

COMPANY POLICY

Review Date; December 2026

Version 1.1

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1141 Adventures
A trading name of **Reactive Medical Ltd**
Registered Address:
2 Bruce Knight Close, Danescourt, Cardiff, CF5 2QR
Company Number: 16253650

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1. HEALTH & SAFETY POLICY

1.1 Statement of Intent

1141 Adventures is a UK-registered limited company and provides adventure activities across the United Kingdom, including Scotland, in compliance with all applicable health and safety legislation, regulatory requirements, and licensing obligations.

1141 Adventures is committed to providing a safe environment for all participants, instructors, staff, and third parties. Safety is prioritised over commercial, summit, or course objectives at all times.

We recognise that adventure activities involve inherent risks and commit to **managing, reducing, and communicating those risks** so far as is reasonably practicable.

1.2 Responsibilities

Directors / Company Management

- Overall responsibility for health and safety
- Ensure policies are implemented and reviewed
- Ensure appropriate insurance is in place

Instructors / Leaders

- Must be **qualified, experienced, and competent for the role and terrain they are undertaking**
- Responsible for:
    - Conducting written and dynamic risk assessments
    - Daily weather and environmental decision-making
    - Participant supervision and safety
    - Emergency management

Participants

- Must follow instructions
- Must act responsibly
- Must disclose relevant medical and fitness information

1.3 Legal Framework

This policy aligns with:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Occupiers' Liability Acts 1957 & 1984

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2. RISK ASSESSMENT & METHOD STATEMENTS (RAMS)

2.1 Written Risk Assessments

1141 Adventures maintains **written, activity-specific risk assessments** for all activities offered.

These include:

- Terrain hazards
- Environmental exposure
- Equipment risks
- Participant capability
- Instructor-to-client ratios
- Emergency and evacuation considerations

2.2 Daily & Dynamic Risk Assessment

In addition to generic assessments, instructors must complete a **daily risk assessment**, which includes:

- **Weather forecast review** (multiple sources where appropriate)
- Wind speed, temperature, precipitation, visibility
- Ground conditions (wet, icy, snow-covered)
- Participant fitness, experience, and wellbeing
- Route choice and escape options

Dynamic risk assessment is ongoing throughout the activity and adjustments are made as conditions change.

2.3 Authority to Modify or Cancel

Instructors have full authority to:

- Change routes

- Reduce objectives
- Cancel activities entirely

This authority **cannot be overridden for commercial reasons**.

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3. SAFEGUARDING POLICY

3.1 Scope

Applies to:

- Children (under 18)
- Vulnerable adults

3.2 Safeguarding Measures

- Appropriate DBS checks for staff where required
- Clear professional boundaries maintained
- No one-to-one unsupervised situations where avoidable
- No inappropriate physical contact

3.3 Reporting

All safeguarding concerns are:

- Taken seriously
- Recorded in writing
- Reported to appropriate authorities where necessary

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4. EQUALITY, DIVERSITY & INCLUSION POLICY

1141 Adventures is committed to promoting equality, diversity, and inclusion in all aspects of its operations. We aim to provide fair and equal access to our activities, services, and employment opportunities, regardless of protected characteristics, while maintaining the highest standards of safety.

4.1 Commitment to Equality

1141 Adventures does not unlawfully discriminate on the basis of any protected characteristic as defined under the Equality Act 2010, including but not limited to:

- Age
- Disability

- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

All participants, staff, and third parties are treated with dignity and respect at all times.

4.2 Access to Activities

We are committed to making our activities as accessible as reasonably practicable. Where participants have specific needs, disabilities, medical conditions, or other requirements, these will be considered on an individual basis through:

- Pre-activity communication and screening
- Review of medical declarations
- Discussion with the participant (and parent or guardian where applicable)
- Assessment of activity demands, environment, and conditions

Participation decisions are based on **individual capability and safety**, not assumptions.

4.3 Reasonable Adjustments

Where safe and practical, reasonable adjustments may be made to support participation, which may include:

- Modifying routes or objectives
- Adjusting pace or group management
- Providing additional briefings or support
- Adapting equipment or activity structure

Any adjustments will be proportionate, realistic, and consistent with safe operating limits.

4.4 Safety and Operational Limits

While inclusivity is a core value, **safety will not be compromised**. Adventure activities inherently involve risk, and there may be circumstances where:

- Environmental conditions
- Terrain
- Weather
- Remoteness
- Activity demands

mean that participation is not safe, even with adjustments.

