

Excel Race Academy Online Safety & Communication Policy

Last Reviewed: 7th October 2026

Next Review: 7th October 2027

Excel Race Academy (hereafter referred to as the “Club”) is committed to providing a caring, friendly, and safe environment for all members.

The purpose of this policy is to:

- Help the Club communicate safely, realistically, and effectively with children, young people, and adults
- Promote the safe and responsible use of electronic communication within the Club
- Set clear boundaries for safe communication with children and young people, including during residential camps

Communication with Children and Young People

The Club recognises that best practice recommends communication with parents rather than directly with children under the age of 18. However, this is not always practical or safe during residential camps where parents are not present. Therefore, the following arrangements apply:

- Parents are asked to provide consent for their child to communicate within a WhatsApp group when attending or preparing for a camp.
 - A minimum of two staff members and the Club Welfare Officer (CWO) will be included in these groups.
 - Consent is provided via the Medical and Onboarding Form
 - The Club will collect email addresses and mobile phone numbers of children through the membership form, removing the need for staff to request personal contact details directly from a child.
 - All communication with under 18s outside of camps will take place via email, with a parent copied in.
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Communication with Parents and Adult Members

- The Club seeks consent to share email addresses of parents and members aged 18 and over for legitimate club communication purposes via the membership form.
 - Personal contact details, including telephone numbers and email addresses, will only be shared with individuals who need the information to fulfil their role. This may include coaches, teachers, or house parents. Such information must not be shared with others.
 - Essential staff will be issued with a club email address and must use this for communication with parents and members. Personal email accounts must not be used for Club-related communication.
 - All emails and messages must relate to legitimate Club business only.
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Standards of Communication

- Communication content must relate to snowsport activity or the general daily life of the camp.
 - All communication must reflect a professional relationship between coaches, staff, and athletes.
 - Inappropriate, overly familiar, or ambiguous language that could be open to misinterpretation must be avoided.
 - One-to-one messaging between coaches, staff, and children or young people is discouraged.
 - Coaches and other adults in positions of trust must not communicate with under 18s by telephone except when absolutely necessary.
 - Children and young people must be removed from any WhatsApp groups when they leave the camp.
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Responding to Concerning Communication

- Any communication of concern received from a child or young person must be treated sensitively.
 - The Club Welfare Officer must be informed without delay.
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Sexting or Youth-Produced Sexual Imagery

If anyone within the Club becomes aware that a child has sent or received a message or image of a sexual nature, they must:

- Never view, copy, forward, print, or store the image
- Report the concern immediately to the Club Welfare Officer or the SSE Safeguarding Lead
- Offer appropriate support to the child involved

Signed:

A handwritten signature in black ink, appearing to read 'Rob Bullen', written in a cursive style.

Rob Bullen, *Managing Director*

Date: 07/10/2026