

BXM Expeditions – Policies and Procedures

In this document you will find BXM Expeditions general policies & Procedures. These documents refer to the standards and practices expected of our colleagues, instructors as well as the schools and participants that we work with.

It details important information, working practices, policies and procedures that apply to anyone undertaking expeditions with BXM.

The policies and procedures set out and referred to within are non-contractual, meaning that they are subject to change at the Company's discretion, following consultation as appropriate.

If you need further guidance on any of the information, working practices, policies or procedures contained within your Instructor Handbook, you should contact a member of BXM Expeditions directly on the appropriate Email Address.

Parents of Participants should direct any questions to:

Parents@BXMOutdoors.com

Schools should direct any questions to:

Schools@BXMOutdoors.com

General enquiries should be directed to:

Info@BXMOutdoors.com

All our policies and procedures are reviewed on an Annual Basis unless an interim review is deemed necessary.

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Next Review December 2026

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Mission Statement:

At BXM we believe every young person should have the opportunity to access outdoor education regardless of their geographical location, background or financial situation. This has remained the heart of what we do since we launched in 2010. BXM will always aim to provide the safest and most cost-effective trips whilst always searching for that perfect expedition.

In the last few years, BXM have become the largest company of its kind in the UK and revolutionized how the 'behind the scenes' work is done. All our expeditions should be kind and friendly.

Code of Conduct:

This Code of Conduct outlines the expected behaviour and boundaries for all staff, volunteers, and individuals involved in BXM Expeditions programs.

1. Professionalism:

- Treat all individuals, including children, with respect, dignity, and fairness.
- Maintain a professional demeanour and positive attitude during all interactions.

2. Boundaries:

- Establish and maintain clear personal and physical boundaries with individuals, especially children. Avoid any behaviour that could be construed as inappropriate or make anyone feel uncomfortable.
- Do not engage in any form of physical, emotional, or verbal abuse.

3. Communication:

- Use language that is age-appropriate, respectful, and non-discriminatory.
- Ensure that communication with children is transparent, open, and easily understood.

4. Privacy and Confidentiality:

- Respect the privacy of all individuals. Do not share personal information about yourself unnecessarily, and do not press individuals for personal information.
- Any information shared by individuals, especially children, should be treated with the utmost confidentiality unless there are concerns about their safety or well-being, in which case it should be reported following the appropriate procedures.

5. Supervision:

- Always maintain appropriate supervision of individuals, particularly children, during BXM Expeditions activities.
- Ensure that activities are age-appropriate and conducted in a safe and secure environment.

6. Physical Contact:

- Physical contact with individuals, especially children, should be limited to what is necessary for their well-being and safety.
- Any physical contact should be appropriate, non-intrusive, and only occur in public view.

7. Reporting Concerns:

- Q: What should I do if I suspect a child is being abused?
- A: Report your concerns immediately to the designated safeguarding lead following the procedures

outlined in the Child Protection and Safeguarding Policy.

- Q: What should I do if a young person discloses a potential safeguarding issue?
- A: Listen carefully, reassure the young person, and report the disclosure promptly to the designated safeguarding Lead following the procedures outlined in the Child Protection and Safeguarding Policy.
- Q: What should I do if an allegation is made against a member of staff?
- A: Report the allegation immediately to the designated safeguarding Lead following the procedures outlined in the Child Protection and Safeguarding Policy.

8. Use of Technology:

- Use technology responsibly and in a manner consistent with the organisation's policies
- Do not engage in any form of online communication or behaviour that could be considered inappropriate or harmful to an individual, especially a child.

9. Professional Development:

- Stay informed about best practices in working with individuals, especially children.
- Participate in relevant training and professional development opportunities provided by BXM Expeditions.

10. Compliance:

- Adhere to all policies and procedures outlined by BXM Expeditions, including the Child Protection and Safeguarding Policy.
- Report any breaches of this Code of Conduct promptly to the designated supervisor.

Participant Behaviour Policy

Policy Statement:

BXM Expeditions is committed to creating a safe and enjoyable working environment in the outdoors, to encourage young people to get outside.

Everyone is expected to maintain the highest standards of personal conduct, to accept responsibility for their behaviour and to encourage others to do the same.

Aims:

This policy aims to:

- Provide a consistent approach to behaviour management
- Outline how participants are expected to behave
- Summarise the roles and responsibilities of the participants, and what is expected of them on expedition
- Outline our systems of passing and deferral

Definitions:

Misbehaviour is defined as:

- Lack of respect for peers/leaders and the public
- Non-completion of tasks given to them by leaders
- Poor attitude to learning
- Lack of respect for the environment / wildlife.