In such cases:

- The instructor's professional judgement is final
- Decisions are made solely in the interest of safety
- Alternative options may be offered where appropriate

Exclusion from an activity on safety grounds is **not considered discriminatory** where it is a proportionate and justified decision.

4.5 Instructor Authority and Responsibilities

Instructors are responsible for:

- Assessing participant capability during activities
- Monitoring fatigue, distress, or changes in condition
- Making real-time decisions using dynamic risk assessment

Instructors have full authority to:

- Modify activities
- Reduce objectives
- Withdraw participants from activities

These decisions cannot be overridden for commercial or reputational reasons.

4.6 Communication and Respect

All participants and staff are expected to:

- Communicate needs and concerns openly
- Treat others with respect
- Support an inclusive and professional environment

Any discriminatory behaviour, harassment, or exclusionary conduct is not tolerated and will be addressed in line with company policies.

4.7 Review

This policy is:

- Reviewed annually
- Reviewed following incidents, complaints, or legal changes
- Updated to reflect best practice and regulatory guidance

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5. DATA PROTECTION & PRIVACY POLICY

1141 Adventures is committed to protecting personal data and respecting the privacy of participants, staff, and third parties. All personal data is processed lawfully, fairly, and transparently in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the Data Protection Act 2018.

Personal data is:

- Collected only for legitimate operational, safety, and legal purposes
- Processed in a manner that is relevant and proportionate
- Kept accurate and up to date where practicable

Medical and Special Category Data

Medical information and health-related data are treated as special category data and are:

- Collected solely for safety and risk management purposes
- Used only to support safe participation and emergency planning
- Handled with a heightened level of confidentiality

Data Storage and Security

Personal data is stored securely, whether in digital or physical form, using appropriate safeguards, which may include:

- Password-protected digital systems
- Secure devices and storage locations
- Controlled handling of paper records

Reasonable steps are taken to prevent unauthorised access, loss, misuse, or disclosure.

Access Control

Access to personal and medical data is:

- Strictly limited to individuals with a legitimate safety or operational need
- Restricted to instructors, management, or staff where access is necessary to fulfil their role
- Not shared with third parties unless required for safety, legal, or regulatory reasons

Data Retention

Personal and medical data is:

- Retained only for as long as is necessary for operational, safety, or legal purposes
- Reviewed periodically
- Securely disposed of when no longer required

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6. FIRST AID & MEDICAL PROVISION POLICY

6.1 Instructor Requirements

- Instructors must hold an appropriate outdoor first aid qualification
- Qualifications must be current and appropriate to remoteness and activity

6.2 Medical Equipment & Emergency Communications

6.2.1 First Aid Provision

1141 Adventures ensures that activity-appropriate first aid kits are carried at all times during activities. The type, contents, and quantity of first aid equipment are determined by:

- The nature and duration of the activity
- The remoteness of the operating environment
- Group size and participant profile
- Anticipated medical risks
- Seasonal and weather conditions

First aid kits are:

- Appropriate to the activity being undertaken (e.g. walking, mountaineering, remote terrain)
- Sufficient to manage both minor injuries and serious incidents until handover or evacuation
- Maintained in a serviceable condition
- Checked regularly and replenished as required
- Carried in a manner that allows rapid access during an incident

The instructor is responsible for ensuring that first aid provision is suitable for the day's activity and conditions.

6.2.2 Emergency Communication Devices

1141 Adventures ensures that reliable emergency communication devices are available where required, based on the location, remoteness, and communication coverage of the activity area.

Emergency communication planning includes consideration of:

- Mobile phone network coverage
- Terrain and signal limitations
- Weather conditions
- Duration of activity and escape options

Where there is a reasonable likelihood of poor or absent mobile phone signal, additional communication methods may be used, including:

- Satellite communication devices
- Satellite SOS or messaging functionality
- Other appropriate emergency communication systems

Emergency communication devices are:

- Suitable for the operating environment
- Checked for functionality prior to use
- Carried in a manner that allows immediate access
- Used in accordance with manufacturer guidance

Instructors are responsible for ensuring that appropriate communication methods are in place before entering remote or limited-coverage environments.

6.2.3 Integration with Emergency Procedures

The availability and use of first aid equipment and communication devices forms a core part of:

- Emergency and rescue planning
- Dynamic risk assessment
- Incident escalation and management

These provisions support timely casualty care, effective communication with emergency services, and safe management of incidents until resolution or handover.

