:						Time Allowed For (minutes):		Group contact:					
Leg	From	To	Dist	Height gain	Dist	Height	Breaks	Total	E.T.A	Description	Escape		
A													
B													
C													
D													
E													
Terrain & Hazards													
A													
B													
C													
D													
E													
Weather Hazards													
Highlights													
Walk objectives													
Facilities													
Special Notes:													

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ROUTE PLANNING

Route Planning must be flexible and adaptive to allow dynamic route choices during the walk to take into account the many variables involved, particularly weather conditions, ground conditions, individual needs, group needs, season, time available, pace, experience, skills... plus many more! There should be key locations along the walk where options are available to change your route. Route Planning should be seen as an 'overview of possibilities' for your day outdoors, rather than a rigid route that must be stuck to. The 'commitment trap' is a key heuristic decision making trap that often gets us into trouble.

Resources - OS & Harvey maps, OS Maps online, websites, guidebooks, weather forecasts, blogs, advice, recommendations etc.

- * **PURPOSE** *(the most important consideration)*
- * **INTERESTS** *(what would you like to see or experience)*
- * **YOU & YOUR GROUP** *(fitness, experience, knowledge, skills, medical, kit - how well do you know people; be honest about yourself)*
- * **WEATHER** *(and its implications)*
- * **TIME** *(always allow a time 'buffer'. When does it go dark? What is your walking speed?)*
- * **TERRAIN** *(knowledge and experience of terrain)*
- * **CLOTHING, EQUIPMENT & PROVISIONS** *(for all eventualities)*
- * **SAFETY EQUIPMENT** *(ability to keep warm, first aid training, communication)*
- * **SKILLS / FITNESS** *(for the route, season, weather & terrain)*
- * **OTHER** *(this list is not exhaustive!)*
- * **ROUTES** *(distance horizontal/vertical, time, terrain, hazards, escapes)*
 - A
 - B
 - C
- * **DECISION MAKING LOCATIONS / KEY ESCAPE ROUTES**
- * **WHAT'S YOUR MOST AMBITIOUS ROUTE IF EVERYTHING GOES TO PLAN** *(is this realistic or achievable?)*

APPENDIX J: ROUTE PLAN

ROUTE PLANNING

The route will depend on:

- Group size
- Purpose, 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

Route Planning is a progression that varies from local knowledge to in-depth pre-walk planning for new areas. Route Planning progression may vary from a cognitive decision-making process by the Walk Leader on the morning of the walk when they meet their group, to a discussion between Walk Leaders on the day of the event, an 'overview map' where the Walk Leader decides to head to an area with lots of options, or a more formal printed route map (OSMaps) or written Route Plan.

Route Plans must be viewed ONLY as a guide and overview of possibilities; the actual walk must be flexible and adaptive to allow dynamic route choices during the walk to take into account the many variables involved, particularly weather conditions, ground conditions, terrain, individual needs, group needs, season, time available, pace, experience, skills, purpose and aims, ability, fitness etc. Ideally, there should be a 'walk in' of easier terrain for the first few kilometres so the Mountain Leader can assess the ability of the group, with an early 'key location' where a decision about route options can be made (low level, mid level or high level, for example). There should be 'key locations' along the walk throughout the day where options are available to change route. We recognise that options may be limited on certain walks, but a 'what if' Plan B must always be considered (also known as an Escape Route).

Route Planning should be seen as an 'overview of possibilities' for a day outdoors, rather than a rigid route that must be stuck to. The 'commitment trap' is a key heuristic decision making trap that is frequently involved with incidents outdoors.

The attached Route Planning 'Flow Chart' is to be used, as this highlights to questions to be considered.

APPENDIX K: CASUALTY CARD

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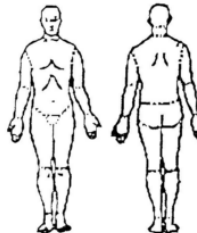
Casualty Card.pdf

Bookmarks Pages Search

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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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

This list will be updated and current for each walk with multiple Mountain Leaders.

WALKIE TALKIES

Use Channel X - *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).