Serious misbehaviour is defined as:

- Repeated breaches of BXM expectations
- Any form of bullying
- Behaviour that endangers themselves or others
- Disrespect of the country code
- Sexual/physical assault - anything that causes humiliation, pain, fear or intimidation
- Vandalism
- Aggressive or violent behaviour
- Smoking
- Racist, sexist, homophobic or discriminating behaviour
- Possession of any of the following prohibited items: weapons, alcohol, illegal drugs, tobacco or smoking paraphernalia, fireworks, pornographic images, any item a member of staff reasonably suspects has

been, or is likely to, commit an offence or cause personal injury/harm or damage to any person.

Bullying:

We believe that all students have a right to attend an expedition and learn in a safe environment.

We recognise that children are capable of abusing their peers and this will be dealt with under our child protection policy and in line with Keeping Children Safe in Education 2018.

We are clear that sexual violence and sexual harassment is not acceptable, will never be tolerated and is not an inevitable part of growing up.

Bullying is defined as the repetitive, intentional harming of one person or group by another person or group, where the relationship involves an imbalance of power.

Bullying is, therefore:

- Deliberately hurtful
- Repeated, often over a period of time
- Difficult to defend against Bullying can include:

Bullying can include:

Type of Bullying	Definition
Emotional	Being unfriendly, excluding, tormenting
Physical	Hitting, kicking, pushing, taking another's belongings, any use of violence or aggression
Racial	Racial taunts, graffiti, gestures
Sexual	Explicit sexual remarks, display of sexual material, sexual gestures, unwanted physical attention, comments about sexual reputation or performance, or inappropriate touching
Direct or indirect verbal	Name-calling, sarcasm, spreading rumours, teasing
Cyber-bullying	Bullying that takes place online, such as through social networking sites, messaging apps or gaming sites

Bullying will not be tolerated as it is contrary to our company vision and our BXM Expectations, as well as potentially having lasting consequences including physical harm and undermining of self- confidence. It is harmful to the person being bullied and to those who engage in bullying behaviour, and to those who support them. It can, in some cases, lead to lasting psychological damage and even suicide. BXM will do all they can to prevent bullying from our expeditions, by strictly enforcing a 'no bullying tolerance' - this will be made very clear to participants.

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect.

Our Prevention, Identification and response to bullying

We will:

- Ensure all participants are educated in an inclusive environment where there is an acceptance and tolerance of people with differences to themselves (for example: religion, ethnicity, disability, gender, transsexuality).
- Train all staff to identify bullying and follow the school policy and procedures on bullying.
- Ensure all participants understand the zero-tolerance approach to bullying and are clear about the role they play in preventing bullying, including when they find themselves as bystanders.

Our commitment to working in Partnership with Parents

We will:

- Ensure that parents know whom to contact if they are worried about bullying
{0800 433 2963}
- Ensure that parents understand we do not tolerate bullying
- Reassure all parents that any information around bullying during expeditions will be taken seriously and investigated sensitively and thoroughly.
- Remind parents that old adages such as "say nothing or it will only make it worse", "stand up for yourself", or "it's just a bit of banter", or "boys being boys" is counterproductive and

should be discouraged

It is our belief that it is everyone's responsibility to ensure, whatever the circumstances, no-one becomes a victim of bullying

Roles & Responsibilities:

Staff are responsible for:

- Implementing the behaviour policy consistently
- Modelling positive behaviour
- Providing personalised approach to the specific behavioural needs of individual students
- Recording behavioural incidents and reporting back to BXM HQ Parents are expected to:
- Support their child in adhering to the BXM Expectations
- Inform BXM of any changes in circumstances that may affect their child's behaviour
- Discuss any behavioural concerns with BXM or the school in the first instance.

BXM Expeditions are expected to:

All participants working with BXM are responsible for their own behaviour. They will always be expected to behave in line with the BXM Expectations:

- Be safe
- Be respectful
- Be ready to learn

All staff will adopt a calm and measured approach to negative behaviour and will ensure all participants are given the opportunity to regulate and improve their behaviour when applying the stepped interventions.

Where expectations of behaviour are not met, every instructor will follow this up with a stepped intervention and repair conversation.

The stepped interventions are as follows:

- **A Reminder** - this will be a gentle private message reminding the individual which expectation is not being met.
- **A Caution**: a clear and concise verbal caution will be delivered once more, directly addressing

the behaviour that needs to be improved. At this point there will not be a discussion because it is our aim to focus always on the positive behaviour.

- **A Last Chance Choice:** This is a final private opportunity to demonstrate good and positive behaviours. At this point the student will be asked to meet with the teacher at the end of the lesson, if appropriate, or a later stage in the day to have a repair conversation
- **Deferral:** If participants fail to comply after several warnings, the instructors will have to consider a deferral. No refund can be made if the child is sent home, and they will not pass the expedition section. This could include a participant no longer being able to attend future expeditions.

Malicious Allegations:

Where a student makes an accusation against a member of staff and that accusation is shown to have been malicious, the Headteacher will discipline the student in accordance with this policy.