6.3 Emergency Response

- Casualty care prioritised
- Emergency services contacted when required
- Mountain Rescue engaged appropriately
- Incident managed until handover or resolution

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7. INCIDENT, ACCIDENT & NEAR-MISS REPORTING POLICY

1141 Adventures recognises that effective incident and near-miss reporting is essential to maintaining high safety standards and supporting continuous improvement.

7.1 Recording of Incidents and Near-Misses

All incidents, accidents, and near-misses are:

- Taken seriously and responded to appropriately
- Recorded in writing as soon as practicable following the event
- Documented accurately and factually

Records include:

- Date, time, and location
- Individuals involved
- Description of what occurred
- Immediate actions taken

Near-miss reporting is actively encouraged, as it provides valuable learning opportunities and helps prevent future incidents.

7.2 Escalation of Serious Incidents

Serious incidents are:

- Escalated to company management without delay
- Reviewed to determine whether further action is required

Serious incidents may include (but are not limited to):

- Serious injury or illness
- Hospital treatment
- Involvement of emergency services or Mountain Rescue
- Incidents with potential legal, regulatory, or reputational implications

7.3 Statutory Reporting (RIDDOR)

Where applicable, incidents are reported in accordance with the **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)**.

1141 Adventures ensures that:

- Reportable incidents are identified promptly
- Reports are submitted within statutory timescales
- Appropriate records are retained

7.4 Review and Learning

Following incidents and near-misses:

- Circumstances are reviewed to identify contributing factors
- Control measures are assessed for effectiveness
- Lessons learned are documented

Outcomes of reviews are used to:

- Update risk assessments and method statements
- Improve procedures and guidance
- Inform staff training and briefings

This process supports continuous improvement and reinforces a positive safety culture.

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8. INSURANCE POLICY STATEMENT

1141 Adventures maintains:

- Public Liability Insurance
- Professional Indemnity Insurance
- Employer's Liability Insurance (where applicable)

Participants are responsible for personal accident and cancellation insurance.

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9. INSTRUCTOR COMPETENCY & CPD POLICY

9.1 Competence

Instructors must:

- Hold relevant qualifications
- Be **qualified for the role and environment they are operating in**
- Operate strictly within their scope of competence

9.2 Continuing Professional Development

- CPD encouraged and recorded
- Skills kept current
- Peer review and mentoring supported

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10. EQUIPMENT USE, INSPECTION & MAINTENANCE POLICY

1141 Adventures is committed to ensuring that all equipment and personal protective equipment (PPE) used during activities is suitable, safe, and properly maintained.

10.1 Inspection and Recording

All PPE and safety-critical equipment is:

- Inspected at appropriate intervals in line with manufacturer guidance, industry standards, and frequency of use
- Subject to routine visual checks before and after use
- Formally recorded where required

Inspection records include:

- Date of inspection
- Equipment identification
- Condition and findings
- Actions taken

10.2 Equipment Lifespan and Retirement

Equipment is:

- Used strictly within its intended purpose
- Retired in accordance with manufacturer guidance, usage limits, age limits, and condition
- Removed from service where wear, damage, or deterioration could affect safety

Where manufacturer guidance is unavailable, conservative industry best practice is applied.

10.3 Participant Briefing and Use

Participants are:

- Briefed on the correct use of equipment before activities commence
- Shown how to fit and adjust PPE where applicable
- Supervised to ensure correct and safe use throughout the activity

Participants are instructed not to misuse equipment or modify it in any way.

10.4 Defective or Unsafe Equipment

Any equipment identified as defective, damaged, or unsafe is:

- Removed from service immediately
- Clearly identified as unusable
- Not returned to service until repaired, replaced, or formally retired

Instructors are responsible for ensuring that defective equipment is not used during activities.

10.5 Responsibility

Instructors and staff are responsible for:

- Carrying out checks appropriate to their role
- Reporting equipment issues promptly
- Ensuring only suitable, serviceable equipment is used

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11. ENVIRONMENTAL & SUSTAINABILITY POLICY

1141 Adventures is committed to operating responsibly and sustainably, recognising its duty to protect the natural environment while delivering adventure activities. Environmental care is integrated into planning, delivery, and decision-making at all levels.

11.1 Leave No Trace Principles

1141 Adventures follows **Leave No Trace** principles and promotes them actively to staff and participants. This includes:

- Planning activities to minimise environmental impact
- Respecting paths, terrain, and natural features
- Removing all litter and waste from activity areas
- Avoiding unnecessary disturbance to the environment

Participants are briefed on appropriate behaviour and environmental responsibility before and during activities.

11.2 Responsible Access

Activities are delivered in accordance with **responsible access guidelines**, including:

- Respect for landowners, land managers, and other users
- Compliance with relevant access legislation and codes
- Use of established paths and routes where appropriate
- Avoidance of sensitive or restricted areas

Access decisions are reviewed dynamically in response to environmental conditions, seasonal sensitivities, and land management considerations.

11.3 Wildlife and Habitat Protection

1141 Adventures takes active steps to protect wildlife and habitats by:

- Avoiding disturbance to nesting, breeding, or feeding wildlife
- Adjusting routes or timings to reduce impact on sensitive species or habitats
- Respecting seasonal restrictions and local guidance

Instructors monitor environmental conditions and take action where wildlife or habitat protection may be compromised.

11.4 Minimal Environmental Impact Practices

Operational practices aim to minimise environmental impact through:

- Appropriate group sizes
- Careful route selection
- Minimising erosion and vegetation damage
- Reducing noise and visual impact where practicable

Environmental considerations may result in:

- Route modification
- Activity adjustment
- Activity cancellation where necessary

11.5 Responsibility and Review

All staff and participants share responsibility for environmental stewardship. This policy is:

- Reviewed annually
- Reviewed following incidents or environmental concerns
- Updated in line with best practice guidance

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12. EMERGENCY & RESCUE PROCEDURES POLICY

12.1 Purpose

This policy sets out the procedures for managing emergencies, incidents, and rescues during activities delivered by 1141 Adventures. Its aim is to ensure a **clear escalation**

pathway, effective casualty care, timely communication with emergency services, and safe management of the wider group.

12.2 Initial Incident Management

In the event of an incident or medical emergency, the instructor or leader will:

- Take immediate control of the situation
- Ensure the scene is safe for themselves, the casualty, and the group
- Prevent further harm by managing environmental hazards
- Stabilise the situation before escalation

The instructor has full authority to suspend or terminate the activity.

12.3 Casualty Management

The instructor will:

- **Assess and manage the casualty appropriately** in accordance with their level of training and competence
- Provide first aid and ongoing care as required
- Monitor the casualty's condition continuously
- Protect the casualty from environmental exposure (cold, wind, rain, heat)
- Maintain dignity and reassurance

Care will continue until:

- The casualty recovers sufficiently to continue or self-evacuate, or
- Responsibility is handed over to emergency services or Mountain Rescue

12.4 Escalation Pathway

Escalation will occur when:

- There is a serious injury or illness
- The casualty cannot safely self-evacuate
- Environmental conditions pose a risk
- The instructor judges that external assistance is required

The escalation pathway is as follows:

1. **Instructor assessment and initial casualty care**
2. **Emergency services contacted** when required
3. **Mountain Rescue requested** where appropriate
4. **Ongoing casualty management until handover**

Decisions to escalate are based on safety, not objectives or commercial considerations.

12.5 Contacting Emergency Services & Mountain Rescue

Where escalation is required:

- The instructor will contact **emergency services via 999 or 112**
- Request **Police** and ask for **Mountain Rescue** where appropriate
- Provide clear and accurate information including:
    - Exact location (grid reference / GPS coordinates)
    - Nature of incident
    - Number of casualties
    - Casualty condition
    - Weather and terrain conditions
    - Group size and resources available

12.6 Communication in Areas with No Phone Signal

If mobile phone signal is unavailable:

- A **satellite communication device** (where available) will be used to contact emergency services
- Satellite messaging or SOS functionality will be used in accordance with manufacturer guidance
- The instructor will ensure devices are operational prior to activities in remote areas

Where no communication method is available, the instructor will:

- Manage the casualty and group appropriately
- Implement a safe plan to raise the alarm where feasible

12.7 Group Management During an Emergency

While managing an incident, the instructor will:

- Maintain control of the remaining group
- Move the group to a safe location if required
- Assign clear roles where appropriate
- Ensure no participant is placed at unnecessary risk

12.8 Handover to Mountain Rescue or Emergency Services

Upon arrival of Mountain Rescue or emergency services, the instructor will:

- Provide a **full and clear patient handover**, including:

