



**UK Programmes
Standard Operating
Procedures
2022-2023**



Wilderness Expertise Ltd UK Programmes Standard Operating Procedures

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THE TEAM

1. Behavioural (inc. alcohol, drugs & smoking)

See: H&S Policy and Child Protection Policy

Risks: drug overdose, legal arrest.

Pre-programme:

- All participants must be informed of any specific risks associated with the programme.
- It is our understanding that all participants have agreed to be bound by their school rules and teachers will be responsible for behavioural issues.

During:

- No Trainer is to consume alcohol whilst on-duty in a supervisory role, on any WE Ltd. Programme.
- No Participants under 18 to consume alcohol (except where the school/client has agreed their own policy with WE Ltd. in advance and parental consent has been given and even then, this should be limited to 1-2 drinks with a meal).
- Teachers/Pastoral support should agree a 'one stays sober/designated driver' policy in regard to consuming any alcohol during the programme.
- No use of illegal drugs.
- Smoking/vaping is only permitted in line with the client's policy. A designated smoking area must be agreed and no smoking/vaping in tents or inside any buildings permitted.

2. Data Protection

See: Data Protection Policy

Risks: Data Protection breach

Pre-programme:

- It is a legal requirement and company policy to ensure that all WE Ltd staff maintain the confidentiality of any personal data held by the company in whatever form.
- Hard copies of participant data are held in the company archive for 7 years.
- Personal sensitive data is not held by the company.
- Online data is kept on a password protected drive.

During:

- Trainers and Course Directors (CDs) sometimes carry sensitive personal information (e.g. medical details or lists of names) of Participants and must keep this confidential throughout the programme unless it needs to be shared with a medical professional in an emergency. Once the event is complete this shall be returned or destroyed (as agreed with the client.)

3. Health & Medical

See: H&S Policy

Risks: Illness, lack of appropriate qualifications, inadequate equipment, lack of fitness

3.1. Medical and First Aid Provision:

Pre-programme:



- A verbal check of any medical declarations shall be carried out during a pre-programme briefing with teachers (including Trainer(s)/Teacher medical check).
- If any specific medical conditions/medications are declared, in writing or verbally, all Trainer(s) and CD should be made aware of this before the programme commences.
- All Trainer(s) must hold as a minimum a 16 hour First Aid qualifications for the programme they are following, in line with NGB/DofE guidance and know how to access the On-Call service provided by WE Ltd. For overseas trips, additional medical qualifications must be held, depending on the requirements of the trip.

During:

- UK Trainers for DofE operating as MLs, or under any other NGB awards, are required to carry their own appropriate first-aid kit, in line with NGB/Department of Education guidance, with the option to request additional supplies from WE Ltd if required.
- Any medical incidents, treatment or medication given must be recorded by the Trainer, notified to the CD and included in the Post Course Report incident report. Any significant medical incidents should be notified to the WE On-call team in real time.
- Trainers should use 999 during the incident, keeping the On-Call team informed. After the event, an incident report form shall be completed.

3.2. Health and Hygiene

Pre-programme:

- Training for Trainers is given in recognising common illnesses and health and hygiene measures.
- If a Trainer becomes ill/injured and unable to carry out their duties, stand-by Trainers are available to travel to any location to take their place.

During:

- Training must be given on health and hygiene practices specific to the programme location/facilities.
- When self-catering on a programme, hygienic cooking processes shall be followed.

3.3. Insect/Arachnid-borne diseases (eg Lyme disease)

Pre-programme

- Guidance is given to Trainers on how to prevent and avoid contracting these diseases.
- Trainers to consider carrying tick-removal card/tweezers in kit.

During:

- Bite avoidance is key. If the programme is taking place in a high-risk area (e.g. long grass, dense vegetation) Participants should be briefed to:
 - consider use of an insect repellent;
 - cover up with long trousers/socks when in environments where participants are likely to be more susceptible to bites (e.g. long-grass, dense vegetation, near to water-sources);

3.4. Anaphylaxis:

Pre-programme:



- WE Ltd has a 'Nut-Aware' policy across all programmes which means that any group food provided by WE Ltd will not contain nuts (unless agreed in advance in writing with the client). NB. WE Ltd cannot guarantee that group food provided will have been produced in a completely nut-free environment. Participants/Trainers may also bring personal snacks/food which may contain nuts.
- Where a known allergy exists within the team (participants or Trainers) then WE Ltd will to the best of its ability ensure that the trip is run free of this allergen. However, due to the nature of the programmes, a completely allergen-free environment can never be guaranteed and all participants accept this level of risk when agreeing to join the trip.
- Trainer should be briefed by teaching staff on the participant's condition, severity and causes of reaction.
- Other participants on the programme, adults and Trainers should be briefed on the allergy and the response in case of an allergic reaction.
- If a severe allergy is in the team the Trainer(s) must check the nearest available source of adrenaline at each stage of the programme as part of their ERP and on-going risk planning.

During:

- If there is a known severe allergy in the team, then the participant/supervising teacher is advised to carry a minimum of two of their own adrenaline auto-injectors. The participant should be fully informed on the nature of the programme itinerary to enable them to decide if it is appropriate to carry more than 2 epi-pens and WE will recommend that they seek medical advice to enable them to make this decision. If WE Ltd is providing a First Aid kit then a minimum of two adrenaline auto-injectors will be included.
- The Trainer(s) must check with any provider that provision has been made, if food related, to minimise any reaction and meals should be supervised by the Trainers/CDS or Teaching Staff.

3.5. Psychological and behavioural conditions and fitness to participate (e.g. self-harm, depression, ADHD, Anorexia, Autism):

Pre-programme:

- Declaration of known psychological conditions should be passed to Trainers and CDs and to the WE On-Call team before the programme commences, if it's received from the school. This shall be overseen by the school's pastoral team.
- Trainers must be briefed on any specific issues and adjustment of staffing ratios agreed with On-Call and teacher liaison if necessary.

During:

- Regular monitoring of the participant must be carried out, along with the impact on the team as a whole.

3.6. Emergency Medical Treatment/Evacuation:

Pre-programme:

- Details of the nearest hospital are included in the Course Information Pack for every programme which must be created and signed off by the WE Ltd. UK Office. This CIP must outline the nearest appropriate A&E provision to the programme location and include the contact number & postcode.

During:



- A briefing must be given to all participants on the contents of the CIP/ERP and emergency procedures.
- A WE 24/7 On-Call team is available in the UK throughout all programmes. Depending on the injury, either the casualty shall be driven to hospital, or staff to use 999 to request an ambulance/mountain rescue, as per emergency procedures.

4.Lost Person

See: H&S Policy and Child Protection Policy

Risks: Child protection breach

Pre-programme:

- The lost person procedure must be discussed with all participants during briefing.

During:

- No participants (unless in emergency/pre-agreed as part of the programme) must be alone and unsupervised at any point.
- Participants must be made aware of meeting points and times.
- Participants must carry relevant emergency contact details i.e. CD/School on the WE Emergency Cards
- Participants are briefed NOT to phone their parents if they become lost but contact CD/School. If a group is missing for longer than three hours, then the CD must be briefed and the WE On-Call team must be notified. If an individual is missing for one hour, then the CD must be briefed, and the WE On-Call team notified.

5.Safeguarding, Child Protection, Under-18s & Vulnerable Adults

See: Safeguarding and Child Protection Policy

Risks: Child protection breach

Pre-programme:

- All WE Ltd Staff working with under-18s must hold an Enhanced DBS check (gained within the last 3 years) or be on the DBS Update System.
- The Trainers and CDs should be briefed by the teacher liaison on any vulnerable participants on the programme, their specific needs and how best to support them.
- Staff representing WE Ltd (and members of the Trainers and CDs, where applicable) must be trained and briefed in WE Ltd Safeguarding Procedure (see below).

During:

- Participants/vulnerable adults must never be left unsupervised (i.e. without a Trainer, Teacher Liaison or CD present) with activity providers/guides/drivers.
- Where available during the programme, Trainer(s) should fully involve the staff who are pastorally responsible for the young person as they will know the traits and behavioural needs of each student.

Accommodation considerations:

- Participants under 18 of opposite genders are not permitted to share or enter each other's rooms /tents unless no other option is available.



- Participants are not permitted to share rooms/tents with members of the public unless unavoidable. In this situation a minimum of 4 participants to share the room/tent
- Unless unavoidable, participants under 18 must not share rooms/tents with any adult Participants.

Personal relationships:

Sexual relationships between under 18s are not permitted on WE Ltd. programmes.

Medical:

- The Trainers and CDs should endeavour to only discuss medical/personal issues with individual participants with Teaching Staff present, or another Trainer if the participants have no supervising adult;
- Any sick child must be left under supervision of the in-loco parentis member of staff on the programme when staying behind from the rest of the group.
- If a sick child must return home, then they must be accompanied by an adult or have agreement from parents/guardians to return on their own.

Third Party Providers:

- Unless in an emergency, under 18s must never be left unsupervised with Third Party Provider staff/guides/activity providers/drivers, unless this has been agreed in advance with full consent from parents and Enhanced DBS checks (or equivalent) have ideally been provided by provider staff. This applies to all activity providers.

Good Practice Guidelines:

By following these guidelines you will help to protect both the children/vulnerable participants as well as the Trainers/CDs from wrongful allegations.

- Avoid situations where you are alone with one child/vulnerable person. WE Ltd acknowledges that occasionally there may be no alternative in an emergency.
- If any form of physical support is required, ask the individual's permission, explain what you are doing and why to both the child/vulnerable person and their pastoral support.
- Do not engage in rough, physical or sexually provocative games, including horseplay;
- No Trainers/CDs should share a tent / room alone with a minor – unless in an extreme medical emergency.
- Do not allow or engage in inappropriate touching in any form or make sexually suggestive comments to a young person, even in fun.
- Do not allow young people to use inappropriate language unchallenged;
- Do not let allegations that a young person makes go unchallenged, unrecorded or not acted upon;
- Do not do things of a personal nature that a young person can do for himself or herself. Sometimes it may be necessary for staff to help young people with things of a personal nature if they have disabilities or are incapacitated for any reason. In these situations, the Trainer must ensure wherever possible that another member of the staff team is present and that they discuss what they are doing and give them choices wherever possible.
- If you accidentally hurt a child: You should report such an incident immediately to WE Ltd. You should also inform the teacher, preferably in person.
- If a teaching/learning technique would benefit from physical contact or support, then first ask the individual's permission (e.g. would you mind if I held your shoulders to show you what I mean?) It is useful to take time to explain why and how this is helpful. Touching can be OK and appropriate if it is neither intrusive nor disturbing or for the wrong reason.



Disclosures

- Ensure that any claims of abuse by a child/vulnerable person are taken seriously
- If any disclosure of confidential information is made; accidental hurt is caused, any participant appears to be sexually aroused by a Trainer's actions, or misunderstands or misinterprets something they have done, the Trainer(s) must report the incident as soon as possible to another member of staff/Trainer/CD and to WE On-Call immediately. A written report detailing the incident must be submitted as soon as possible.
- If there are any concerns about the welfare of a child/vulnerable adult remember the golden rule - it is not the Trainer's responsibility to decide whether a child / vulnerable adult is being abused - but it their responsibility to pass the information on to the appropriate person. Make a detailed note of what you have seen or heard but do not delay passing on the information.
- If a child/vulnerable person tell you that he or she is being abused:
 1. Stay calm.
 2. Do not promise to keep it to yourself.
 3. Listen to what the child/vulnerable person says and take it seriously.
 4. Only ask questions if you need to clarify what the child/vulnerable person is telling you – do not ask the child/vulnerable adult about explicit details
 5. Make a detailed note of what the child/vulnerable adult has told you and do not delay passing on the information, in liaison with the school's safeguarding policy.

Sanctions

CDs and Trainers retain the right to send participants home for a breach of any of the behavioural rules and this must be managed in communication with the school and the On-Call team.

6. Equality and Inclusion

See: Equality and Diversity Policy; Child Protection Policy; H&S Policy

Risks: *breaking the law, child protection issue*

Pre-programme:

- WE Ltd. has an inclusive policy and will never turn down Participants based on race, religion or sexual-orientation.
- Where physical disability exists, WE Ltd will look at all possibilities before making a decision on the inclusion of that participant. Exclusion would only occur based on WE Ltd feeling that the safety and well-being of the participant or other members of the team would be impacted.

During:

- WE Ltd. holds a zero-tolerance attitude to bullying or discrimination and Trainers retain the right to send participants home if necessary. If any discriminatory actions are witnessed by the Trainer then On-Call should be informed and liaison with the school to decide on what action should be taken.

7. Trainers

See: Child Protection Policy; H&S Policy;

Risks: *Child protection breach, Data Protection breach*

Pre-programme:



- Prior to recruitment, all WE Ltd Trainers should provide a CV or summary of experience (see Appendix 1 for Trainer Selection process).
- All WE Ltd Trainers must provide an Enhanced DBS check (carried out within the last 3 years) or be on the DBS Update System, relevant First Aid qualification, two references, of which 1 must be professional, and any other qualifications specified for the particular programme they are contracted to run (e.g. ML, BCU Level 2).
- All WE Ltd Trainers and CDs should ideally attend annual training run by WE Ltd. Where Trainers/CDs cannot attend the annual training, a briefing by WE UK (or the CD) must be run covering the following topics:
 - Overview of SOPs
 - Risk Assessment
 - Programme Information
 - Incident Management
 - Medical Responsibilities
 - Roles and Responsibilities
- All Trainer(s) must receive a Course Information Pack (CIP) on the specific details of the programme itinerary and other specific information relevant to their programme (e.g. ERP).
- All Trainers must receive a contract clearly stating their roles and responsibilities, expectations of WE Ltd, Trainer Roles and Responsibilities, remuneration and payment details.
- WE Ltd will cover the cost of; food and travel expenses to/from any UK programme (up to a maximum of £50 per programme). Trainers are expected to cover any personal accommodation/subsistence costs.
- Any accompanying teaching staff should be given a briefing by the CD or Trainer on details of the programme before it commences.

During:

- All Trainer(s) are supported by the On-Call WE Ltd function, 24 hours a day.
- CDs will be notified of any new Trainers in their team (i.e. those working for WE Ltd for first time).
- All Trainers/CDs must submit a post-programme report/feedback in the format requested.

Communications:

- All Trainers/CDs must carry out a test prior to the programme commencing to ensure phones/other communication devices work effectively.
- All near-misses, medical and behavioural incidents should be communicated to On-Call and be included in the CD/Trainer's Post-Expedition Report (PXR).
- Trainers/CDS may give out personal phone numbers to participants, in line with the Trainers Code of Conduct.

Medical:

- All Trainer(s) must provide their own First Aid supplies and medical kit, appropriate to the programme they are running and in line with NGB/DofE guidance.



LOGISTICS & ACTIVITIES

1. Accommodation

See: Child Protection Policy; H&S Policy

Risks: *Child protection breach, Security breach*

Pre-programme:

- All accommodation that is pre-booked must be checked by WE Ltd. staff for suitability using the Pre-programme Accommodation TPP Checklist.

During:

- On arrival at accommodation (whether pre-checked or not), Trainers must complete and keep a record of the Accommodation Checklist and carry out a dynamic risk assessment to ensure suitability.
- If there are any major changes to the planned accommodation/campsite then WE On-call should be notified.
- Participants under 18 should not be accommodated alone in a room/tent unless unavoidable.

Carbon Monoxide Poisoning/Smoke Inhalation/Fire

During:

- Trainers to check all fire exits are labelled, clear and unlocked.
- Trainers to check for adequate ventilation in rooms where boilers/stoves/fires are present.
- Trainers to check sockets/switches for any loose wiring.
- Where teams are staying in accommodation that does not have a fire alarm system and establish a system for alerting all Participants in the event of a fire which the team are clearly briefed on.
- Trainers must brief the team on emergency evacuation procedures, fire escape route and muster point.

2. Activities

See: Child Protection Policy; H&S Policy

Risks: *Child protection breach, Security breach*

General:

Pre-programme:

- The risk versus benefit must be assessed before deciding on any activity.
- Activity providers must be selected following comprehensive research and/or local recommendation and must always hold an AALA licence.
- Activity providers must be pre-checked by using the Pre-programme Activity TPP Checklist.
- Where a Third Party Provider does not exist, individual Activity Leaders must also provide details on their competence beforehand (i.e. qualifications, experience, background).
- Trainers are briefed that they have a higher duty of care for the team and will not operate outside the scope of their qualifications and competence and in line with WE Ltd Insurance cover. Any activity that falls outside of this is to be pre-agreed with WE Ltd Senior management.
- Only activities covered by the WE Ltd. insurance will be permitted.



- Participants must be briefed on the correct clothing and footwear to wear for any planned activity.

During:

- All participants must receive a safety briefing from the Provider before the activity commences.
- Trainer(s) must use their own competency/common sense to provide a check and balance to the activity. They must feel empowered to stop an activity at any point if they feel unhappy with the risk levels.
- Trainer(s)/CDs must brief Activity Providers on the group's specific needs in advance of the activity taking place; medical, behavioural or other.
- Local conditions (weather/environment) must be taken into account before the activity commences.

Ratios:

- The following minimum ratios are used on all WE Ltd. programmes. If the minimum ratio is breached due to illness or incapacity of a Trainer, WE Head Office must be notified before the activity commences and a stand-by Trainer may be sent to take over.

Type of Activity	Trainers: Participants Suggested Ratios
Kayaks	1:6 (no more than 6 boats per instructor)
Open canoes (tandem)	1:8 (no more than 4 boats per instructor)
Teambuilding	1:12
Bushcraft	1:12
Walking	1:12

NB. These ratios are for guidance and may need to be adjusted dependent on the team, Instructors experience and competence and/or local environment.

Walking and Camping Activities:

Pre-programme:

- Trainers on programmes involving walking will hold an ML (Summer) qualification as a minimum and be current and competent.
- Weather checks made in advance of programme commencing and Plan B location/accommodation/activities in place for weather-related changes to programme.
- Contingency routes to cope with changes in weather and group needs must be planned before the programme commences.
- Avoid route crossing of any major A roads or known black spots where possible.

During

- Weather forecasts to be checked daily and activities and route adjusted accordingly
- Local knowledge of routes and the environment incorporated in daily dynamic risk assessments for all activities.
- Detailed briefs to be delivered on arrival at each camp site, including routes, safe areas and emergency procedures
- If any major changes are made, contact WE On-call to notify them.



Falling from height/Uneven Terrain:

All routes should be risk assessed to mitigate risks and possible injury whilst walking and on steep ground and the following guidelines should also be followed:

Pre-programme

- Reduce exposure to falls through appropriate route selection.
- Camp sites to be situated away from objective dangers.

During

- Avoid crags or technical ground/obstacles where possible and only operate on terrain that is within the remit of the Trainer's qualifications.
- Take extra care when walking on loose rocks of scree – although avoiding scree slopes is best practice.
- Be aware of the consequences of drops and manage the group as far away from the edge as is possible.
- Remind Participants to watch their footing particularly on wet rock.
- Instructors should be aware of the needs of the group, the fact that these will change during an activity and be prepared to alter routes and activities accordingly.
- The Instructor should keep the team together whilst walking and particularly on steep group.
- If walking on the edge of a road the group should walk in single file and be managed appropriately by the instructor.
- Coach or assist Participants on difficult terrain that they may not feel comfortable with.
- Instructors should not take groups above the snow line/onto terrain they are not qualified and competent to lead on; unless in an emergency. Judgement on a suitable route in an emergency situation would normally see the Instructor descending via non-technical ground.

Campcraft:

Pre-programme

- Only low and stable cookers to be used (WE Ltd specify/provide Trangia Meths cookers for UK activities).
- No participants to use their own personal cooker.
- Routes should be pre-agreed and notified to WE UK.

During:

- Cookers/Stoves:
 - Trainer to be current and competent with cooker type used.
 - Participants are only permitted to light and use stoves unsupervised when they have demonstrated their competence.
 - Participants instructed to tie hair back, fasten all loose clothing and wear boots or sturdy footwear.
 - Cooking site to be located away from all tents, fuel and equipment.
 - No fuel stored in stoves in between use.
- Fuel:
 - Fuel bottles to be clearly marked and specific for the task.
 - Fuel containers are protected and stored away from direct heat/sunlight.
- Camp fires:
 - Individual site rules to be observed and implemented by Trainers.



- o Fires to be controlled, suitable to the location/environment, no ability for the fire to spread (e.g. vegetation cleared) and no equipment/tents nearby which could catch light.
- o Fires to be extinguished before leaving and not left unmonitored.
- o Flammable liquids (Meths etc) are not to be used to start or maintain a camp fire.

Water-based activities:

Factors which may contribute to the cause of drowning include: inappropriate selection of the swimming area, lack of swimming ability, poor group management, lack of personal risk awareness, failure of a provider to supply buoyancy aids and poor behaviour of participants.

All UK Programmes should therefore be designed to avoid unnecessary and unplanned swimming, river-crossings or water-based activities.

Where water-based activities do form an agreed part of the programme the following procedures must be followed;

Pre-programme:

- WE Ltd UK must confirm that the activity will be covered by insurance before it is booked.
- A Pre-Programme Activity Provider Check must be carried out.
- Water-Based activities must always be in-line with the school or LEA policy.

During:

- **River-crossings should be avoided.** If unavoidable, then WE Ltd should be made aware of this activity in advance (unless in an emergency situation) and the Trainer must complete a dynamic, site-specific risk assessment to assess the appropriateness of the crossing for the participants. The Trainer should assess the risks, taking into account the group, the staff available and the location/activity, and decide on an appropriate safe supervision level and plan for their particular group before the activity takes place.

The Trainer must put in place elements to reduce risks and as a minimum should brief the team on:

- o Approved water entry and exit points
- o Local hazards (e.g. animals, under-water objects)
- o Location of observers
- o Buddy system
- o Rescue equipment, if available (e.g. throw line and whistle)
- o What distress signal to use
- o What to do if they get into trouble and what distress signal to use
- **Wading:** Only permitted if the Trainer has RLSS qualification. At least one member of the adult team must remain on land to supervise during any paddling activities.
- **If camping near water:** Trainer(s) must consult local advice to check if there have been any issues with flooding, anticipated weather, or health issues associated with water quality.
- **Tents** must be pitched a safe distance away from the water source and to avoid any flooding areas.
- **Clear boundaries** must be set on where participants must/mustn't go and a buddy system implemented for night-time.

Canoeing/kayaking:

Pre-departure:

- This activity is only permissible on rapids of Level 2 and below, subject to the provider's competence or appropriate individual Leader competence and/or experience. As conditions for an area change on a daily basis so does a given location's classification of water. An instructor should be aware of



his/her remit as dictated by their coaching level and should never operate outside of this without prior agreement from WE Ltd.

- Course Directors must hold a minimum of BCU UKCC L2 award or higher.
- Trainers must hold a minimum of BCU UKCC L1 and work under the direction of a higher qualified coach unless working within a centre environment where first aid facilities are immediately available.
- BCU UKCC L1 coaches may also work in other environments as long as those locations have been risk assessed by a named UKCC L2 coach or higher and deemed suitable for that specific coach. They must hold a valid first aid certificate and received additional site specific training / orientation as required. These environments must not be in high water / spate and water must be sheltered or very sheltered water.
- Non-UKCC qualifications are acceptable (old BCU coaching qualifications) assuming they are up-to-date, BCU L2 coach or higher and the coach holds a valid first aid certificate.
- Staff will also have to demonstrate that they have completed Child Protection Safeguarding Training.

During

- Boats and equipment to be visually checked by leader on arrival.
- Helmets must be worn when there is a serious risk of head impact, particularly in moving water, whether inland or coastal. Helmets should be CE or ISO approved for Canoeing, and should fit correctly, protecting the temples, forehead and back of the head.
- Weather forecasts should be consulted prior to the activity taking place and checked for before, during and after the activity. All decisions to go on the water should be made by the most senior staff member holding the highest relevant qualification. Decisions should always take into account the conditions, the environment and the ability of the whole group.
- Recommended safety equipment should be carried by the group including: First Aid Kit, Exposure bag or emergency shelter, Food and Drink, Spare Clothing, Tow Line, Buoyancy Aids, Safety Knife + Whistle, A means of summoning external assistance and awareness of its limitations, Throw Line (15m minimum), Emergency repair kit (if on journey), Spare Paddle (s).
- Qualifications/Experience of local guides should be dynamically risk-assessed on the ground.
- Team to receive briefing from provider before departure.
- Evacuation points in case of emergency to be confirmed with provider before departure.
- Flotation devices must be used

Riding Bicycles/Mountain Biking:

Pre-programme:

- The remit for WE Ltd Off-road Cycling includes non-mountainous tracks suitable for mountain bikes in 'summer conditions'. Non-mountainous tracks may include public highways, way marked routes, rights of way on which cycles are permitted, identifiable routes and tracks with obvious navigational features.
- All Participants must take part in UK-based training to assess competency for this activity.
- Third Party Providers must be notified of the competency level of the team and any specific needs – behavioural or medical, so the correct level of activity can be planned.
- Participants must be briefed on the correct clothing and footwear.
- Trainers or Providers/Guides must have appropriate qualifications (as recommended in the British Cycling Safety Guidelines) for the level and environment in which they are leading and demonstrable experience of managing cycling groups in a similar environment to the programme itinerary.