APPENDIX M: STEEP GROUND FLOW CHART

Grade 1 scrambles, scree slopes, steep ground, loose rock etc

This flow chart complements the Generic Risk Assessment

PRE-WALK - Consent Forms, Walk Overview, Confirmation Email

Once Consent Forms received, follow up medical conditions or areas of concern (fitness, experience etc).
Ensure everyone is fully aware that the walk may include steep and/or grade 1 ground.
Weather forecast (mountain winds not to exceed 30mph)



MORNING OF WALK/CAR PARK - Specific Risks / Assessments / Kit

Weather forecast (mountain winds not to exceed 30mph)
Plan in escape routes and options to avoid Steep and/or Grade 1 ground if necessary
Ensure everyone has necessary kit (good boots, waterproofs, spare clothing, food, water etc); tape up finger rings; give out helmets. Guide to carry confidence rope and helmet. Ensure boots are tied correctly, and no loops on trousers / gaiters that may catch. Trekking poles to be stowed away on steep ground.
Discuss with everyone their experience of steep ground and Grade 1 scrambles.



WALK IN - what are the risks / training / use of kit

Discuss feelings of uncertainty, nerves - normal to feel like this, but kit and training and focus will help.
Training on the walk-in in a structured and progressive way on easy and safe ground. Demonstration first, then each person to practice.
Breathing, foot placement, body posture.
Agility - Balance - Co-ordination (ABC): warm up on some easy/safe rocks, with regards to balance, movement skills, centre of gravity, boot traction, use of legs/fooholds, hands for balance. Positioning/safety - discuss consequences of a slip (would it lead to a fall?). Protect against slips and falls.
Ensure do not dislodge any loose rocks.
Ensure everyone follows the precise route of the Mountain Leader.
Less confident people immediately behind the Mountain Leader.
Spotting training. Looking after each other. Working as a team. Ensure safe positions. Ascent and Descent.



STEEP GROUND - focus, concentration, personal commitment

Helmets on. Kit, boots and clothing secured.

Focus on you and others in the group
Focus on feet, hands, balance, positioning and route choice (consequence)
Stand tall on the ridge - accept where we are and become calm in the environment
Agility - Balance - Co-ordination (ABC)
Concentration until helmets come off.
Work as a team - movement skills, positioning, loose rocks, spotting.

2nd February 2023

APPENDIX N: Equity, Equality, Diversity & Inclusion (EDI)

EDI STATEMENT

STATEMENT

TeamWalking strives to encourage and enable people to enjoy wonderful walking days in the dales, hills and mountains (hill-walking) of the British Isles, whilst being treated with dignity, fairness and respect. We are actively considering and addressing the issues around equity, equality, diversity and inclusion in all that we do to further these objectives.

*Throughout this document, Equity, Equality, Diversity & Inclusion is abbreviated to EDI
TeamWalking will strive to...*

- act inclusively
- advocate the expression and sharing of diverse perspectives
- treat our self-employed Freelance Mountain Leaders, customers, clients and members of the public we interact with equity and equality regardless of age, disability, gender, pregnancy or maternity, marriage and civil partnership, race, religion or belief, sex and/or sexual orientation, or socioeconomic status/background.
- ensure that everyone who wishes to be involved in hill-walking have genuine and equal opportunities to participate to the full extent of their own ambitions and abilities and are assured of an environment in which their rights, dignity and individual worth are respected and valued, so they are able to enjoy hill-walking without the threat of discrimination, intimidation, victimisation, harassment or abuse.

We will act upon, manage and monitor, by way of taking reasonable and appropriate steps, the following:

- We will make reasonable and appropriate measures, adjustments and initiatives wherever possible, taking into account the activity and the individual, that enables access to and participation in hill-walking.
- We will take positive steps to counteract the effects of physical or cultural barriers that restrict the opportunities for people to participate with equity and equality in hill-walking.
- We will not tolerate discrimination, inappropriate or offensive language, bullying or harassment.