    - Mechanism of injury or illness
    - Casualty history and medical information (if known)
    - Treatment given
    - Changes in condition
    - Environmental factors
- Follow instructions given by emergency services
- Continue to assist as requested

12.9 Post-Incident Actions

Following an incident:

- An incident report will be completed as soon as practicable
- Management will be notified
- Risk assessments will be reviewed and updated
- Any required statutory reporting (e.g. RIDDOR) will be completed

12.10 Authority and Review

- Instructors have full authority to implement this policy
- This policy is reviewed annually and following serious incidents

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13. WEATHER & ENVIRONMENTAL DECISION-MAKING POLICY

13.1 Purpose

This policy sets out how weather and environmental conditions are assessed, monitored, and acted upon during activities delivered by 1141 Adventures. Weather-related decision-making is central to risk management in mountaineering and outdoor activities and takes precedence over all course or commercial objectives.

13.2 Weather Information Sources

Weather forecasts must be reviewed using **reliable and authoritative sources**, including:

- **Mountain Weather Information Service (MWIS)**
- **UK Met Office** (including mountain-specific forecasts where available)

Where appropriate, multiple sources will be used to cross-check forecasts and identify areas of uncertainty.

13.3 Pre-Activity Weather Assessment

Prior to each activity day, the instructor will conduct a **written weather assessment**, considering:

- Wind speed and gusts
- Temperature (including wind chill)
- Precipitation (rain, snow, hail)
- Visibility (cloud base, mist, whiteout risk)
- Freezing level and snow conditions (where applicable)
- Recent and forecast weather trends

This assessment will inform:

- Route choice
- Objective selection
- Equipment requirements
- Participant briefing

13.4 Environmental & Ground Conditions

In addition to weather, instructors will assess:

- Ground conditions (wet rock, ice, snow, verglas, erosion)
- Water levels (streams, rivers, bogs)
- Seasonal hazards
- Daylight hours

Environmental conditions may necessitate route changes or activity cancellation.

13.5 Ongoing & Dynamic Weather Assessment

Weather conditions will be monitored throughout the activity, including:

- Visual observation
- Changes in wind, temperature, or cloud
- Deterioration in ground conditions

Instructors will use **dynamic risk assessment** to respond to changing conditions.

13.6 Decision Authority

Instructors have full authority to:

- Modify routes or objectives
- Reduce activity scope
- Terminate activities entirely

These decisions are final and **cannot be overridden for commercial reasons**.

13.7 Participant Communication

Participants will be:

- Briefed on expected conditions
- Informed of any changes
- Advised of additional hazards due to weather

13.8 Review

Weather-related decisions are reviewed following:

- Significant incidents
- Near-misses
- Notable forecast inaccuracies

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14. PARTICIPANT SCREENING & FITNESS POLICY

14.1 Purpose

This policy ensures that participants are physically and mentally suitable for the activities undertaken and that risks associated with participant capability are identified and managed.

14.2 Medical Declarations

All participants must complete:

- A **medical declaration form**
- Any additional medical or fitness documentation required

Medical information is used solely for safety purposes.

14.3 Fitness Requirements

Participants must:

- Be in **good general health**
- Be free from injury or illness that may compromise safety
- Have a fitness level appropriate to the activity's demands

Activities may involve:

- Sustained physical exertion
- Exposure to adverse weather

- Difficult terrain
- Carrying equipment

14.4 Disclosure Responsibility

Participants are responsible for:

- Disclosing all relevant medical conditions
- Informing 1141 Adventures of changes to their health or fitness

Failure to disclose relevant information may result in:

- Removal from the activity
- No refund

14.5 Instructor Assessment & Authority

Instructors will:

- Assess participant capability at the start of and during activities
- Monitor fatigue, illness, or injury

Instructors have full authority to:

- Modify a participant's involvement
- Exclude a participant where safety is compromised

Such decisions are made solely in the interest of safety.

14.6 Environmental & Weather Impact on Fitness

Weather and environmental conditions (as assessed using **MWIS** and the **Met Office**) may:

- Increase the physical demands of an activity
- Reduce safe operating margins

Participants may be excluded or activities modified where conditions exceed participant capability.

14.7 Participant Responsibilities

Participants agree to:

- Act within their limits
- Communicate concerns early
- Follow instructor guidance

14.8 Review

This policy is reviewed annually and following:

- Serious incidents
- Changes in operational scope

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15. COMPLAINTS & FEEDBACK POLICY

- Complaints acknowledged within 7 days
- Investigated fairly
- Outcomes communicated in writing
- Feedback used to improve services

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16. TERMS & CONDITIONS POLICY

All bookings with 1141 Adventures are subject to the company's **published Terms and Conditions**, which are made available to participants prior to booking and acceptance.

