



EDVENTURES | POLICY SUITE

Staff and Instructor Code of Conduct

Document reference	EDV-POL-005
Legal entity	EJFVENTURES LTD (company number 16938508), trading as Edventures
Version	1.0 — harmonised edition
Policy owner	Edward Fairnington, Owner and Responsible Manager
Approved by	Edward Fairnington
Approval date	16 October 2026
Effective date	16 October 2026
Next scheduled review	16 October 2027
Review frequency	Annually, or earlier following significant change or incident
Approval signature	_____

1. Purpose

Edventures is committed to providing safe, inclusive, professional and positive experiences for everyone participating in its activities.

This Code of Conduct establishes the minimum standards of behaviour expected from all individuals working for or representing Edventures.

Its objectives are to:

- Protect the safety, welfare, dignity and rights of participants.
- Maintain appropriate professional boundaries.
- Promote inclusive, respectful and supportive environments.
- Ensure activities are delivered by appropriately qualified and competent individuals.
- Prevent abuse, discrimination, harassment, exploitation and inappropriate conduct.
- Establish clear expectations for safeguarding, communication, confidentiality and accountability.

Compliance with this Code is a condition of working or volunteering with Edventures.

2. Scope

This policy applies to all employees, freelance instructors, self-employed contractors, volunteers, assistants and other individuals working on behalf of Edventures.

It covers:

- Climbing Clubs and indoor climbing activities.
- Wellbeing Experiences and guided outdoor sessions.
- Outdoor education, expeditions and other adventurous activities.
- Activities delivered in hired schools, climbing centres and other venues.
- Participant communication, administration, preparation and follow-up activities.
- Work-related online communications and social media activity.

Hiring school premises does not make Edventures workers employees of the school.

All workers must comply with this policy, applicable legislation, relevant National Governing Body requirements, safeguarding procedures and the agreed rules of the host venue.

Where a venue imposes additional safeguarding or operational requirements, these must be followed where applicable, provided they do not undermine Edventures' own responsibilities.

3. Professional behaviour and standards

Everyone representing Edventures must:

1. Treat participants, parents, carers, colleagues and members of the public with dignity, courtesy and respect.
2. Place participant safety and welfare above commercial, personal or programme objectives.
3. Demonstrate patience, fairness, professionalism and appropriate behaviour.
4. Use language suitable for participants' ages, needs and circumstances.
5. Promote positive participation, confidence, independence and personal development.
6. Respect personal differences, abilities, backgrounds and individual circumstances.
7. Avoid bullying, intimidation, humiliation, harassment, discriminatory behaviour and favouritism.
8. Act as a positive role model, particularly when working with children and young people.
9. Follow reasonable instructions from the designated session leader.
10. Raise concerns about unsafe, inappropriate or unprofessional conduct.

Workers must not use their position to obtain personal advantages or develop inappropriate relationships with participants.

4. Safeguarding and professional boundaries

Edventures recognises that adults working with children and potentially vulnerable adults occupy positions of trust.

All workers must maintain clear and appropriate professional boundaries.

Workers must:

- Follow Edventures' Safeguarding and Child Protection Policy and applicable adult safeguarding arrangements.
- Avoid unnecessary private or isolated one-to-one situations.
- Conduct activities openly and visibly wherever practicable.
- Follow approved supervision ratios and participant arrangements.
- Avoid personal relationships or interactions that could compromise professional judgement.
- Never engage in sexualised communication, behaviour or relationships with children.
- Never seek to exploit a participant's vulnerability, dependence or trust.
- Report safeguarding concerns without delay.

Where one-to-one interaction is necessary, such as individual climbing instruction, first aid or participant support, workers must use appropriate safeguards, including visibility, suitable supervision and recording any exceptional arrangements.

Workers must not promise absolute confidentiality to a participant making a safeguarding disclosure.

A concern involving another worker must be reported through the safeguarding procedure, including the independent external reporting route where the owner or safeguarding lead is implicated.

5. Physical contact and personal care

Some Edventures activities require physical contact for safety, technical instruction, first aid or appropriate participant assistance.

Physical contact must always be:

- Necessary for a legitimate activity, safety or welfare purpose.
- Proportionate to the circumstances.
- Explained beforehand wherever practicable.
- Respectful of personal dignity and individual boundaries.
- Consistent with recognised instructional techniques and relevant safeguarding guidance.

Where appropriate, permission should be sought before physical contact. A participant's objection must be respected unless immediate intervention is necessary to prevent harm.

Workers must never use physical contact as punishment, intimidation or an expression of anger.

Any unusual, disputed or potentially misunderstood physical contact must be reported and recorded.

Personal care or intimate assistance must not be improvised. Where such support is required, an appropriate individual support arrangement must be agreed in advance, except where emergency action is necessary.

6. Qualifications, competence and professional responsibilities

All workers must undertake only those duties for which they are appropriately qualified, competent and authorised.

