



Roar Trails Code of Conduct Policy

Policy Summary Table

Effective Date:	September 2026
Responsible Post Holder:	HR Manager / Designated Safeguarding Lead (DSL)
Approved By:	Directors / Senior Leadership Team (SLT)
Review Frequency:	Annually (and sooner where statutory guidance changes)
Next Review Date:	September 2027
Target Audience:	All employees, sessional workers, freelancers, volunteers, contractors, and agency staff.

1. Introduction & Organisational Context

1.1. ROAR Trails LTD provides bespoke, activity-based, and therapeutic outdoor alternative provision, mentoring, and personal development for children and young people aged 6 to 25, including those with Special Educational Needs and Disabilities (SEND), Education, Health and Care Plans (EHCPs), Social, Emotional and Mental Health (SEMH) needs, and trauma histories.

1.2. This Code of Conduct outlines the mandatory professional, legal, and ethical standards expected of all individuals working for or representing Roar Trails. Because our delivery takes place in community settings, outdoor environments, woodlands, and via 1:1 mentoring, staff hold a high degree of trust and responsibility.

1.3. This document operates alongside the Roar Trails Safeguarding Children & Child Protection Policy including Low-Level Concerns, Safer Recruitment Policy, Whistleblowing Policy, *Equality, Diversity & Inclusion Policy*, the Roar Trails *Staff Handbook* and the Roar Trails Company Car Policy.

2. Legal & Statutory Framework

2.1. This policy complies directly with:

Keeping Children Safe in Education (KCSIE) 2026 (all staff, freelancers, and volunteers are required to read Part One).

Crime and Policing Act 2026: Acknowledging the removal of the supervision exemption from regulated activity. Any individual teaching, training, instructing, or supervising children on a regular basis is in regulated activity regardless of supervision.



Worker Protection (Amendment of Equality Act 2010) Act: Mandatory proactive duty on employers to prevent workplace sexual harassment and harassment.

Equality Act 2010 & Human Rights Act 1998.

DfE Non-School Alternative Provision Voluntary National Standards.

Working Together to Safeguard Children 2026 & Surrey EAQI Quality Assurance Standards.

3. Core Duties & Safeguarding Responsibilities

3.1. Duty of Care: Staff owe a non-delegable duty of care to ensure the physical, emotional, and social safety of all young people at all times during provision.

3.2. Positions of Trust: Staff must never abuse their position of authority or seek gratification of their own physical or emotional needs in relationships with learners.

3.3. No Confidentiality Promises: Staff must explain to young people that disclosures of harm or abuse cannot be kept secret and must be reported to the DSL/DDSL immediately.

3.4. Accurate Record Keeping: Safeguarding records (CPOMS/Studybugs) must clearly distinguish between witnessed/observed facts, reported statements (verbatim child's words), and professional opinion.

4. Professional Boundaries & 1:1 Outdoor Community Delivery

4.1. Community & Outdoor Working: When working 1:1 in woodlands, public parks, or community venues, staff must maintain active positioning, agreed boundaries, regular dynamic risk assessments, and location tracking.

4.2. Visibility: 1:1 sessions or private discussions must take place in areas with visual access or open doors. Meetings at private residences or unauthorised locations are strictly prohibited.

4.3. Personal Data & Contact Details: Staff must NEVER share personal phone numbers, personal email addresses, or home addresses with learners or families. All communication must occur via work-issued phones and official channels.

4.4. Gifts and Favouritism: Staff must not give individual gifts, money, or special privileges to specific young people. Group rewards must be pre-approved, transparent, and fair.

5. Transport & Vehicle Use

5.1. Authorised Drivers: Only staff vetted, holding valid driving licences, business-use insurance, MOT, and approved by HR/Management may transport young people.



5.2. Vehicle Checks: Daily walkaround checks must be completed and logged prior to using company vehicles.

5.3. Journey Controls: 1:1 transport journeys must follow pre-approved routes, be logged with start/end times, and involve no unscheduled personal stops.

5.4. Electronic Devices: Mobile phones must NEVER be used while driving. Lifts outside commissioned hours are prohibited except in emergency situations with immediate line manager approval.

6. Physical Contact, Restraint & Medical Care

6.1. Physical Contact: Physical contact should strictly be minimal, necessary, age-appropriate, and agreed to by the young person (e.g., demonstrating equipment use or emergency comfort).

6.2. Reasonable Force & Restraint: Physical intervention is permitted ONLY as an absolute last resort to prevent serious harm to self/others or serious property damage, using minimum necessary force. All incidents must be immediately reported to the DSL and formally documented.

6.3. First Aid & Personal Care: First aid must be administered by qualified First Aiders with another adult present where possible. Personal care assistance must respect dignity and gender requirements.

7. Conduct Outside of Work, Uniform & Public Representation

7.1. Brand Representation: Staff are ambassadors for Roar Trails at all times. Behaviour outside work that damages the organisation's reputation may lead to formal disciplinary action.

7.2. Uniform, Alcohol, and Smoking:

Staff MUST NOT wear Roar Trails branded clothing or apparel while consuming alcohol, visiting pubs/bars, or engaging in social activities outside work.

Smoking or vaping is strictly prohibited while wearing uniform, in company vehicles, or in the presence/view of young people. Lunch breaks (20 minutes) include smoking time; uniform must be covered or removed.

7.3. Social Media & Messaging: Staff must not connect with, 'friend', or follow current or former young people on personal social media platforms (Facebook, Instagram, TikTok, WhatsApp, etc.). Staff must not join young person-initiated messaging groups.

8. Workplace Culture, Harassment & Employment Standards

8.1. Zero Tolerance to Harassment: In line with UK employment law, Roar Trails maintains a strict zero-tolerance policy towards sexual harassment, discrimination, bullying, or victimisation of any kind.



8.2. Professional Language & Demeanour: Insensitive, sarcastic, derogatory, or sexually suggestive comments/banter are strictly forbidden.

8.3. Absence & Sickness Reporting: Staff must follow the mandatory 2-step sickness protocol:

Step 1: Text message as early as possible for rota adjustments.

Step 2: Speak directly to the Director or HR via phone between 08:30 and 09:00 on the morning of absence.

8.4. Administrative & Paperwork Compliance: Instructors must complete all required daily reports, EHCP outcome tracking, and AQA paperwork within allocated paperwork hours.

9. Low-Level Concerns, Whistleblowing & Allegations

9.1. Low-Level Concerns: Any conduct or boundary concern about an adult that does not meet the harm threshold must be recorded as a Low-Level Concern and reported to the HR Manager / DSL to monitor patterns.

9.2. Allegations Against Staff: Allegations meeting the harm threshold will immediately be escalated to the Surrey Local Authority Designated Officer (LADO).

9.3. Whistleblowing: Staff are protected under PIDA 1998 and the Roar Trails Whistleblowing Policy when disclosing wrongdoing, safeguarding failures, or illegal activity in the public interest. Reports can be made internally or externally to the NSPCC Whistleblowing Helpline (0800 028 0285).

10. Compliance & Enforcement

10.1. Failure to adhere to this Code of Conduct may result in formal disciplinary action under the Roar Trails Disciplinary Policy, up to and including summary dismissal for gross misconduct and reporting to the Disclosure and Barring Service (DBS) and relevant professional bodies.