



## **Company Policy on Safeguarding of:**

- 1. Company /Operators**
- 2. All Participants**
- 3. Property**

**Policy Title:** Safeguarding Policy

**Effective Date:** 14th July 2025

**Reviewed By:** Alison weir

### **1. Purpose**

The purpose of this policy is to establish guidelines for company operators and supervisors regarding physical contact with participants during activities. This policy also covers the safeguarding of personal items and property. This policy aims to protect the safety and well-being of both participants and staff, ensuring a respectful and secure environment.

### **2. Policy Statement**

Please note that inflatable operators or supervisors are not bound by law to be members of the PVG scheme, therefore not every single one of our company operators are DBS checked. Supervisors are however trained to handle situations involving physical contact with participants with care and professionalism. Touching participants should only occur when absolutely necessary for the following reasons:

- To carry out necessary job-related duties effectively.
- To assist a participant in distress or difficulty.

### **3. Guidelines for Physical Contact**

- **Minimized Contact:** Operators and supervisors should strive to minimize physical contact with participants. Where contact is necessary, preference should be given to touching the participant's hands, elbows, or arms, as these are less intrusive areas.

- **Communication:** Before any physical contact is made, operators should communicate clearly with participants, explaining the reason for the touch and seeking their consent when possible.
- **Professionalism:** All interactions should be conducted in a professional manner, ensuring that the dignity and comfort of the participant are maintained at all times.

#### **4. Guidelines for Digital Communication/Mobile Phones**

- **Minimized Contact:** Company operators may have to use their personal phones to update a customer of times or other hire related issues. This contact should be kept to only necessary contact between both parties for these purposes only.
- **Professionalism:** All interactions should be conducted in a professional manner, ensuring that the dignity and comfort of both parties are maintained at all times.

#### **5. Supervision and Guardianship**

- **Guardian Responsibility:** Customers are responsible for ensuring that suitable guardians are present to supervise participants during activities. Guardians should be aware of their role in providing support and assistance to participants.
- **Operator Safety:** Company operators and supervisors should not be left alone with participants at any time. This policy is in place to protect both the participants and the operators/supervisors, ensuring a safe environment for all involved.

#### **6. Emergency Situations**

In cases where immediate assistance is required (e.g., a participant in distress), operators may need to provide physical support. In such situations:

- Operators should act quickly and appropriately, ensuring the participant's safety.
- After providing assistance, operators should document the incident and report it to a supervisor for review.
- Please note company operators are not all first aid trained

#### **7. Protection of Property Damage or Theft**

For the protection of both the Company Operators and the Customer , ensure that the customer is present at their property and escort the operator on and off the property.

Customers should ensure that any valuable items are kept out of harm's way and operators are to maintain professionalism and care when at a customer's property or venue.

#### **8. Training and Awareness**

All operators and supervisors will receive training on this policy, including the importance of maintaining boundaries, understanding appropriate touch, and recognizing when assistance is necessary. Regular refresher training will be conducted to ensure adherence to this policy.

## **9. Policy Violations**

Any violation of this company policy may result in disciplinary action, up to and including termination of employment. Staff are encouraged to report any concerns or breaches of this policy to management immediately. If a customer has violated our policy, we reserve the right to terminate the hire agreement.

## **8. Review and Amendments**

This policy will be reviewed annually and updated as necessary to ensure it meets the needs of the company and complies with best practices in participant safety and wellbeing.

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**Acknowledgment:** By adhering to this policy, we commit to providing a safe and respectful environment for all participants while ensuring the welfare of our operators and supervisors.

**Signature of Approval:** *Robert Weir , Director*

**Date:** 14th July 2025