Safeguarding Policy

Introduction and Purpose

From time to time we work with clients who operate within settings that bring our employees into contact with children, young people or vulnerable adults. These include schools, colleges, universities and attractions.

The Company is committed to working with these clients to ensure our employees safeguard and promote the welfare of children, young people and vulnerable adults in the workplace. Everyone working within these settings has a responsibility for safeguarding. Staff are expected to maintain an attitude of ‘It could happen here’ and, when concerned about the welfare of a child, always act in the interests of the child.

The purpose of this policy is to ensure that the actions of any adult in our employ, whilst performing the work for which they are employed, are transparent and safeguard children, young people and vulnerable adults who may encounter them.

We will work in accordance with the requirements and safeguarding procedures of the client organisation and will cooperate with the client’s Designated Safeguarding Lead (DSL).

Safeguarding Principles

- Safeguarding is everyone’s responsibility.
- The welfare of the child, young person or vulnerable adult is paramount.
- Staff must act promptly where they have a safeguarding concern.
- Staff must follow the client’s safeguarding procedures when working on client premises.
- Staff must report concerns rather than attempt to investigate or determine whether abuse has occurred.
- Information relating to safeguarding concerns must be handled appropriately and shared with the appropriate person without delay.

Good Practice Guidelines and Staff Code of Conduct

- Treat everyone with respect.
- Set a good example by conducting themselves appropriately.
- Whenever possible, ensure there is more than one adult present working in the vicinity of children or vulnerable adults.

- Be aware that physical contact with children or vulnerable adults may be misinterpreted, regardless of intention.
- Operate within our company principles, guidance and any specific client procedures.
- Challenge unacceptable behaviour and report allegations or suspicions of abuse to the appropriate person at the client premises.
- Share concerns with a supervisor/area manager and/or the client's DSL without delay.

Employees must not:

- Have inappropriate physical or verbal contact with children, young people or vulnerable adults.
- Allow themselves to be drawn into inappropriate attention-seeking behaviour or make suggestive or derogatory remarks or gestures in front of vulnerable adults, children or young people.
- Jump to conclusions about others without checking facts by discussing concerns with their immediate line manager and/or the appropriate safeguarding contact.
- Exaggerate or trivialise abuse concerns.
- Show favouritism to any individual.

Recognising Abuse and Safeguarding Concerns

Staff must remain alert to concerns relating to children, young people and vulnerable adults. Concerns may relate to physical abuse, neglect, sexual abuse, emotional abuse or other safeguarding risks. Staff are not expected to diagnose abuse or investigate; their responsibility is to recognise a concern, record relevant information and report it promptly.

Physical Abuse

Physical abuse includes deliberate physical harm and may also arise through failure to act to protect a child or vulnerable person.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs and may expose the child to significant danger or impairment.

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not they are aware of what is happening.

Emotional Abuse
Emotional abuse is persistent emotional ill-treatment likely to cause serious harm to emotional development, including behaviour that makes a child feel worthless, frightened, inadequate, exploited or unsafe.

What to Do if Someone Discloses an Abusive Act or Experience
If a vulnerable adult, child or young person confides in a member of our staff that they are being or have been abused, the employee must:

- Be clear that they cannot keep secrets or promise confidentiality and that information must be passed on where there is a concern that someone has been harmed or is at risk of harm.
- React calmly and avoid panic or behaviour that may frighten or silence the person.
- Make a full and factual record of what was said, heard or seen as soon as possible.
- Report the concern to the client's DSL and the relevant supervisor/area manager.
- Do not delay in passing information on.

It is not the sole responsibility of our business to decide whether abuse has taken place. The relevant client DSL and appropriate agencies will determine the appropriate response. Employees must act where there is cause for concern so that the client and appropriate agencies can investigate and take necessary action. Concerns should be reported on the same working day.

Allegations or Concerns About Our Staff
Regardless of the age of the individual, if an allegation of abuse, inappropriate conduct or dangerous behaviour is made against an employee, it must be reported immediately to the client's DSL and the employee's supervisor/area manager.

- Concerns about employees will be treated with the same rigour as other safeguarding concerns.
- Where appropriate, information may be passed on to social services and/or the police by the client or relevant safeguarding authority.
- The welfare of the child, young person or vulnerable adult remains paramount.
- Our Senior Management will support the client and employee in managing the matter appropriately.
- Relevant disciplinary procedures will be considered, including whether suspension is appropriate pending investigation.

Recruitment, Vetting and Suitability

We recognise that safeguarding begins before an individual is appointed. Recruitment and vetting processes will be applied in accordance with the requirements of the role, the client setting and applicable safeguarding requirements.

- Rigorous selection processes are used to assess the suitability of prospective employees.
- Application information is scrutinised and unexplained gaps in employment or study are explored where appropriate.
- Interviews are used as part of the recruitment and selection process.
- References are obtained and checked in accordance with the Company's recruitment procedures.
- Right-to-work in the UK is confirmed before employment.
- Where required for work involving children, young people or vulnerable adults, appropriate DBS checks will be completed before the employee undertakes relevant duties, subject to the requirements applicable to the role.
- Where a role falls within regulated activity or another client-specific vetting requirement applies, the appropriate level of checking will be completed in accordance with current requirements.
- Where required by the Company's recruitment procedures, fitness and declaration of health information will be obtained and considered in relation to the suitability of the role.
- Relevant safeguarding or suitability information arising during employment will be reviewed and acted upon appropriately.

Safeguarding Training and Awareness

Employees working in client settings involving children, young people or vulnerable adults will undertake safeguarding training as required by the client organisation or us as a business. Safeguarding information and updates will be provided as appropriate to the employee's duties and the risks associated with the client environment.

The Designated Safeguarding Lead will maintain appropriate awareness of current safeguarding requirements and will ensure that safeguarding arrangements are reviewed and communicated as necessary.

Performance and Ongoing Suitability

We recognise that safeguarding responsibilities continue after appointment. Staff performance and suitability will be reviewed through the Company's normal management and performance processes. Where concerns about conduct, suitability or safeguarding arise, these will be addressed promptly and in accordance with the relevant Company procedures.

Working With Client Safeguarding Arrangements

When working at a school or other client setting, our employees must follow the client's safeguarding arrangements, including reporting routes, access controls, site rules and instructions from the client's DSL or other authorised safeguarding personnel.

Employees must know who to contact at the client premises if they have a concern. Employees should report safeguarding concerns to a member of the safeguarding team/DSL in accordance with the client's procedures.

Public Liability and Client Assurance

We maintain the appropriate insurance arrangements for its business activities. Evidence of public liability insurance can be provided to clients where requested as part of their contractor and safeguarding assurance processes.

Records, Confidentiality and Information Sharing

Safeguarding concerns must be recorded factually and passed to the appropriate person without delay. Staff must not promise confidentiality where a safeguarding concern exists. Information will be shared only with those who need it for safeguarding, investigation or appropriate action, in accordance with Company procedures and applicable requirements.

Review of Policy

This policy will be reviewed at least annually and whenever there is a relevant change to legislation, statutory guidance, client requirements, Company arrangements or safeguarding practice. The current policy will be communicated to relevant staff and made available where required by clients.

Designated Safeguarding Lead / Contact

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Approval

This policy has been approved by the Chief Executive Officer and is effective from the date shown below.

Approved by:

John Varitsas

Chief Executive Officer

Approval Date: 4 September 2026
Next Review Date: 4 September 2027