16.1 Booking Acceptance

- A booking is confirmed once the required deposit or full payment has been received
- By making a booking, participants confirm that they have read, understood, and agreed to the Terms and Conditions

16.2 Deposits and Payments

- Deposits are **non-refundable**, except where required by law
- Deposits secure a place on an activity and cover administrative and operational costs
- Further payment terms, balances, and cancellation conditions are set out in the published Terms and Conditions

16.3 Cancellations and Changes

- Participant cancellations are subject to the cancellation terms in force at the time of booking
- Activities may be modified, postponed, or cancelled by 1141 Adventures where safety, weather, environmental, or operational considerations require
- Safety-related cancellations do not constitute a breach of contract

16.4 Governing Law and Jurisdiction

The Terms and Conditions are governed by and interpreted in accordance with the laws of **England & Wales and Scotland**, as applicable.

Any disputes arising from bookings or participation will be subject to the jurisdiction of the appropriate courts within those legal systems.

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17. PARTICIPATION STATEMENT & WAIVER POLICY

1141 Adventures recognises that adventure activities involve inherent and unavoidable risks. This policy sets out how participants are informed of those risks and how participation is agreed.

17.1 Mandatory Participation Statement

All participants are required to complete and agree to a **Participation Statement and Waiver** prior to taking part in any activity.

Participation is conditional upon:

- Completion of the required documentation
- Confirmation that the participant has read and understood the information provided
- Acceptance of the nature of the activity and associated risks

Participants who do not complete the Participation Statement will not be permitted to take part.

17.2 Acceptance of Risk

The Participation Statement clearly explains that:

- Adventure activities involve inherent risks that cannot be entirely eliminated
- Risks may arise from terrain, weather, environmental conditions, and physical exertion
- Participants take part voluntarily and at their own risk

Participants confirm that they:

- Understand the nature of the activity
- Are aware of the potential hazards involved
- Accept responsibility for their own actions and decisions during participation

17.3 Legal Principle – Volenti non fit injuria

The Participation Statement reflects the legal principle of ***volenti non fit injuria***, meaning that a person who knowingly and willingly accepts a risk cannot later claim for harm arising solely from that accepted risk.

This principle applies only to:

- Risks that are inherent and properly communicated
- Situations where participants have given informed consent

Nothing in the Participation Statement or Waiver:

- Excludes or limits liability for death or personal injury resulting from negligence
- Overrides statutory duties under health and safety or consumer protection law

17.4 Clarity and Fairness

Participation documentation is:

- Written in clear and understandable language
- Provided in advance where practicable
- Explained verbally where appropriate

Participants are encouraged to:

- Ask questions
- Seek clarification
- Raise concerns prior to participation

17.5 Review

Participation Statements and Waivers are:

- Reviewed annually
- Reviewed following incidents or legal developments
- Updated to reflect best practice and legal guidance

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18. CODE OF CONDUCT POLICY

Staff

- Act professionally
- Maintain boundaries
- Uphold safety culture

Participants

- Behave respectfully
- Follow instructions
- Respect environment and others

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19. LONE WORKING POLICY

- Check-in procedures required
- Emergency contacts identified
- Location awareness maintained

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20. SOCIAL MEDIA & MEDIA USE POLICY

1141 Adventures recognises the value of images and video in promoting its activities and communicating its services. The use of photographs, video, and other media is managed responsibly, ethically, and in line with safeguarding and data protection requirements.

20.1 Consent for Use of Images and Video

Photographs and video footage taken during activities **may be used for promotional, marketing, and communication purposes**, including:

- Company website
- Social media platforms
- Printed promotional materials
- Training or informational materials

Consent is:

- Requested prior to use
- Clearly explained
- Recorded where required

Participants have the right to:

- Decline consent without prejudice
- Withdraw consent for future use

No images or footage will be used in a manner that misrepresents participants or the nature of the activity.