For climbing activities:

- Instructors must hold a current, relevant National Governing Body qualification appropriate to the activity, venue, participant group and instructional responsibilities.
- Qualifications and relevant professional requirements must be verified by Edventures before deployment.
- Instructors must operate within the remit and limitations of their qualifications.
- Relevant professional development and externally obtained qualifications must be maintained where required.
- Workers must not represent themselves as holding qualifications or authorisations they do not possess.

Edventures does not provide in-house instructor training, assessment or qualification.

Where specialist training or certification is required, this must be obtained through an appropriate external provider.

Workers must notify Edward Fairnington immediately if a qualification, authorisation or other condition affecting their suitability expires, is suspended or becomes restricted.

7. Health, safety and operational conduct

Workers are responsible for following Edventures' Health and Safety Policy, approved risk assessments, activity procedures and emergency arrangements.

They must:

1. Carry out required pre-session checks.
2. Follow approved operating procedures and participant ratios.
3. Inspect equipment and report defects.
4. Remove unsafe equipment from use and ensure it is appropriately identified and quarantined.
5. Maintain effective supervision throughout the agreed activity period.
6. Adapt or stop activities when safety cannot be maintained.
7. Know the emergency arrangements and designated first aider.
8. Report accidents, near misses, hazards and unsafe practices promptly.
9. Follow agreed participant arrival, attendance, handover and collection procedures.
10. Remain attentive and avoid distractions while supervising participants.

Workers must not leave participants unsupervised contrary to the agreed supervision arrangements.

Personal mobile phone use during sessions must be restricted to authorised operational, safety or emergency purposes.

8. Alcohol, drugs, medication and fitness for duty

Workers must be fit to undertake their duties safely.

They must not:

- Consume alcohol while responsible for participants.
- Attend or undertake duties while impaired by alcohol, recreational drugs or other substances.
- Use illegal drugs while working or representing Edventures.
- Undertake safety-critical responsibilities when illness, fatigue or medication affects their ability to perform safely.

Workers taking prescribed or over-the-counter medication that may impair their ability to work safely must disclose the relevant functional limitation confidentially to the owner before undertaking affected duties.

Edventures will consider reasonable adjustments and alternative duties where appropriate.

9. Communication with participants and families

All communication must remain professional, appropriate and relevant to Edventures activities.

Workers must use Edventures-approved communication systems.

When communicating with children and young people:

- Routine booking and activity arrangements must be directed through parents or carers, or the authorised group organiser where appropriate.
- Personal social media accounts must not be used to contact participants.
- Private messaging, including personal WhatsApp, Snapchat, Instagram or similar services, must not be used for direct communication with children.
- Workers must not seek personal contact details from children for non-operational purposes.
- Communication must not be secretive, inappropriate or unrelated to the programme.

Where an exceptional safety or safeguarding situation requires direct communication with a young person, the communication must be necessary, proportionate, recorded and reported to the designated safeguarding lead.

For adult participants, communication must remain professional and use approved channels for programme-related matters.

10. Photography, video and social media

Photographs, video recordings and other participant images may only be captured, stored or shared in accordance with Edventures' photography and consent arrangements.

Workers must:

- Check the applicable permissions before taking identifiable images.
- Respect any restrictions or withdrawal of permission.
- Use approved devices and storage systems.
- Avoid identifying participants unnecessarily.
- Never publish images from Edventures activities on personal social media without specific organisational authorisation and the necessary permissions.
- Never take or share images in changing rooms, toilets or other private areas.
- Report any accidental or unauthorised disclosure promptly.

Images must not be retained on personal devices or accounts outside an expressly authorised and secure arrangement.

11. Equality, diversity and inclusion

Edventures aims to provide welcoming and inclusive experiences.

Workers must not discriminate unlawfully against participants or colleagues because of protected characteristics under the Equality Act 2010.

Workers must:

- Respect individual differences and circumstances.
- Consider reasonable adjustments for disabled participants.
- Use inclusive and appropriate communication.
- Challenge discriminatory or bullying behaviour safely and appropriately.
- Avoid assumptions about an individual's abilities or support requirements.
- Refer participation concerns to the session leader or owner for an individual assessment.

Safety decisions must be based on relevant risks and reasonable adjustments rather than stereotypes or assumptions.

12. Confidentiality and data protection

Workers may access personal, medical, safeguarding or other confidential information as part of their duties.

They must:

- Access only the information necessary for their responsibilities.

- Use approved storage and communication systems.
- Avoid discussing confidential information in public or with unauthorised individuals.
- Protect participant information from accidental loss or disclosure.
- Report suspected data breaches immediately to the Edventures privacy lead.
- Follow the Data Security Procedure and applicable retention arrangements.

Confidentiality must never prevent lawful and necessary information sharing to protect a child or adult at risk.

