

Bridge the Gap Facilitators Health & Safety Policy

Health and Safety Policies are traditionally reserved for employers; Bridge The Gap Facilitators is a collection of freelance workers rather than an employer but we have laid out some guidelines to keep our Facilitators and clients safe when working together.

1. Our Code of Culture

Our Code of Culture ('Be More Pirate', 2018), available on our website, outlines our collective approach to our work, our clients, and our business. We strive to be intersectionally inclusive and accessible, taking mind of the changeable needs of our Facilitators and our clients. We have lived experience of sexism, classism, ageism, queer marginalisation, and living with disability.

2. The Service Relationship Agreement

The SRA should be signed by both parties preceding any formal facilitation and details the expected behaviour from both parties. This document is intended to bring these expectations to the attention of the client and be a point of accountability for the Facilitator so that both parties uphold respect and reasonable conduct at all times.

3. Lone Working

If your session is arranged to be in a private space e.g. your home, then at least one other Facilitator will be aware of the time and place of this session. We also use a location app to track lone working Facilitator if any of us have any concerns.

You should feel safe whilst working with our Facilitators, as indicated by the commitments signed in the SRA. If you have any concerns whilst in a session in a private space please leave and contact another Facilitator (our mobile numbers are on our website) to explain why. You will not be charged for a session in which you did not feel safe as this breaches the commitment of the Facilitator.

4. If an issue arises

As mentioned above, you will not be charged for leaving a session, in private or otherwise, in which you did not feel safe. You should let another Facilitator know and we can then investigate and remedy the situation. Similarly, we will retain the full fee for a session which the Facilitator has had to leave for their own safety concerns where you have breached the signed commitments in the SRA.

Our initial endeavour is always to clarify or change behaviour, on either or both sides, to remedy the situation and repair the working relationship. If this is not possible we or you may suggest or request a different Facilitator for your remaining sessions.

If, ultimately, we or you decide it is not possible to continue working together then any session fees you have already paid (not including the fee for a session abandoned for safety concerns) will be returned to you.

5. Updates to this health & safety policy

This health & safety policy is updated regularly. The last update was August 2026.