20.2 Safeguarding and Privacy

Safeguarding considerations are paramount. In particular:

- Images of children and vulnerable adults are handled with heightened care
- No identifying or inappropriate imagery is used
- Images are selected to protect dignity, privacy, and wellbeing

Media use involving children is subject to:

- Appropriate parental or guardian consent
- Compliance with safeguarding policies

20.3 Professional Representation

All media associated with 1141 Adventures:

- Represents the organisation professionally and responsibly
- Reflects safe practice and appropriate behaviour
- Does not depict unsafe acts, poor decision-making, or inappropriate conduct

Instructors and staff are expected to:

- Use social media responsibly
- Avoid posting content that could undermine safety culture or professional standards
- Follow company guidance when sharing activity-related media

20.4 Review and Removal

1141 Adventures will:

- Review media content periodically
- Remove images or videos where consent is withdrawn or concerns are raised
- Act promptly on reasonable requests regarding media use

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21. MENTAL HEALTH & WELLBEING POLICY

1141 Adventures recognises the importance of mental health and wellbeing for staff, instructors, and participants. A supportive and respectful culture is promoted, where wellbeing is valued alongside physical safety.

21.1 Supportive Culture

1141 Adventures promotes a culture that:

- Encourages respect, empathy, and professionalism

- Recognises that mental wellbeing can affect performance, safety, and enjoyment
- Seeks to reduce stigma around mental health

Staff and instructors are expected to:

- Treat mental health concerns with sensitivity and respect
- Maintain appropriate professional boundaries
- Promote a positive and inclusive environment

21.2 Open Communication

Open and honest communication is encouraged. Staff and participants are:

- Encouraged to raise concerns early
- Supported in discussing wellbeing-related issues where they feel able
- Listened to without judgement

Where mental health concerns may affect safety, instructors will:

- Respond calmly and professionally
- Take appropriate action to manage risk
- Escalate concerns where necessary

21.3 Reasonable Adjustments

Where appropriate and safe, **reasonable adjustments may be considered** to support wellbeing. These may include:

- Modifying activity pace or objectives
- Adjusting group management or roles
- Allowing additional breaks or support

Any adjustments are:

- Considered on a case-by-case basis
- Proportionate and practical
- Subject to environmental, activity, and safety constraints

Safety will not be compromised.

21.4 Limits of Responsibility

1141 Adventures does not provide medical or therapeutic mental health services. Where concerns exceed the scope of the activity or staff competence:

- Participants may be advised to seek professional support
- Activities may be modified or participation declined where safety is affected

21.5 Review

This policy is:

- Reviewed annually
- Reviewed following incidents, complaints, or welfare concerns
- Updated in line with best practice and guidance

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22. WHISTLEBLOWING POLICY

- Unsafe practices can be reported confidentially
- No retaliation permitted
- Concerns investigated thoroughly

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23. BUSINESS CONTINUITY POLICY

1141 Adventures recognises the importance of maintaining safe and effective operations in the event of disruption. This policy sets out how the organisation plans for and responds to circumstances that may affect service delivery, while prioritising safety at all times.

23.1 Planning for Disruption

Business continuity planning considers foreseeable disruptions, including:

- **Staff illness or unavailability**
- **Severe or adverse weather conditions**
- **Equipment failure, loss, or damage**
- **Access restrictions or environmental constraints**

Contingency measures may include:

- Use of suitably qualified alternative instructors
- Adjustment or postponement of activities
- Modification of routes, objectives, or activity scope
- Cancellation where safe delivery cannot be assured

23.2 Equipment and Resource Management

Where equipment failure or unavailability occurs:

- Equipment is removed from service immediately
- Alternative equipment is used only where it is suitable and safe

- Activities are modified or cancelled if safe operation cannot be guaranteed

23.3 Communication with Participants

Clear and timely communication with participants is a priority during disruption. This includes:

- Providing prompt updates on changes, postponements, or cancellations
- Explaining the reasons for decisions, particularly where safety is a factor
- Managing expectations in a clear and professional manner

Communication may take place via:

- Email
- Telephone
- Messaging platforms or booking systems

23.4 Safety and Decision Authority

Safety is prioritised over activity delivery, commercial considerations, or participant expectations.

Instructors and management have full authority to:

- Modify or cancel activities
- Delay delivery
- Reduce objectives

These decisions are made solely in the interest of safety and cannot be overridden for commercial reasons.

23.5 Review

Business continuity arrangements are:

- Reviewed annually
- Reviewed following significant disruption or incidents
- Updated as operational scope or risks change

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24. POLICY REVIEW & CONTROL

- Reviewed annually
- Reviewed following incidents or legal changes
- Updates communicated to staff