SAFEGUARDING

ICONZ EXPERIENCE SAFEGUARDING AND CHILD PROTECTION POLICY

Version: 1.0

Effective date: 1 August 2026

Review: At least annually and following a serious incident, material change in operations or relevant requirements.

SAFEGUARDING CONTACTS

Safeguarding Lead

Lawrie Dudfield

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+1 (321) 402-3712

Deputy Safeguarding Lead

Makenzie Morris

ops@iconzexperience.com

+1 (321) 444-2116

Website email is not an emergency service.

OUR COMMITMENT

Iconz Experience is committed to protecting children and young people taking part in our football tours, travel programmes, events and associated activities. Their safety, welfare and dignity come first. Every child has the right to participate without abuse, neglect, exploitation, bullying, harassment or discrimination.

For this policy, a child is anyone under 18. We recognise that some children need additional support because of disability, health, language, personal circumstances or other vulnerabilities. We will listen to children, take their concerns seriously and make reporting accessible.

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Telephone: +1 (321) 444-2116

Before departure, participants and parents will receive the named tour safeguarding contact and an emergency telephone number available throughout the tour. Website email is not an emergency service.

If a concern involves the Safeguarding Lead, contact the Deputy or the relevant authorities directly. If it involves the Deputy, contact the Lead or the authorities. If both are involved, unavailable, or you do not feel safe reporting internally, contact the authorities directly.

No one needs Iconz Experience's permission to report a concern externally.

WHO THIS POLICY APPLIES TO

This policy applies to Iconz Experience directors, employees, coaches, tour leaders, contractors and volunteers. Partner clubs, suppliers, parents, guardians and other accompanying adults must respect its safeguarding standards when involved in our activities. Partner organisations retain their own legal and safeguarding responsibilities.

It covers activities organised or delivered by Iconz Experience, including travel, accommodation, football, excursions, online communication, photography and contact before and after a tour. Concerns about adults at risk will also be acted on and referred to the appropriate services.

REPORTING A CONCERN

You can report something you have experienced, seen, heard or suspect. You do not need proof. Children may approach any trusted member of staff, who must help them reach appropriate support.

If someone is in immediate danger, contact emergency services first:

- United States: 911.
- United Kingdom: 999 or 112.
- European Union: 112.
- Elsewhere: the local emergency number provided in the tour information.

In Florida, report suspected child abuse, abandonment or neglect to the Florida Abuse Hotline on 1-800-962-2873. Non-emergency online reports can be made through the Florida Abuse Reporting Portal. Online reporting must not be used for urgent situations.

In the UK, contact the relevant local children's social care service or police. For non-emergency police reporting, call 101. In other destinations, contact the local child protection authority or police identified in the tour emergency plan.

Staff must follow reporting duties that apply to their role and location. An internal report does not replace a required report to authorities, and nobody should wait for management approval or an internal investigation before making one.

Notify the Safeguarding Lead or Deputy promptly as well, unless doing so could increase risk or conflict with instructions from authorities.

HOW WE RESPOND

Anyone receiving a disclosure must:

- Listen calmly, take the child seriously and reassure them that speaking up was right and abuse is not their fault.
- Explain that information will need to be shared with people who can help; never promise secrecy.
- Ask only what is necessary to establish immediate safety. Do not lead, interrogate or investigate.

- Record the child's own words, the date, time, location, people involved and actions taken as soon as possible. Separate facts from opinion.
- Preserve relevant evidence without circulating it. Never download, copy or forward suspected sexual images of a child; seek police advice.
- Take immediate protective action and make required external reports without delay.

The Lead or Deputy will coordinate support, referrals, secure records and follow-up with authorities. Parents will normally be informed, unless this could increase risk, compromise an investigation or conflict with advice from child protection services or police.

CONCERNS ABOUT STAFF, PARTNERS OR OTHER PARTICIPANTS

All concerns, including inappropriate boundaries and behaviour that may appear minor, must be reported. Allegations of abuse or a possible crime will be referred to the appropriate authorities. In England, allegations concerning adults working with children will also be referred to the relevant local authority designated officer where applicable.

Protective measures may include removing a person from child-facing duties, changing supervision or ending a supplier arrangement while the matter is assessed. Such action is a precaution, not a finding of guilt. Iconz Experience will cooperate with official enquiries and will not conduct enquiries that interfere with them.

Bullying, discriminatory abuse, sexual harassment and harmful behaviour between children will be addressed promptly. Both the child affected and the child whose behaviour causes concern may need protection and support. Serious incidents must not be treated solely as a disciplinary disagreement.

Anyone raising a concern honestly will be supported and must not face retaliation, even if the concern is not substantiated.

SAFER RECRUITMENT AND TRAINING

Before placing adults in roles involving children, Iconz Experience will assess the role, verify identity, take appropriate references and complete the background screening legally required and available for that role and jurisdiction. This may include eligible DBS checks in the UK or relevant US screening. A check in one country is not automatically a substitute for requirements in another.

Adults must not begin unsupervised child-facing duties until required recruitment checks and safeguarding induction are complete.

Staff will receive role-appropriate safeguarding training, reporting instructions and conduct expectations. The Lead and Deputy will maintain training appropriate to their responsibilities. Recruitment and training records will be maintained securely.

STAFF CONDUCT AND PROFESSIONAL BOUNDARIES

Adults working with children must:

- Treat children respectfully, fairly and without favouritism, humiliation or threats.
- Keep interactions observable and interruptible, using group settings wherever possible. Avoid isolated one-to-one contact and private vehicle journeys with a child.

- Explain necessary physical contact, seek the child's agreement where possible and respect boundaries. First aid and emergencies must be handled appropriately and recorded.
- Never engage in sexual behaviour, sexualised communication, grooming or a romantic relationship with a child participant.
- Never use corporal punishment, degrading treatment or inappropriate restraint. Any emergency physical intervention must be necessary, proportionate, lawful and recorded.
- Never supply children with alcohol, illegal drugs or inappropriate material, or work while impaired.
- Avoid personal gifts, private arrangements or sharing personal information that undermines professional boundaries.

If an emergency makes normal boundaries impractical, prioritise safety, involve another adult where possible and document and report the circumstances promptly.

TOUR PLANNING AND SUPERVISION

Each tour must have a written risk assessment, named tour leader, safeguarding arrangements and emergency plan.

Planning must consider ages, group size, additional needs, activities, accommodation, transport, free time, local conditions and access to medical care. Staffing levels and supervision arrangements must be set through that assessment and any applicable requirements, rather than assuming one ratio fits every tour.

Before travel, written information must explain who supervises each child during transport, football, excursions, hotel time and any free time. Where a parent or a visiting club retains supervision, the precise handover arrangements must be agreed. A parent travelling on the same tour does not automatically remove Iconz Experience's responsibilities during activities it supervises.

We will obtain appropriate parental consent, emergency contacts, relevant health and support information, and travel permissions.

Children and adults will receive a briefing on conduct, boundaries, meeting points, reporting concerns and what to do if separated. Staff will use attendance checks and documented handovers to authorised adults.

ACCOMMODATION, TRANSPORT AND ACTIVITIES

Rooming plans must consider age, privacy, individual needs and safeguarding risks. Staff and unrelated adult participants must not share bedrooms with children. Parents or authorised guardians may share with their own children under agreed arrangements. No child should be required to share a bed with another participant.

Room checks must be planned, respectful and carried out by two authorised adults wherever practicable. Adults must not enter a child's room alone except where immediate welfare needs require it; any exception must be recorded.

Changing and washing arrangements must protect privacy, with no photography or filming.

Transport providers and activity partners must be assessed for suitability, safety and safeguarding arrangements. Seat belts must be used where fitted and required.

Water activities and other higher-risk excursions require suitable providers, qualified supervision, risk assessment and appropriate consent. Children must never be left without the supervision agreed for that stage of the tour.

Missing-child incidents require immediate action under the tour emergency plan, prompt contact with venue security and police according to the risk, and support for the remaining group. There is no arbitrary waiting period before seeking police assistance.

ONLINE COMMUNICATION, IMAGES AND PRIVACY

Staff must use approved business communication channels. Routine messages involving children should include a parent, guardian or another authorised adult.

Private social media contact, disappearing messages and personal requests to children are not permitted. Emergency exceptions must be recorded and shared with the safeguarding contact.

Photos and videos require appropriate parent or guardian permission and respect for the child's wishes. Participation must not depend on agreeing to promotional images.

We will avoid publishing details that expose a child's location, room, travel documents or other sensitive information. No images may be taken in bedrooms, changing areas or bathrooms.

Requests to withdraw permission for future use will be respected, and removal from channels we control will be considered promptly.

Safeguarding records and sensitive health information will be kept securely, accessed only by authorised people and shared where needed to protect someone or meet legal obligations. We cannot promise absolute confidentiality.

Retention and deletion will follow a documented schedule reflecting applicable law, insurance requirements and any investigation or preservation duties.

ACCOUNTABILITY AND REVIEW

The Safeguarding Lead oversees implementation, with the Deputy providing cover and an alternative reporting route. Iconz Experience leadership is responsible for providing resources, checking practice and addressing gaps. Staff must acknowledge this policy and follow the supporting procedures.

The policy will be reviewed at least annually and after significant incidents or changes. The approved version, effective date and reporting contacts will be available on the Iconz Experience website.