Please refer to our **safeguarding policy** for more information on responding to allegations of abuse.

Behaviour Management:

All staff will be expected to use consistent language and a consistent approach in line with the BXM Behaviour Policy.

Confiscation:

Any prohibited items (as listed in Section 3) found in participants' possession will be confiscated. These items will not be returned to the participant directly.

Mobile phones can also be confiscated if not used appropriately. Please see our Mobile Phone Policy for more information on the rules of phones on expedition.

BXM Expeditions – Equal Opportunities, diversity & Inclusion:

At BXM Expeditions, we are dedicated to fostering a workplace and expedition environment that values and celebrates diversity. This combined Equal Opportunities and Diversity & Inclusion Policy reflects our commitment to providing equal opportunities for all and creating an inclusive and supportive culture.

1. Equal Opportunities:

- Non-Discrimination:

BXM Expeditions is committed to providing equal opportunities to all employees and participants, irrespective of age, gender, race, ethnicity, disability, sexual orientation, religion, or any other protected characteristic.

- Recruitment and Selection:

Recruitment and selection processes will be based on merit, ensuring that all candidates are treated fairly and without discrimination.

- Flexible Working:

BXM Expeditions recognises the benefits of flexible working arrangements and will consider and accommodate requests reasonably and without discrimination.

2. Diversity & Inclusion:

- Promotion of Diversity:

BXM Expeditions actively promotes diversity in its workforce. We believe that a diverse team enhances creativity, innovation, and overall organisational success.

- Inclusive Environment:

We are committed to creating an inclusive environment where all employees feel valued, respected, and supported. Discrimination, harassment, or exclusionary behaviour will not be tolerated.

- Reasonable Adjustments:

BXM Expeditions will make reasonable adjustments to support employees with disabilities, ensuring that everyone can fully participate in all aspects of employment and expeditions.

- Training and Awareness:

A range of training and development opportunities are available to all employees, promoting a culture of continuous learning and professional growth for everyone. BXM feel strongly about the importance of embracing diversity in our workplace and during expeditions. Adherence to our diversity and inclusion policies will be monitored throughout competency checks.

3. Reporting and Resolution:

- Harassment and Discrimination:

Any incidents of harassment, bullying, or discrimination should be reported promptly to Staffing@bxmoutdoors.com or call 08004332963. BXM Expeditions will investigate all complaints thoroughly, and appropriate action will be taken to address and rectify the situation.

- Conflict Resolution:

In the event of conflicts related to diversity and inclusion, a fair and unbiased resolution process will be implemented. Open communication and mediation will be encouraged.

4. Monitoring and Review:

- Continuous Improvement:

BXM Expeditions is committed to continuous improvement in our equal opportunities and diversity & inclusion initiatives. Regular monitoring and reviews will be conducted to assess effectiveness and identify areas for enhancement.

5. Compliance with Legislation:

- Legal Compliance:

BXM Expeditions is dedicated to complying with all relevant equal opportunities, diversity, and inclusion legislation and regulations, ensuring that our practices align with legal requirements.

Ramadan During Expeditions:

What is Ramadan?

Ramadan is the ninth month in the Islamic lunar calendar.

Healthy adult Muslims fast during the month of Ramadan from dawn until dusk. This includes abstaining from drinking, eating, immoral acts and anger. Other acts of worship such as prayer, reading the Quran and charity are also encouraged during the holy month.

For participants taking part in expeditions during Ramadan, there can be concerns around the ability to fast and how this may affect them during their trip. For many of them they may feel a conflict between their faith and their wellbeing and wanting to complete their expedition safely. Many students will successfully complete their expedition without a problem, for some it can be more challenging

What time do these who observe Ramadan fast?

Individuals will fast during daylight hours. This means that those who are fasting will only be able to eat and drink at dark. Late at night or early in the morning. Instructors must work with students to facilitate the safe practice of cooking / eating during these times for these students.

Can Students break- fast during DofE?

Completing a journey or traveling is an exception to fasting and individuals can break fast when doing so. If this is the case individuals must add the days, they break- fast to the end of the month of Ramadan. For example, a bronze participant will continue to fast for 2 days after Ramadan has ended if they complete a qualifying expedition during Ramadan and decide to break- fast during their journey.

What is a participant continuing to fast during expedition and becomes unwell?

Participants are encouraged to talk to their Iman prior or during the expedition should they have any concerns or questions regarding their fast.

Safety is, of course, paramount and those who are fasting must be monitored for signs of dehydration and fatigue. Particularly toward the end of the month of Ramadan. If a student begins to show signs that it is no longer safe for them to continue walking, just as would be the case for

students who are not fasting, they should stop walking and pick up arranged to keep them safe. In cases where students are deteriorating it is best to have them collected by parents at the earliest opportunity to allow them to make the decision to have students break their fast rather than being told to by BXM staff.