During:



- Mountain Bikes should be fully functioning with regular maintenance checks carried out. The instructor should check each bike prior to each use; (brakes, wheels, tyres, saddle, chain). Each bike should be fitted with a bell and washed/ cleaned after each use.
- Leaders/Providers should carry: puncture repair kit, pump and correct adapter, multi spanner, correct Allen keys, chain link extractor, spoke key, screw drivers, spares including: brake blocks, inner tubes, chain links, gear & brake cable wire, elastic bands/zip ties.
- When route planning, all effort should be made to avoid A roads (or their equivalent). Dual carriageways (or equivalent) must never be used. Leaders should try to maintain that a group are in single file with members of staff positioned appropriately to control the group at all times.
- Participants must not carry equipment on their cycle, or on their person, other than essential personal requirements for that day.
- Qualified staff (Leader or Provider) should assess the technical skill level of the group and match the route accordingly once the assessment of the group has been completed.
- All sections of the route, including those involving any specific technical trail feature, should be risk assessed on a site-specific risk assessment and control measures must be identified.
- Helmets (certified to a UK standard) must be worn and properly fitted when riding any bicycle.
- Participants must be given a clear safety briefing from the provider before the activity begins.
- Participants must wear appropriate footwear with closed-toe shoes for all cycling activities.
- The whole group should maintain the speed of the least experienced rider.

3.Communications

See: H&S Policy

Risks: Lost person, miscommunication

Pre-programme:

- Participants must be briefed in advance on the acceptable use of mobile phones/tablets during the programme. For UK2 programmes WE Ltd recommend minimal or no use of mobile phones by participants. For DofE programmes WE Ltd recommend max two phones per group whilst walking and teacher to collect in phones on arrival at campsites.
- A check-in call with WE On-call at the end of the programme must be agreed.
- Contact numbers for all programme Trainer(s) or CDs must be kept in the On-Call file.
- Emergency contact numbers for schools/clients/providers must be kept in the On-Call file.

During:

- All programmes must ensure at least one mobile phone is carried with the Trainers and CDs.
- If mobile reception is poor then the CD should have an awareness of potential blackspots and a plan for accessing the nearest connection or an alternative form of communication in case of emergency.
- A communications check must be carried out on Day 1 of the programme to ensure all communications are operable.
- WE Ltd maintains a 24/7 On-Call function when any programmes are taking place. The On-Call number is handled by WE Ltd staff and a Director is also available for extra support.

4.Kit & Equipment

See: H&S Policy

Risks: Injury

Pre-programme:



- All Group kit will be stored in a locked store and the following procedure should be adhered to at all times to ensure that equipment is fit for purpose and lasts its expected lifetime:
 1. All group kit should be signed out and back in by the member of staff responsible for the programme it is being used on
 2. All group equipment provided by WE Ltd must be checked by Wilderness Expertise staff before issue to ensure it is in good working order and appropriate for use (i.e. correct tent poles for tent size).
 3. If issuing group kit to clients or Trainers, they should be briefed on its correct use and storage/transport. Training should be given if required (e.g. tent erection, stove use).
 4. When collecting group kit back in from clients it should be checked off and accounted for by the staff member with responsibility for that programme.
 5. Any lost kit should be reported to one of the Directors asap and recorded on the lost/damaged equipment log in the kit room so that it can be replaced and accounted for on the inventory.
 6. Any damaged equipment should be clearly marked and taken out of circulation. This should also be reported to a Director and recorded on the lost/damaged equipment board so that an assessment can be made on the appropriateness of repair/replacement.
- All participants should be advised of the appropriate personal kit and equipment (including first aid kit) to bring for each programme. WE Ltd provides example kit lists for all DofE programmes.
- All Trainers are expected to bring their own personal kit appropriate to the level of programme being run and in-line with their NGB qualifications – this should include as a minimum First Aid Kit, Group shelter large enough to accommodate group (if appropriate to conditions), Map, Compass and GPS. A safety rope should be carried if appropriate to the trainer's qualifications/necessary for the terrain.
- All group equipment provided by WE Ltd must be checked by Wilderness Expertise staff before issue.

During:

- All Trainers must check any WE group equipment when it is issued and before the programme starts.
- It is the responsibility of the Trainer to check the equipment before and after each use.
- Equipment that is damaged/deemed to be unfit must be returned to WE Ltd marked for repair.
- Trainers must check that participants have the required personal equipment at the start of the programme and provide an opportunity for re-supply or hire if any equipment is found to be inadequate for purpose.
- If personal or group equipment is hired, this must be done through a reputable provider who has been checked using the WE Ltd TPP checklist.

5.Environment

See: H&S Policy

Risks: D&V

Pre-programme:

- All Trainers and Participants should be briefed on WE Ltd's stance on reduce, re-use and recycle.

During:

- All teams must aim to have a minimal impact on their surrounding environments.
- When leaving a site the team must be briefed to ensure they have left no trace of their presence.
- During treks soiled toilet paper/sanitary products should be carried out of wilderness areas to be disposed of. If this is impossible then waste should be safely burnt or buried.
- All water (for drinking, cooking and cleaning teeth) must be treated or boiled to avoid use of bottled water (and creating plastic waste) when fresh, potable water is not available.



