



Nationwide Service Provider

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Safeguarding Policy

Fire Queen Limited

Head Office: 23 – 37 Broadstone Road, Reddish, Stockport, Cheshire SK5 7AR

Save Money Today!

Combine Your Fire Extinguisher, Fire Alarm & Emergency Lighting System Maintenance



Fire Queen Limited | 23-37 Broadstone Road | Reddish | Stockport | Cheshire | SK5 7AR | Registered in England Company No. 1219302 | Inc The Fire Appliance Company

✓ Fire Extinguishers ✓ Fire Alarm & Emergency Lighting Systems ✓ Dry Riser Maintenance ✓ Fire Training ✓ Fire Risk Assessment

Policy

This policy sets out Fire Queen Limited's approach to safeguarding & limiting the potential for abuse & our exposure to children & vulnerable adults. It makes a positive contribution to a strong & safe community, recognises the right of every individual to remain safe & applies to all aspects of our work & to all operational staff whom attend customer premises to carry out their duties.

Definition of a Child

A child is under the age of 18 (as defined in the United Nations convention on the Rights of a Child).

Definition of a Vulnerable Adult

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

This may include a person who:

1. Is elderly & frail
2. Has a mental illness including dementia
3. Has a physical or sensory disability
4. Has a learning disability
5. Has a severe physical illness
6. Is a substance misuser
7. Is homeless

Definition of Abuse

Abuse is a selfish act of oppression & injustice, exploitation & manipulation of power by those in a position of authority. It can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture.

It can take a number of forms, including the following:

1. Physical abuse
2. Sexual abuse
3. Psychological or Emotional abuse
4. Neglect or Omission to act
5. Financial or material abuse
6. Child Sexual Exploitation
7. Modern Slavery
8. Self-Neglect
9. Domestic Abuse
10. Institutional Abuse
11. Discriminatory Abuse
12. Harassment
13. Radicalisation

Everyone working for Fire Queen Limited has a responsibility to familiarise themselves with these policy & any procedures which are developed as a result.

The company, during the course of carrying out routine & reactive maintenance on behalf of our customers, will occasionally attend sites where children or vulnerable adults are also in residence or attendance. Under normal circumstances, no aspect of these duties, will require direct interaction with the children or vulnerable adults, though it is expected our staff will have occasion to be in the same proximity.

The duties carried out by our operational staff include:

1. Installation & Maintenance of Portable Fire Extinguishers
2. Testing & Repairs to Fire Detection Systems & Emergency Lighting
3. Testing & Inspection of Dry Riser Systems
4. Installation of Fire Safety Signs
5. Carrying Out Fire Risk Assessments & Providing Fire Training to Staff

The type of premises attended by our operational staff to carry out these duties include:

1. Schools, Colleges & Universities'
2. Hospitals, Dental Surgeries & Clinics
3. Residential Housing & Nursing Homes
4. Local Authority Buildings
5. Youth Activity Centres
6. Public Buildings
7. Cinemas, Shops & Restaurants

Safe Recruitment

Fire Queen Limited carries out safe recruitment checks on all operational staff before they are tasked to attend customer premises unsupervised. These checks take the form of obtaining employment references, the proving of said persons' home address & identity checks.

A DBS check is also routinely undertaken & is revisited every 4-years whilst in the employment of Fire Queen Limited.

The level of DBS check normally undertaken is **BASIC** or **STANDARD**; these levels are deemed satisfactory for the following reasons:

1. The frequency of attendance at each site is very low; most sites are visited annually or bi-annually
2. The reason for attending may be ad-hoc or to complete a delivery only
3. The time expended on maintenance calls is usually low; most visits lasting less than 1-day
4. Operational staff have no reason whatsoever to interact with children or vulnerable adults who may be in proximity

Codes of Conduct

Client Codes of Conduct should advise what might be considered inappropriate behaviour & will be adhered to; this will enable any inappropriate behaviour to be recognized & challenged by all concerned.

Fire Queen commits to following:

1. To work safely & responsibly
2. To avoid any conduct which may lead any reasonable person to question our motivation & intentions
3. To acknowledge it is the responsibility of all adults to safeguard & promote the welfare of children & vulnerable adults
4. To avoid unnecessary contact with children & vulnerable adults & never give our personal contact details
5. To work & be seen to work, in an open & transparent way
6. To remain within agreed work area & access routes
7. To obtain permission if required to go outside the agreed work area or access routes
8. To keep staff informed of where we are & what we are doing
9. To not use profane or inappropriate language
10. To dress appropriately i.e. dress in a way that:

- a. Is unlikely to be viewed as offensive, revealing, or sexually provocative
- b. Does not distract, cause embarrassment or give rise to misunderstanding
- c. Is absent of any political or otherwise contentious slogans
- d. Is not considered to be discriminatory & is culturally sensitive

Identity

To ensure that as far as possible, only bona fide Fire Queen Limited personnel are afforded access, a suitable means of identification is provided to all operational staff & will be produced for checking in advance & during any work taking place.

The means by which Fire Queen Limited staff are identified is as follows; these shall be worn & be visible at all times whilst on client premises:

Photo ID Badge

Branded Workwear

Clearly Identified Company Vehicle

Identification will only ever be used as a supplementary measure to the principal safeguarding measures of segregation & supervision.