It is important to be sensitive to participants' faith and work with them to understand what they are comfortable with and how they wish to observe Ramadan. It could be the case they have no intention to fast during the trip. Or they may have full intention to do so and be worried about what they will do if they do become dehydrated or fatigued. Instructors should work with participants to understand them and support them through their journey in faith and their expedition.

BXM Expeditions – Health and Safety Policy

At BXM Expeditions, the safety and well-being of our participants, and employees are of utmost importance. This Health and Safety Policy outline our commitment to maintaining a safe environment during all expeditions.

1. Risk Assessment:

- A comprehensive risk assessment will be conducted to identify potential hazards.

Mitigation strategies will be implemented

to minimise risks and ensure the safety of all involved.

2. Emergency Procedures:

- Clear and detailed emergency procedures will be established for various scenarios, including medical emergencies, adverse weather conditions, and other unexpected events. All employees and Employees must be familiar with these procedures.

3. First Aid:

- Instructors will always have the provision of a fully stocked and accessible first aid kit will be available during all expeditions. At least one Instructor with up to date first aid training will be present on each expedition to provide immediate assistance if needed.

4. Equipment Safety:

- All expedition equipment will be regularly inspected, properly maintained, and used in accordance with safety guidelines. Employees are responsible for reporting any equipment issues promptly.

5. Health Checks:

- Any medical conditions or special requirements (including medication and allergies) will be communicated to and addressed by expedition leaders.

6. Communication Systems:

- Emergency contact information for all participants and staff will be readily available.

7. Weather Monitoring:

- Weather conditions will be monitored closely before and during expeditions. If adverse weather is anticipated, appropriate measures, such as route adjustments or expedition postponement, will be implemented to ensure safety.

8. Hydration and Nutrition:

- Adequate provisions for hydration and nutrition will be made during expeditions. Participants and staff are encouraged to stay properly nourished and hydrated throughout the duration of the expedition.

9. Fatigue Management:

- Measures will be taken to manage and mitigate fatigue among participants and staff. Adequate rest periods and breaks will be incorporated into expedition schedules.

10. Continuous Training:

- All employees and Employees will undergo regular training on health and safety procedures, emergency response, and the proper use of safety equipment to stay updated on best practices.

11. Reporting Incidents:

- Any accidents, incidents, or near misses must be reported immediately to Lead instructor who will then report to the on-call member of staff. . A thorough investigation will be conducted, and corrective actions will be implemented to prevent recurrence.

12. Compliance with Regulations:

- BXM Expeditions will comply with all relevant health and safety regulations and standards, ensuring that our practices align with industry best practices and legal requirements.

BXM Expeditions – Tracker Statement:

BXM Expeditions do not permit instructors to use GPS trackers to continually locate groups. This includes small purpose made trackers and live location sharing via mobile phone apps and GPS data.

Current location sharing through mobile phone apps and GPS data is permitted at times of emergency. Please see BXM emergency procedures for more information.

When obtaining a location from a group it is important that the current location only is shared, not a live location.

BXM Expeditions encourage the dynamic supervision of groups. Instructors, wherever possible should be active and moving to meet groups at pre-planned locations as part of remote supervision. We accept this may not always be possible; however, it is greatly encouraged

BXM Expeditions – Road Safety Policy

The Following road safety procedures should be given to ALL students prior to participants walking at each stage of their expedition. During a Training expedition instructors must ensure that participants have practiced crossing roads while being directly supervised and be seen crossing roads safely before moving to remote supervision.

1. Pavements (including any path along the side of a road) should be used if provided. Where possible, avoid being next to the curb with your back to the traffic. If you must step into the road, look both ways first. Always show due care and consideration for others.
2. If there is no pavement, keep to the right-hand side of the road so that you can see oncoming traffic. You should take extra care and
 - walk in single file, especially on narrow roads or in poor light
 - keep close to the side of the road.

It may be safer to cross the road well before a sharp right-hand bend so that oncoming traffic has a better chance of seeing you. Cross back after the bend.
3. Help other road users to see you. The front and rear person in the group should have hi-vis jackets visible to road users.
4. Individuals are not to walk on A roads unless supervised by instructors or there is a clear pavement / large verge, and an instructor has checked its suitability beforehand. If a group is unsure, they must phone their instructor.
5. Groups must cross roads all together, in a line. Participants should line up on the edge of the road. The 2 participants at either end of the line should look down the road and communicate to the rest of the group when it is safe to cross. The group should then all cross in that line at the same time.

Crossing a Road:

The Green Cross Code. The advice given below on crossing the road is for all pedestrians. Participants should be taught the Code and should not be remotely supervised until they can understand and use it properly.

