

Code of conduct and safety plan

Version: v1.2 | Date: 2026-02-04

| Field | Value |
|-----------------------------|--|
| Organisation (public name) | BanskoLab |
| Legal entity name | BanskoLab |
| Registered address | Pirin st 1, Bansko, Bulgaria |
| Email | info@banskolab.com |
| Phone | +359 876342540 |
| Safeguarding lead | Jose Fiallo Leon jose@banskolab.com +359 876342540 |
| Complaints contact | info@banskolab.com |
| Emergency number (Bulgaria) | 112 |
| Version | v1.2 |
| Effective date | 2026-02-04 |
| Next review | 2027-02-04 |

A. Code of conduct

A.1 Behaviour standards

- Respect, dignity, and inclusion for everyone.
- No discrimination, harassment, or hate speech.
- No violence, threats, intimidation, or humiliation.
- Follow safety instructions, risk controls, and facilitator directions.

A.2 Boundaries and safeguarding baseline

- Zero tolerance for sexual misconduct, exploitation, harassment, or abuse.
- No private one-to-one situations with minors in closed or isolated spaces. Use the two-adult rule where feasible.
- No direct personal social media contact with minors outside approved project channels.
- Do not exchange gifts, money, or favours with participants in a way that creates dependency or influence.
- No sharing participant personal data outside authorised systems.
- Media consent required for identifiable photos or videos. For minors, guardian consent is required.

A.3 Suitability checks and training (delivery team)

- All facilitators and staff receive a safeguarding briefing before involvement.
- For roles involving supervision of minors, BanskoLab requires identity verification and at least one reference check where feasible.
- Partners confirm that their staff comply with equivalent safeguarding expectations.

A.4 Reporting and escalation

Report concerns to the safeguarding lead (jose@banskolab.com, +359 876342540) or via info@banskolab.com. Immediate danger: call 112.

- Record facts only: date, time, location, people involved, what was observed or reported.
- Safeguarding lead decides escalation and partner notifications.
- Where minors are involved, guardian notification and authority reporting may be required depending on severity and legal duty.

B. Safety plan

B.1 Pre-activity requirements

- Activity brief covering location, terrain, timing, weather limits, and required clothing.
- Collect necessary participant information: emergency contact, allergies, access needs, relevant medical notes.
- Consent collection when required, including guardian consent for minors.
- Roles confirmed: activity leader, first aid responsible person, safeguarding contact.

B.2 Supervision baseline

Supervision levels are set by risk assessment. Baseline minimums for youth activities:

| Situation | Baseline minimum |
|-------------------------------------|--|
| Day activities, low risk | 1 responsible adult per 10 youth, plus a second adult present where feasible |
| Outdoor fieldwork, moderate risk | 1 responsible adult per 8 youth, buddy system mandatory |
| Residential activities (overnights) | Two responsible adults present, with a night contact person identified |

These are minimums. If terrain, weather, age, or needs increase risk, ratios increase.

B.3 On-site controls

- Safety briefing before any outdoor or practical work.
- Buddy system during field activities and clear regroup points.
- Hydration and break schedule in hot or high-exertion conditions.
- Stop rules: weather changes, terrain hazards, fatigue, or safety concerns.

B.4 Medical and emergencies

- First aid kit available on site and checked before activities.
- Emergency contact list accessible to delivery team.
- Emergency escalation: call 112. Then notify activity leader and safeguarding lead.
- Incident recorded in an incident log with facts, time, and actions taken.

B.5 Allegations management

- Ensure immediate safety and separate parties if needed.
- Do not investigate beyond recording facts and preserving evidence.

- Safeguarding lead coordinates notifications, partner escalation, and authority reporting when required.
- Support is offered to affected participants and staff, and learning actions are recorded.