



Safeguarding Policy

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Introduction:

It is the policy of **Aircon Refrigeration Ltd t/a Aircon Group** to conduct all our business in an honest and ethical manner. We are committed to acting professionally, fairly and with integrity in all our dealings wherever we operate. We are also committed to implementing and enforcing effective systems to keep all of our stakeholders safe. **Safeguarding is joint responsibility, everyone in the Aircon Group family!**

1. Area of Operation

This policy covers all **Aircon Refrigeration Ltd t/a Aircon Group** business operations at our Head Office based in Thornaby and our second branch in Goldthorpe.

2. Who is covered by the policy?

This policy applies to all individuals working at all levels and grades, including directors, senior managers, employees (whether permanent, fixed term or temporary), contractors, and any other person providing services to us.

3. What is a safeguarding?

It is protecting and ensuring that vulnerable people, both adults and children have their health and well-being protected. It includes their rights, finances and property.

4. Record Keeping

We must keep DBS certificates and training records in the company system whilst ensuring that they are up to date. We must have appropriate internal controls in place which will ensure that only staff with the correct status are allowed on a site where they could come into contact with specific vulnerable groups.

5. Abuse

Can Include:

- Bullying
- Emotional
- Sexual
- Physical
- Financial

6. Raising Concerns

Employees will be encouraged to raise concerns about any issue or suspicion of malpractice at the earliest possible stage. If it is a member of the Aircon Group or any other person, including another member of a vulnerable group.



No employee will suffer any detriment because of raising genuine concerns regarding safeguarding, even if they turn out to be mistaken. Better to be mistaken than to be ignored.

7. Responsible Staff members

Karen Lansdell is the Safeguarding staff link. All Directors and Managers have a duty to ensure that the system is functional and up to date with legal updates, training and best practice. However, this is joint responsibility as stated in the introduction.

8. Reporting

Safeguarding concerns can occur at difficult moments, during a night shift or at the end of the working day. Maybe someone has waited all day to speak to you. This could have been very difficult for them. Ensure you act on it instantly and if applicable, reassure, but don't lead the person involved in disclosing to you. This could be a police matter.

Reporting Actions

1. Communicate your concerns with your immediate manager if available or go higher, don't deal with it on your own
2. Discuss with a relevant adult, i.e. a member of staff on the site. They should be able to advise if they have a safeguarding policy and how to follow it
3. If you are still concerned stay at the location until guidance arrives
4. If not happy with guidance, report the incident and guidance further up our management chain
5. A management meeting should be called to check the outcome is what it should be or what further action to take
6. Look at what lessons can be learned
7. The employee that raised the issue should be informed of the outcomes of this meeting, but maybe not all the details

9. Monitoring

The Directors will regularly review the effectiveness of this policy. Internal control systems and procedures will be subject to audit under the internal audit process.

10. Allegations Management

Firstly, allegations are allegations, if they are made against a member of staff, at this stage nothing has been proven. But there is a duty of care in general.

The member of staff should not be put in a situation where further allegations could be made to protect all stakeholders including that member of staff.

At the first opportunity Management should take advice from our external HR provider.



11. Information Management

Obviously, this information can be damaging to a person's reputation, also it could form part of a legal investigation, whether criminal or employment. This information must be recorded, stored and secured according to current data protection laws.

Information will be gathered, recorded and stored in accordance with the Data Protection Policy, Confidentiality Policy.

All staff must understand there is a duty to share this information with the appropriate agencies. But the information is on a need-to-know basis.

When talking to vulnerable adults or children you must make them aware that you may have to share what you are told. There is no way some statements can be kept secret. Do not lead them!

All staff must be aware that they cannot promise service users or their families / carers that they will keep secrets.

12. Legislation

The following list is not an exhaustive list:

- Rehabilitation of Offenders Act 1974
- Mental Health Act 1983
- The Children Act 1989
- The Police Act – CRB 1997
- Public Interest Disclosure Act 1998
- NHS and Community Care Act 1990
- Care Standards Act 2000
- The Adoption and Children Act 2002:
- The Children act 2004
- Safeguarding Vulnerable Groups Act 2006
- Working together to safeguard Children 2010

13. Responsibility

The Directors of Aircon Group are responsible for this Policy.

Senior managers are responsible for implementation and communication of the policy in their areas of operation.

A handwritten signature in black ink, appearing to read "S. Farrell".

Signed:

Name: Mr. S.M. Farrell
Title: Managing Director: