

Safeguarding Policy for UK GAMES EXPO.

INTRODUCTION:

This document is the safeguarding policy for UK GAMES EXPO which will be followed by all members of the organisation including employees and volunteers at the Show.

This is a family event and we welcome families to this. However, it is important to note that the organisation does not undertake activities with children in the absence of their parents/carers. Parents/carers remain responsible for their children's welfare throughout the event, even in the family zone.

The purpose of this policy is to make sure that the actions of any adult in the context of the work carried out by the organisation are transparent and safeguard and promote the welfare of all young people. If any parent or young person/child has any concerns about the conduct of any member of the organisation, this should be raised in the first instance with Tessa Norris (designated safeguarding officer). She is located in Hall 2 offices which are by the Hall 2 Help Desk. Approach the volunteer manning the help desk and they will contact Tessa for you

SAFEGUARDING POLICY

Immediate Action to Ensure Safety

Immediate action may be necessary at any stage in involvement with children and families. **IN ALL CASES IT IS VITAL TO TAKE WHATEVER ACTION IS NEEDED TO SAFEGUARD THE CHILD/REN** ie:

- If emergency medical attention is required this can be secured by calling an ambulance (dial 999) or taking a child to the nearest Accident and Emergency Department.
- If a child is in immediate danger the police should be contacted (dial 999) as they alone have the power to remove a child immediately if protection is necessary, via Police Protection Order.
- In the event of a lost child follow the Lost Child Procedure below;

PROCEDURE FOR CHILDREN WHO ARE LOST IN THE NEC

If a parent reports their child is missing this is a **Lost Child** Incident.

Immediately use the radio code for **Lost Child (Code Blue for a Boy and Code Pink for a Girl)**.

A Code Blue or Pink has to be escalated to the NEC Security who will lock down the Halls.

If you do not have a radio try and spot someone who has or send a second volunteer to the nearest point where radios will be held. (Exhibition Services in Hall 3, Merchandise Stand in Hall 2, Help Desks in Hall 2, Hall 3a or Hall 4, or anyone who is a Team Leader).

Remain with the parent and give an exact location including Hall, Street Name and Stand Number so the UKGE Lost Child Lead Ambassador can come to you.

Get the following information and radio to the safeguarding lead who will remain in the office to manage the event.

- Confirm gender of lost child
- Last known location
- Age of Child
- What they are wearing
- Any identifying features.

NEC security will lead the search with support from our teams.

If you find the child radio the Safeguarding Lead (Just use Safeguarding Lead rather than a name) to say child has been found and what location you are at (again Hall, Street Name and Stand Number). **Stay at your location with the child and wait for NEC Security and the Lost Child Lead to come to you.** They will take the child to the parent/s or bring the parent to the child.

Procedure for Child who is lost at the Hilton

If a parent / guardian notifies you a child is missing at The Hilton stay with the parent and get a second volunteer to immediately notify The Hilton Reception and inform the duty Team Leader.

PROCEDURE FOR CHILDREN WHO ARE FOUND SEPERATED FROM THEIR PARENT - KNOWN AS A LOST PARENT INCIDENT.

AT THE NEC

Report this using **Code Zebra Blue (Boy) or Zebra Pink (Girl)** and tell the Safeguarding Lead by radio the exact location where you and the child are including Hall, street name and stand number. Stay there with the child and wait until the Lost Child Lead Ambassador comes to you.

If you do not have a radio try and spot someone who has or send a second volunteer to the nearest point where radios will be held

(Exhibition Services in Hall 3, Merchandise Stand in Hall 2, Help Desk in Hall 2, Hall 3a or Hall 4, or anyone who is a Team Leader).

Ask the child for the name of the person they are at the show with and Radio that name to the Safeguarding Lead in the office.

The Safeguarding Lead in the Office will get a Tanoy announcement asking the parent to come to the location where you are.

The Lost Child Lead Ambassador will stay with the child with one other volunteer and everyone else should move away.

In this instance NEC Security do not need to close the Halls.

The Lost Child Lead ambassador will verify the relationship between parent and child before leaving the child with the parent (this is usually obvious from the reactions between the adult and child but can also be checked by a photo on the phone for example).

THE HILTON LOST PARENT INCIDENT

If you find a child who has become separated from their parent / guardian at The Hilton Hotel stay with the child and get a second volunteer to notify The Hilton Reception and the duty Team Leader.