1. First find a safe place to cross and where there is space to reach the pavement on the other side.
Where there is a crossing nearby, use it.
Otherwise choose a place where you can see clearly in all directions. Try to avoid crossing between parked cars, on a blind bend, or close to the brow of a hill.
Move to a space where drivers and riders can see you clearly. Do not cross the road diagonally.
2. Stop just before you get to the curb, where you can see if anything is coming. Do not get too close to the traffic. If there's no pavement, keep back from the edge of the road but make sure you can still see approaching traffic.
3. Look all around for traffic and listen. Traffic could come from any direction. Listen as well, because you can sometimes hear traffic before you see it. If traffic is coming, let it pass. Look all around again and listen. Do not cross until there is a safe gap in the traffic and you are certain that there is plenty of time. Remember, even if traffic is a long way off, it may be approaching very quickly.
4. When it is safe, go straight across the road - do not run. Keep looking and listening for traffic while you cross, in case there is any traffic you did not see, or in case other traffic appears suddenly. Look out for cyclists and motorcyclists travelling between lanes of traffic. Do not walk diagonally across the road.
5. At a junction. When crossing the road, look out for traffic turning into the road, especially from behind you. If you have started crossing and traffic wants to turn into the road, you have priority and they should give way.
6. Pedestrian Safety Barriers. Where there are barriers, cross the road only at the gaps provided for pedestrians. Do not climb over the barriers or walk between them and the road.
7. One-way streets. Check which way the traffic is moving. Do not cross until it is safe to do so without stopping. Bus and cycle lanes may operate in the opposite direction to

the rest of the traffic.

8. Bus and cycle lanes. Take care when crossing these lanes as traffic may be moving faster than in the other lanes, or against the flow of traffic.
9. Parked vehicles. If you must cross between parked vehicles, use the outside edges of the vehicles as if they were the curb. Stop there and make sure you can see all around and that the traffic can see you. Make sure there is a gap between any parked vehicles on the other side, so you can reach the pavement. Never cross the road in front of, or behind, any vehicle with its engine running, especially a large vehicle, as the driver may not be able to see you.
10. Reversing vehicles. Never cross behind a vehicle which is reversing, showing white reversing lights or sounding a warning.
11. Moving vehicles. You MUST NOT get onto or hold onto a moving vehicle.
12. Always use a pedestrian crossing where possible. This may mean walking a few more minutes down the road to access such a crossing but it is much safer and easier to do so

Emergency Vehicles:

If an ambulance, fire engine, police or other emergency vehicle approaches using flashing blue lights, headlights and/or sirens, keep off the road.

Tramways:

These may run through pedestrian areas. Their path will be marked out by shallow curbs, changes in the paving or other road surface, white lines or yellow dots. Cross at designated crossings where provided. Elsewhere treat trams as you would other road vehicles and look both ways along the track before crossing. Do not walk along the track as trams may come up behind you. Trams move quietly and cannot steer to avoid you.

Railway Level Crossing

You MUST NOT cross or pass a stop line when the red lights show, (including a red pedestrian figure).

Also, do not cross if an alarm is sounding or the barriers are being lowered. The tone of the alarm may change if another train is approaching. If there are no lights, alarms or barriers, stop, look both ways and listen before crossing. A tactile surface comprising rounded bars

running across the direction of pedestrian travel may be installed on the footpath approaching a level crossing to warn visually impaired people of its presence. The tactile surface should extend across the full width of the footway and should be located at an appropriate distance from the barrier or projected line of the barrier. Participants, where possible should be directly supervised across railways.

When Should a BXM Instructor Directly Supervise a group on a road:

1. At **ALL** A-Roads or busy B-Roads. Dual carriageways must not be crossed unless there is a subway, bridge, puffin, toucan or crossing can be used. An alternative route must be found.
2. During the first day of a training expedition.

If a group are not acting in a safe manner they should be directly supervised and given the opportunity to show they can act in a safe manner and they understand the BXM Expeditions road safety policy.

Emergency and response procedure

1. Medical Emergency:
 - Course of Action:
 - Designate someone to call emergency services immediately.
 - Administer first aid while awaiting professional help.
 - Evacuate the participant to a safe location if necessary.
 - If the situation is severe and beyond the capabilities of on-site assistance, consider calling mountain rescue.
2. Adverse Weather Conditions:
 - Course of Action:
 - Monitor weather forecasts regularly.
 - Have a predetermined alternative route or shelter in case of severe weather.
 - Consider postponing or altering the expedition route if conditions pose a significant risk.
 - If weather conditions escalate and compromise safety, and if evacuation is not possible by other means, consider calling mountain rescue.
3. Missing Participant:
 - Course of Action:
 - Initiate the established missing person procedure.
 - Notify emergency services and provide all relevant information.
 - Coordinate search efforts with staff and, if applicable, local authorities.
 - If the participant is not found within a reasonable timeframe and there is concern for their safety, consider calling mountain rescue.
4. Environmental Hazards (e.g., wildlife encounters):
 - Course of Action:
 - Educate participants on wildlife safety during pre-expedition briefings.
 - Maintain a safe distance and avoid provoking wildlife.
 - Evacuate the area if there is an immediate threat.

