

# CODE OF CONDUCT AND SAFETY

## SURF SCHOOL QUALITY CERTIFICATION PORTUGUESE SURF SCHOOL ASSOCIATION

**THIS DOCUMENT PRESENTS THE RULES AND BEHAVIORS WHICH MUST BE ACCOMPLISHED BY ALL MEMBERS OF THE PORTUGUESE SURF SCHOOL ASSOCIATION WHO HOLD THE SURF SCHOOL QUALITY CERTIFICATION.**

**THE ASSOCIATION RESERVES THE RIGHT TO SUPERVISE THE FULFILLMENT OF THE MEASURES LAID OUT IN THIS CODE OF CONDUCT AND SAFETY, BY THE CERTIFIED MEMBERS. NON-COMPLIANCE OF ONE OR MORE OF THESE STANDARDS WILL BE EVALUATED BY AN INDEPENDENT COMMISSION AND MAY DETERMINE THE REMOVAL OF THE CERTIFICATION.**

### 1. GENERAL CONDITIONS

- 1.1 The operator carries out its activity exclusively in beaches to which it is duly licensed by the respective Port Authority and/or Municipality;
- 1.2 The license is kept valid and its proof is publicly available;
- 1.3 The operator has a pricing table for all of the services provided, which is publicly available;
- 1.4 The information conveyed to the public, available in all communication platforms and marketing campaigns, is true;
- 1.5 To the extent feasible, all activities are developed in a way which reduces as much as possible the environmental impact, and the operator contributes to the environmental awareness of its customers;
- 1.6 The focus of the operation is centered around the safety and quality of the services provided, the operator acts in a professional manner and accepts responsibility for its actions.

### 2. ETHICS

- 2.1 The operator is honest, fair and respectful in its activity, valuing its clients and remaining beach users at all times;
- 2.2 The operator and staff promote and maintain an anti-discriminatory attitude towards any person or group of people, in any form, be it social, cultural, ethnic, political, religious, sexual, gender, or any other;
- 2.3 The operator assures the existence of a positive and adequate environment for children, and acts according to the laws of protection of minors;
- 2.4 No act of sexual harassment will be tolerated by the staff, and the operator ensures the proper sequence to any complaint received in this domain;
- 2.5 All the staff maintain an appropriate posture, in terms of their behavior, clothing, language, amongst others, thus enhancing the reputation of the surfing community;
- 2.6 The operator abstains from public criticism of any of its competitor Surf Schools, always opting to use the appropriate channels to denounce illegal or immoral situations.

### 3. HEALTH AND SAFETY

- 3.1 The operator has an Emergency Plan, which is known by all the staff and is publicly available;
- 3.2 The operator has a Contingency Plan, relative to the COVID-19 pandemic, which is known by all the staff and is publicly available;
- 3.3 The operator ensures that all members of the coaching team have the necessary knowledge and skills to rescue anyone at risk of drowning at the beach;
- 3.4 The fundamental safety rules and principles are properly transmitted to all customers, whether in the context of surf classes or of rentals;
- 3.5 During all activities, the operator has a first-aid kit, a cell phone, an extra board and/or swimming fins for an eventual rescue, water and sunscreen.

### 4. SURFERS TRAINING AND EDUCATION

- 4.1 The maximum ratio of 1 coach for every 8 students is applied at all times, and this ratio should be reduced whenever the conditions, ages, and level of surfing of the group justifies it;
- 4.2 The operator ensures that all members of the coaching team have an intermediate level of surfing – take-off, bottom turn, trimming, top turn, and cutback on both right and left handers, of up to 2m;
- 4.3 The rules of respect, etiquette and conduct in the water are properly transmitted to all customers, whether in the context of surf classes or of rentals;
- 4.4 The operator, coaches, and remaining staff, contribute to the education of their athletes and customers, as relating to the history and culture of surfing;
- 4.5 The teaching is individual to each student, considering their own characteristics, difficulties, and ambitions;
- 4.6 The teaching is uniform, making sure each student has the right to the same degree of attention, support, and feedback;
- 4.7 For all levels of surfing, the teaching privileges safety and fun;
- 4.8 The operator and staff understand their role and influence towards their customers and athletes, always setting an inspiring, positive example;
- 4.9 The operator privileges surf classes, instead of board rentals, and when such is not possible, ensures that the rented gear is in line with the customer's level of surfing.

### 5. EQUIPMENT & GEAR

- 5.1 The operator provides suitable boards to the level of surfing and age of the surfers;
- 5.2 The surfing hardboards are only used by surfers who prove to have total control over the board, whether in the context of surf classes or of rentals;
- 5.3 The operator ensures that all equipment provided is in good condition and that it is duly clean and disinfected, using ecological products whenever possible;
- 5.4 The equipment used to identify the operator (flags, vests, etc.) maintain a uniform graphic identity, i.e., uses the same colors, logos, and other graphic components, to allow an easy and quick recognition;
- 5.5 The premises, vans, and other equipment, are regularly cleaned and disinfected, and the dates and times of cleaning are registered and publicly available.