6. Transport

See: H&S Policy

Risks: Road collisions, injury (vehicle);

General:

Pre-programme:

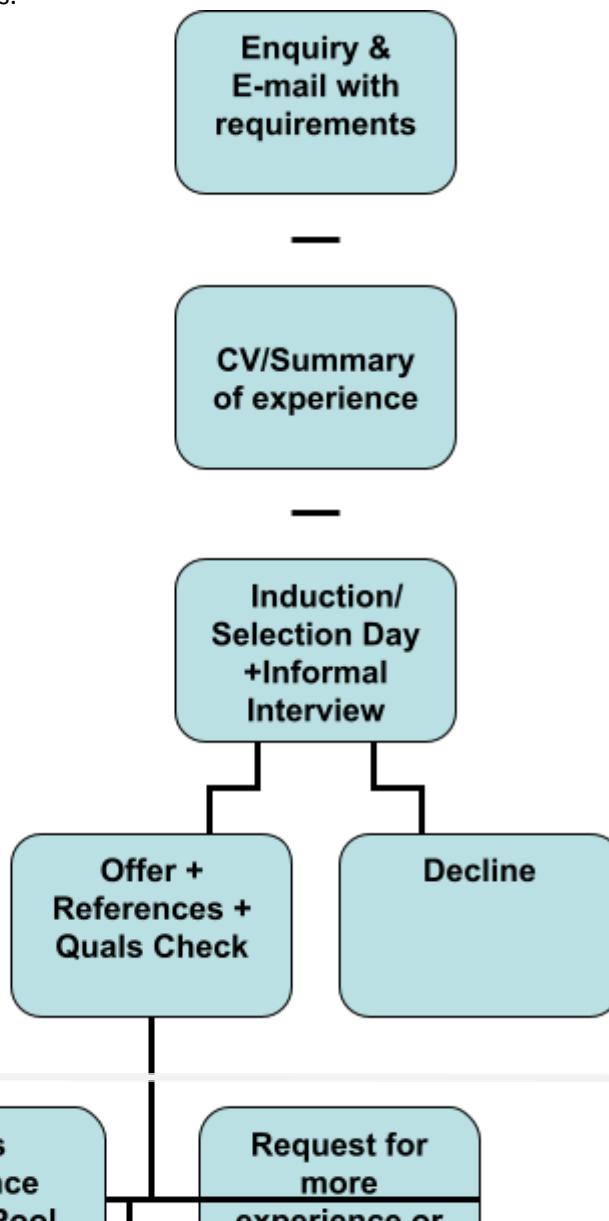
- All pre-booked transport providers must complete the Pre-programme Transport TPP Checklist.

During:

- Trainers are authorised to delay departure, or stop any journey if the weather, transport available or condition of transport suggests an unacceptable risk level.

Road Travel:

- Trainers and CDs are only permitted to drive participants with prior agreement of WE Ltd and must hold the MIDAS or D1 qualification if driving minibuses.
- If an impromptu journey is needed to be made with participants in the Trainer's vehicle, the school should be informed, and steps should be taken to ensure that nobody is alone with one child in a vehicle.
- Mobile phones are not to be used by drivers while vehicle is in motion. This policy must be explained to any driver before the journey commences.
- Trainers should be aware that mandated, regular breaks for privately -hired drivers will be instigated by any transport providers.





Appendix 1: Trainer Selection & Training Process

Selection Process:

1. Enquiry/E-mail:

E-mail describes pre-requisites of what WE Ltd require and overview of the package offered to Trainers.

2. CV and Application Letter:

All applicants should send a CV and/or summary of experience to date, qualifications and suitability to the role.

3. Interview:

The applicant shall be invited to interview (Zoom or face to face), which should include:

- How the company works and our aims and ethos.
- Overview of the roles available, the package offered and what we look for in our Trainers.
- Development/training opportunities.
- Activities to see the participants engaging in tasks to evaluate their working behaviour.
- The opportunity to discuss the different WE Ltd programmes/potential to develop in specific roles/areas
- Assess their preferences for work, availability and address queries relevant to their CV experience.

4. Decline/Offer:

If the applicant does not meet our standards their application will be declined and they will be offered the opportunity to discuss the reasons with their interviewer, and/or higher management.

If the applicant is successful at the interview stage, then they will either be invited to join the WE Ltd Freelance Trainer pool (dependent on references) or requested, and supported, to gain more experience through their own CPD. Following an offer, two references are collected plus copies of relevant qualifications, DBS check and personal/medical information.

The CD will then sign them off as competent on the first job that the applicant works on, based on the observations of the CD, documented in the PXR.

5. Joining the Freelance Pool + CPD:

Trainers will be asked about their CPD aspirations. This is an integral part of developing their potential and moving them 'up the ladder' (potentially to CD). The CPD will focus on their preferences of client group, their capabilities and qualifications, plus areas of strengths and weaknesses. The completed CPD will allow for accurate allocation to particular programmes and courses, and highlight where they may have potential to develop in another area (e.g. first aid). It will also highlight training needs, which may be developed in accordance with TE/internal needs.

6. Contract & Training:

All Trainers sign a contract, which includes a Code of Conduct. Trainers are also provided with a copy of WE Ltd's Standard Operating Procedures, On-Call Procedure, Incident Management Procedure and Generic Risk Assessment.

All Trainers are invited to attend the UK WE Annual Training Session. If this is not possible, a



briefing with a CD/Senior Manager/Director will be carried out.

7. Course Directors:

CDs are recruited from within the WE Trainer pool. They should have at least 1 year experience of running programmes with WE. All CDs receive training on their specific responsibilities regarding WE Ltds SOPs, Incident Management, and Risk Assessments.