- If an encounter leads to injury or if the threat is severe, consider calling mountain rescue.

5. Equipment Failure:

- Course of Action:

- Regularly inspect and maintain equipment.
- Have backup equipment available.
- If critical equipment fails, modify the expedition plan or abort if necessary.
- If equipment failure jeopardises safety, and alternative solutions are unavailable, consider calling mountain rescue.

6. Communication Failure:

Course of Action:

- Establish alternative communication methods.
- Designate specific meeting points and times.
- If communication is lost, follow predetermined procedures for reconnection.
- If prolonged communication failure hampers emergency coordination, consider calling mountain rescue.

7. Participant Exhaustion or Injury:

- Course of Action:

- Provide immediate first aid.
- Evaluate whether the participant can continue or needs evacuation.
- If evacuation is required, follow established procedures and call for assistance.
- If the severity of the situation exceeds on-site capabilities, consider calling mountain rescue.

8. Group Separation:

- Course of Action:

- Establish clear guidelines for staying together.
- If separation occurs, have a designated meeting point.
- Utilize communication devices to coordinate a reunion.
- If the group cannot be reunited within a reasonable timeframe and there is concern for safety, consider calling mountain rescue.

9. Unforeseen Obstacles (e.g., blocked trail):
 - Course of Action:
 - Have alternative routes planned.
 - Assess the situation and determine if it's safe to proceed or if an alternative route is necessary.
 - Communicate changes to all staff and participants.
 - If the obstacle prevents safe passage and no alternative solutions are viable, consider calling mountain rescue.
10. Contamination of Water or Food Supply:
 - Course of Action:
 - Educate participants on water and food safety practices.
 - Have water purification methods available.
 - If contamination is suspected, use backup supplies or seek alternative sources.
 - If the contamination poses a significant health risk and alternative resources are not available, consider calling mountain rescue.

Call Mountain Rescue (999):

- Consideration:

Calling Mountain rescue is a serious decision and should be reserved for situations where safety is significantly compromised and other options are exhausted.
- Consider factors such as severity of the situation the availability of alternative solutions, and the potential risk of calling mount

Mobile Phone Policy

Participants are able and should bring their mobile phone with them to an expedition to use in an emergency. Participants are trusted not to be communicating with others outside of their group. Where possible participants should have their phone on 'airplane mode'.

Participants must not call home without speaking with their instructor prior. Phones must not be used for playing music or communicating with individuals other than their instructor or the emergency services. They can be used for photographs and film.

Participants should download the app "OS MAPS: Walk, hike, run, bike – Locate me" to use in an emergency should this be needed. Participants can use navigation apps, but they must show they can use a traditional map and compass and be fully self-sufficient within this.

If A school has their own policy around mobile phone usage, then their policy shall override this policy and will be written in the 'Instructors brief'.

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Kit Policy

BXM Expeditions pride themselves on being able to supply participants with good quality outdoor equipment for them to complete their expeditions safely and keep costs down for parents. For us to continue providing this comprehensive and professional service participants must adhere to the following policy and treat all equipment provided for them with respect and as if it is their own.

Kit Provided:

DofE Expeditions:

- 3 person Tents
- Gas
- Stoves
- Maps
- Hi-Vis Jackets

TVA / FA Expeditions

- 3 person Tents
- Gas
- Stoves
- Maps
- Hi-Vis Jackets
- Booklet
- All equipment required for site specific activities are also provided.

Kit not provided:

DofE Expeditions:

- Sleeping bag {These can be bought from the <https://www.kit4trips.co.uk/>}
 - Sleeping mat {These can be bought from the <https://www.kit4trips.co.uk/>}
 - 65ltr Rucksack {These can be bought from the <https://www.kit4trips.co.uk/>}
 - Waterproof jacket
 - Waterproof Trousers
 - 1 spare set of clothes
 - Walking shoes {no wellies}
 - Mess tin {These can be bought from the <https://www.kit4trips.co.uk/>}
 - Hat
 - Gloves
 - Head torch {These can be bought from the <https://www.kit4trips.co.uk/>}
- For a more detailed Kit list, please click [here](#)

TVA / FA Expeditions

- Sleeping bag {These can be bought from the <https://www.kit4trips.co.uk/>}
- Sleeping mat {These can be bought from the <https://www.kit4trips.co.uk/>}
- Day Rucksack
- Waterproof jacket
- 1 spare set of clothes
- Walking shoes {no wellies}
- Mess tin {These can be bought from the <https://www.kit4trips.co.uk/>}
- Hat
- Gloves
- Head torch {These can be bought from the <https://www.kit4trips.co.uk/>}

For a more Detailed kit list, please click [here](#)

Expectation on how kit is to be treated:

Kit must be returned to BXM in the same condition the participants were given it. This means:

- Unbroken
- All equipment present {bags included}
- Tents dry {if it is raining on the final day, this can be an exception}
- Empty {nothing left in the inner of the tent}
- Failure to return the kit in such condition will result in charges {as listed below}.

Condition & Breakage of BXM Expeditions Equipment:

Tents:

- Outer of tent £40.00
- Inner of tent £40.00
- Loss of each pole is £20.00
- Pole section breakage is £10.00
- Break or Loss of Guy Line is £2.00
- Missing pegs £1.00 per peg
- Loss of tent bag £10.00 {outer bag, or individual section bag.}
- Missing pole or peg bag £3.00 per bag.

The cost of a bag, outer or inner of a tent is charged if there is a loss or damage which is caused. This includes zip breakage through misuse. Any accidental damage must also be charged for.

Stoves

- £25 if damaged or lost.
- Cost of small carry box is £5.

Sending a participant home procedure:

In the case of emergency or out of the ordinary situations you may face situations where a participant needs to be sent home. The likely reason and procedure for this is set out below:

Illness:

If a participant falls ill during the expedition, they may be sent home. This will depend on the severity of the illness. We would of course try to support participants to continue if they are able and well enough to do so.

- *Examples of sickness which are likely to result in the need to send a participant home:*
Severe head cold, sickness bug, hypothermia, heat stroke, allergic reaction

Injury:

If a participant suffers an injury during an expedition, then a first aid trained instructor would review and depending upon the seriousness of the injury, or the potential impact that continuing could have upon the injury, the decision might be made to send a participant home. The nominated Lead Instructor must in all cases discuss with other supervisors and the participant and make the final decision in this eventuality

Pre-existing condition that effects breathing:

If a Participant has had an Asthma attack, hyperventilated or any form of episode which has had an affected their breathing, then they will need to leave the expedition. They should no longer do any physical walking with their group, although with parents' permission in writing (text or email) they may stay for the camping and cooking aspect.

Pre-existing condition or injury:

If a participant has an injury to their back, arms, legs, feet or neck then they should only be carrying a day bag with their waterproofs, 1 spare layer, water and food in. If they have expressed they are in pain, they must not continue with the expedition in the same way. With parents permission and support from school staff/transport, then the Lead instructor can authorise a planned route where the participant does shorter stints of walking being picked up and dropped off by the school staff but they must not walk far from a road at any stage.

Behaviour:

In the event that a participant does not conduct themselves inline with our 'Code of conduct' or they act in a way that is deemed to be a serious breach of our 'Participant behaviour policy' in respect of their attitude towards fellow participants, instructors, wildlife, members of the public etc. or if at any time anybody demonstrates behaviour which could compromise the safety of themselves or their group - then a decision may be

made to send this participant home. Again, the final decision in this eventuality would be made by the senior instructor.

Personal Emergency:

This may be a family emergency, or a personal matter. They must have confirmation of this from a parent/guardian.

Home Sick:

If the participant really wants to go home as they are home sick, or not enjoying the expedition, they can be sent home. They must be aware that no refund can be issued and that they will not pass the expedition section of their award.

Please follow the below procedure:

1. Participant needs to go home for one of the above reasons. Decision to be made by senior instructor and school staff.
 2. Retrieve participants medical form. This will contain the contact number of their emergency contact.
 3. Call whomever is listed as their emergency contact and request them to collect them from a sensible locations (campsite, start location, car park etc). This must be done by a BXM Instructor and not a participant.
 4. If emergency contact does not respond/ refuses or cannot pick up their child, the member of school staff attending the expedition or on call must be contacted for the school to arrange collection of this child / children. In an extreme circumstance, if the school staff are unable to take over the pastoral management, and parent refuses to arrange to pick up their child, BXM will have no choice but to contact the local Children Social Services as per the government guidelines. This is classed technically as an abandoned child.
 5. Once the participant has been collected, the instructor will call the on-call BXM number (0800 433 2963) to inform the HQ that the participant has been sent home. Giving details. An incident report form must be completed and sent to BXM head office post expedition.
- Note, The BXM Lead instructor decision is final and if a participant is ill, injured, wants to go home or has been deemed unsuitable for an expedition, this is not for a parent to argue the decision. If a parent is unhappy with the decision, they can make a complaint to BXM Expeditions HQ as per the complaint's procedure.
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- TO BE CLEAR: In all circumstances we take the decision to send a participant home very seriously. This level of action will only be taken if deemed absolutely necessary by the lead instructor and relevant supporting school staff.
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The role of School staff during an expedition:

Due to 2024 school guidance, BXM Expeditions must have at least one member of school staff present to be a pastoral link between expedition participants and BXM Expeditions' instructors.