13. Gifts, favouritism and conflicts of interest

Workers must maintain impartial professional relationships.

They must not:

- Give individual participants inappropriate personal gifts.
- Accept gifts or benefits that could influence professional judgement.
- Offer preferential treatment for personal reasons.
- Enter financial or commercial arrangements with participants that exploit the professional relationship.
- Use participant information for private business purposes.

Any significant gift, potential conflict of interest or situation that could reasonably create concerns about professional boundaries must be declared to Edward Fairnington and recorded.

Low-value, customary tokens of appreciation may be accepted where appropriate, subject to the owner's approval if there is any uncertainty.

14. Working with colleagues and venue partners

Workers must cooperate professionally with colleagues, contractors, venue staff and other relevant organisations.

They must:

- Communicate important safety and safeguarding information promptly.
- Respect agreed responsibilities and reporting lines.
- Follow venue access, security and operational requirements.
- Avoid conduct that undermines another worker's ability to deliver activities safely.
- Raise professional disagreements constructively.
- Report concerns about colleagues through the appropriate safeguarding, whistleblowing or complaints route.

Workers must not assume that a school or venue is responsible for supervising Edventures participants unless this has been expressly agreed in writing.

15. Reporting concerns and whistleblowing

All workers have a responsibility to raise concerns about unsafe, inappropriate or potentially unlawful behaviour.

Concerns may include:

- Safeguarding allegations or disclosures.
- Inappropriate relationships or boundary violations.
- Unsafe instructional practices.
- Discrimination, harassment or bullying.
- Suspected abuse, exploitation or neglect.
- Misuse of confidential information.
- Serious breaches of this Code.

Concerns must be reported promptly to the session leader, owner or designated safeguarding lead, as appropriate.

Where the concern involves Edward Fairnington, or where no suitable internal person is available, workers may contact the relevant Local Authority Designated Officer (LADO) directly for concerns about adults working with children.

Where a child or adult is in immediate danger, workers must contact emergency services on 999.

Workers may also contact children's social care, adult safeguarding services, the police or other relevant authorities directly where appropriate.

Workers raising genuine concerns in good faith must not be subjected to retaliation.

16. Breaches of the Code

Failure to comply with this Code may result in action proportionate to the seriousness of the concern.

Possible actions include:

- Immediate intervention to protect participants.
- Temporary removal from duties pending assessment.
- Additional supervision or restrictions.
- Formal investigation and corrective action.
- Disciplinary action for employees.
- Termination of freelance or contractor arrangements in accordance with contractual terms.
- Referral to the relevant safeguarding authority, DBS, police or professional body where required.

Decisions must consider the nature of the concern, participant safety, relevant evidence, contractual obligations and applicable legal duties.

Where safeguarding allegations arise, Edventures will follow its safeguarding and allegations procedures, including consultation with the LADO where the applicable threshold is met. Internal investigation must not compromise statutory enquiries.

17. Implementation and monitoring

Edward Fairnington is responsible for implementing this Code and ensuring that workers receive it before undertaking duties.

Edventures will:

1. Provide the current Code to all relevant workers.
2. Obtain a signed acknowledgement before deployment.
3. Maintain a controlled record of acknowledgements.
4. Check adherence through appropriate supervision, incident review and feedback.
5. Review the Code annually and following significant incidents or changes in legislation, guidance or operational arrangements.
6. Communicate material changes to affected workers.

Workers are responsible for familiarising themselves with the Code and requesting clarification where necessary.

18. Related policies and documents

This Code should be read alongside the current versions of:

- Edventures Safeguarding and Child Protection Policy.
- Edventures Safer Recruitment and Staff Suitability Policy.
- Edventures Health and Safety Policy.
- Edventures First Aid and Emergency Procedures.
- Edventures Data Security Procedure and Privacy Policy.
- Edventures Complaints and Concerns Procedure.
- Edventures Photography and Image Consent Procedure.
- Edventures Whistleblowing Procedure, or the whistleblowing provisions within its safeguarding arrangements.
- Relevant activity risk assessments and venue-specific operating procedures.

19. Staff and instructor declaration

I confirm that:

- I have received, read and understood the Edventures Staff and Instructor Code of Conduct.
- I understand my responsibility to safeguard participants and maintain appropriate professional boundaries.
- I will comply with Edventures' safeguarding, safety and operational requirements.

- I will work only within my qualifications, competence and authorised responsibilities.
- I understand how to report safeguarding, safety and professional conduct concerns.
- I understand that breaches of this Code may result in appropriate disciplinary, contractual or safeguarding action.

Worker acknowledgement

Full name: _____

Role / position: _____

Employment status: _____

Signature: _____

Date: _____

Edventures representative

Name: _____

Signature: _____

Date: _____

20. Policy approval

Approved by: Edward Fairnington

Position: Owner, Edventures

Signature: *Original signed*

Date: 16 October 2026

Next scheduled review: October 2027