Appendix 2: Incident Management Procedures

An Incident is defined as:

- An accident that has, or had the capability to, caused personal injury, property damage or environmental impact;
- An event that required the use of restraint or undue physical contact such as an assault;
- A behavioural event that could affect the safety of the individual, group, or trainer which required directed verbal reprimand and clarification;
- An event that could have serious financial impact on the operation;
- An event that could attract media/public/political/pressure group attention.

The next steps:

1. All major incidents must be recorded on the incident log.
2. Once the incident report has been received a Director will assess it and decide on any further action. Further action may require an internal investigation. This would include:
 - o Taking statements from witnesses;
 - o Taking copies of insurance arrangements, policies and procedures, Staff Contracts and all Staff Documentation in place at the time of the incident;
 - o Taking copies of completed Risk Assessments, programme specific information, medical forms, parental consent forms (if applicable) and third party provider checklists;
 - o Collating all correspondence and material held on the extranet.
3. Once completed a report would be presented to appropriate employees, clients and the company Directors.
4. This file must be copied to the insurance company and stored by The Expertise Consultancy Group for 10 years.

Critical Incidents:

The procedures outlined in the WE Ltd. Incident Management Plan (IMP) must be followed for all minor and major incidents, especially with regards to communications (internal and external) and use of the Incident Log Form.

All incidents shall be reported using the WE Ltd Incident and Near-Miss Report Template. The categories and questions are not exhaustive however they provide the core considerations for all reporting. No two incidents are the same therefore the template should be adapted as necessary.

On-call managers are expected to be aware of whom, from the wider WE Ltd. team is available to help in case of a major incident or for more minor, supportive administration tasks.

Annual training will be provided to all Wilderness Expertise staff on incident management and On-Call Procedures.



Appendix 3: On-Call Procedures

1. General Principles:

WE Ltd is keen to ensure that all participants have an exciting, inspiring and trouble-free experience. WE Ltd provides a robust system of support to all groups and teams while they take part in their activity or overseas venture.

In order to achieve this, the WE Ltd management team operates an On-Call system whenever there are any activities or ventures taking place. The procedure below sets out the responsibilities of the On-Call staff.

2. Roles & Responsibilities:

On-call Managers:

The role of the On-call Manager is one that carries great responsibility. The role requires the On-Call manager to be available 24 hours a day and be able to react to issues or incidents in a pro-active manner.

On-Call Managers must:

- Be in good mobile phone reception **at all times** (or at a land-line to which they can divert the phone).
- Carry a copy of the CIP for each programme at all times (either in hard-copy or available immediately electronically).
- Be familiar with the contents of the WE Ltd. Incident Management Plan
- Not consume alcohol to the extent that you are over the drink-drive limit or unable to do your job.
- Be able to immediately access all information about the programme online or in paper form. In a major incident, the On-Call manager must be able to get to the WE Ltd. laptop quickly (within 1 hour) in order to handle the on-going incident. If the On-Call manager is located remotely, one other capable colleague must be within 1 hours reach of their work laptop, and able to offer remote help to the On-Call manager until they can reach the office themselves

The key responsibilities of the On-call Manager are:

- To be familiar with the programmes, Trainer team, Risk Assessment and contents of the CIPs for each of the programmes.
- To respond immediately to phone calls coming in from Trainers, parents or schools.
- To help the Trainers sort out issues or incidents while they are on the programme (typically these include illness amongst the team, behavioural issues etc).
- Informing schools of any issues concerning one of their participants (e.g. illness/injury, misbehaviour)
- Ensuring that parents have been informed if their child falls ill, requires hospital treatment or is injured during the programme (this is typically done by the school).
- To keep the On-Call log updated daily with as much detail as possible about communications that have taken place between WE Ltd., the Trainers, team, parents, schools and other stakeholders.
- To hand-over to the next On-Call manager in a timely fashion, including talking through the up-to-date On-Call log and filing copies of emails/correspondence.
- To inform Trainers when you have handed over to the next On-Call manager.
- To liaise with WE Ltd. Directors in case of escalation of the incident, or suspicion of media involvement.



Key responsibilities for UK Programme Manager:

- Double-check the contents of all CIPs (including the destination, client, phone numbers and details of all contacts).
- Brief On-call Managers on any relevant specifics of teams (e.g tricky teachers, schools, Trainers)
- Read through the latest version of the On-Call log to familiarise themselves with any issues occurring with their teams.
- Be available to help the On-call Manager if they require administrative support.

Key responsibilities of On-call Directors:

- Act as a support for On-call Managers (decision-making and sounding-board)
- All media management and company spokesperson
- Liaison with parents and schools in case of major incident or fatality
- Liaison with the Police in case of a major incident or fatality

3. Other stakeholders:

Crisis Management Support

To be contacted by Directors only in case of a major incident. Suppliers of crisis management advice and support including PR, counselling, legal advice.

4. Rules for the On-Call phone:

- The On-Call phone numbers are shared on the Course Information Pack before the event.
- Text messages cannot be sent via the On-Call number but they can be received (as a voice message).
- Trainers must be informed when you have handed over the On-Call duty to the next Manager.
- Ensure your mobile phone is fully charged, and that you carry your charger with you when you are out of the house/office.