WHAT WE WILL DO

- Publish this policy on our website.
- Mark Reid will take overall responsibility for ensuring that this policy is embedded within the strategy, Operating Procedures and RiskAssessments of TeamWalking, and that this is conveyed to all Freelance Mountain Leaders.
- Attend Equality, Diversity and Inclusivity Training (*completed April 2023 with Mountain Training*)

- Actively discuss EDI issues with our Freelance Mountain Leaders, customers and clients, wherever appropriate.
- Be inclusive with our recruitment of Freelance Mountain Leaders so that they are from a more diverse range of backgrounds to reflect the customers and clients we lead outdoors.
- Ensure experience and insights from our Freelance Mountain Leaders, customers and clients are considered and contribute to the development and implementation of this policy statement.
- Strive to showcase diversity in the images selected for our website.
- Seek ways to ensure our website and other advertising literature encourages the participation of under represented groups in hill-walking.

COMPLIANCE & COMPLAINTS

- TeamWalking regards all forms of discriminatory behaviour as unacceptable, and strives to engender an environment where people feel able to raise any bona fide grievance or complaint related to such behaviour without fear of being penalised for doing so.
- Our Complaints, Disciplinary and Grievances Procedures can be found within our Operating Procedures.
- Where the violation of this Policy by way of harassment, victimisation or discrimination amounts to a criminal offence, the appropriate authority will be informed.

Our Equity, Equality, Diversity and Inclusivity Policy is a dynamic policy that will develop and grow over time; we therefore welcome thoughts, suggestions and ideas on how we can improve on what we are currently doing.

June 2023

APPENDIX O: Near Miss Reporting

NEAR MISS REPORTING



SIGNIFICANT EVENT / NEAR MISS

Date

Activity

Participant(s)

Overview / weather / group

Details of significant event

Learning & Action Points

Date

APPENDIX P: Incident Reporting

INCIDENT / INJURY REPORTING

INCIDENT REPORT

TeamWalking requires all freelance Mountain Leaders to report ANY incident/injury to Mark Reid (TeamWalking) on the day of the incident.

Reportable incidents / injuries:

- Any injury or incident that MAY lead to a claim in the future
- Any injury or incident that required First Aid treatment*
- Any injury or incident that was written in your Accident Book
- Any injury or incident that required Mountain Rescue and/or medical attention (GP surgery, hospital etc).

** Very minor injuries that are considered an accepted part of walking outdoors do not need to be reported, such as minor blisters, minor scratches etc that the person treated themselves.*

This process is confidential between the freelancer Mountain Leader and TeamWalking until both parties have agreed, if appropriate, that the information is shared more widely to our respective Insurance Companies and HSE if necessary.

SECTION 1 - Essential details

Completed by Mountain Leader

Walking Event

Mountain Leader NAME

Date & Time of Incident

Location / Grid ref. of Incident

Weather conditions at site of Incident

Name of Casualty

Age of Casualty

Any other observations...

SECTION 2 - Incident Description

Completed by Mountain Leader

What happened - full details of incident/injury; include a diagram or photographs if possible/appropriate.

What injury was diagnosed at the time?

What treatment was given at the accident site?

Was the casualty taken to a doctor or hospital?

Did Mountain Rescue attend?

Final Diagnosis

SECTION 3 - What can we learn from the incident?

Completed by Mountain Leader

Were you working within the remit of your Mountain Training Award?

Was the incident preventable?

Are there any recommendations you could suggest to prevent a recurrence?

Signature

SECTION 4 - To be completed by TeamWalking

Completed by TeamWalking

Date / Time Incident reported to you

Date this report received by you

Reported to, including date:

Accident Book

Insurance

HSE/RIDDOR

Mountain Training (Mountain Skills)

Information on the report confirmed Include any additional information or details

Proposals to prevent recurrence

Mark Reid signature

Date

APPENDIX Q: Post Event Report



POST EVENT REPORT

Mountain Leader Name

Date(s) of Event

Event Activity

Overview of the Route(s) taken

Weather conditions

Group management observations

Any Near Misses?

Any reportable incidents and/or injuries?

Learning / Action Points

What went well

Feedback to improve