What is required of school staff if present during the day of an expedition?

School staff can be as involved or as uninvolved as they like during an expedition. School staff will never be asked to take the place of a BXM instructor for insurance reasons. However, they can 'shadow' an instructor or meet groups along their route should they wish. These will always be in-addition to the BXM instructor's supervision plan.

School staff are welcome to follow BXM instructors during the expedition. Walking with groups and meeting groups at various points during the day. The BXM instructors are responsible for the participants safety, and their decision is final. School staff should be co-operative and supportive of BXM staff during the expedition. They should offer advice on students if there are concerns or information that should be shared for safeguarding, medical and safety reasons. This will be reciprocated by BXM instructors, They, will feedback to school staff any relevant information or concerns with individuals or groups of participants.

School staff may also offer their opinion on a particular situation. I.E if a participant is complaining of being un-well or wishes not to continue, school staff may know this individual in a more personal capacity and be able to encourage them to continue. However, as mentioned above, a BXM instructor makes the final decision and school staff must support this decision. If a decision has been made by a BXM instructor that school staff do not agree with, this should be fed-back to schools@bxmoutdoors.com post expedition to be investigated and dealt with appropriately.

Medical consent/ information: Schools must provide BXM Expeditions with medical information for all students prior to them attending expeditions. School staff need to make sure any medication students bring to the expedition is in date. Please note we do not take any responsibility for medication students bring.

Why might a member of school staff be called?

BXM Expeditions will always call parents/ guardians in the first instance when school staff are not present. It is in the event parents / guardians cannot be contacted or they are unwilling to accept responsibility for their child that school staff will be called.

Poor Behaviour:

If participants are displaying poor, unsafe or disrespectful behaviour either while out walking or at the campsite(s) the member of school staff may be called to come and deal with this behaviour when BXM instructors have exhausted all options available to them.

Parent Guardian contact:

BXM Expeditions are always happy to call parents / guardians to collect their child. If BXM Expeditions are met with rudeness or any un-willingness from parents / guardians to accept that their child is behaving poorly or is injured / no longer wishes to take part in the expedition anymore school staff will be called to come and collect said child / children. In the event contact has been made with parents / guardians and it is found that they are intoxicated or otherwise unable to drive, away from home, at work or otherwise unavailable, a designated responsible adult is unable to collect their child / children from an expedition school staff will be responsible for the participant.

Injured Participant:

If a participant becomes injured and is unable to take part in the expedition school staff will be called to be kept informed. In the unlikely event that parents / guardians are unavailable / un-cooperative and a participant must be admitted to hospital school staff will be asked to attend the hospital to allow BXM staff to return to the expedition area and resume their duties supervision the remaining participants on the expedition.

Cancellation Policy

To ensure the smooth running of our expeditions and to honour our commitments to instructors and suppliers, the following cancellation terms apply:

1. Participant Cancellations

- If an individual participant needs to withdraw from an expedition, cancellation must be made at least 6 weeks in advance of the expedition date
- If notice is not given 6 weeks prior, the participant's payment will be nonrefundable, as costs are committed based on predicted participant numbers.

2. Group and General Cancellations

- Any form of cancellation (individual or group) must occur no less than 6 weeks before the event.
- Cancellations made after this period will result in costs being incurred and may be non-refundable.

3. Medical Cancellations

- Cancellations due to medical reasons will be considered for a refund or reschedule.
- In such cases, you must provide medical documentation and prior notice of non-attendance via email.

4. Communication

- Notification of cancellation or absence must be sent to: parents@bxmoutdoors.com

5. Transferring to Another Expedition

- If you wish to move to another expedition, you must: 1. Rebook the desired expedition date. 2. Your original payment will then be refunded via the school, provided the above conditions are met.

Pastoral Care Responsibilities During DofE Expeditions

During BXM expeditions, once students have completed their DofE activities for the day - including arriving at camp, erecting tents, and cooking their evening meal. Pastoral management of students transfers to the school staff. This does not mean school staff are left alone without support; however, participants should know that school staff are their first point of contact during the night.

BXM staff will remain camping on site, present and available for support; however, at this stage of the expedition, they will also need time to:

- Take rest breaks
- Eat their own meals
- Manage personal and expedition equipment

This downtime is essential to ensure staff are rested and able to continue to safely deliver the expedition programme. On larger expeditions, the Lead Instructor will arrange for this to be done on rotation to ensure there is always a staff presence to support school staff.

If any issues arise, school staff should speak directly with the Lead Instructor, who will assist as appropriate. As always, all adults share a duty of care whenever they are in the presence of young people. As per the DofE guidelines, pastoral care will always remain predominantly with the school, as it cannot be transferred completely to a third party.