

Q&A for Group Safeguarding Co-ordinators

Question	Answer
Does the child need urgent medical or police attention?	<i>If so, make sure local emergency services or local authorities. Ensure support is available for the people affected including translators etc.</i>
Do you need to make alternative arrangements for the child, relatives or another customer/s affected?	<i>Depending on the type of incident and who is involved, the customers may want to move to an alternative accommodation or resort, they may require an additional room (e.g., abuser is travelling in the same booking) or return flights home. Consult with the departments who can support you in arranging this.</i> <i>In the best interest of the child the cost of any arrangements may need to be paid for by TUI.</i>
Is further support required for the child, parent, relatives, or other customers?	<i>Each case is different; however, it is important that you consider whether trauma support may be required by the child, family or relatives, employees, or other customers.</i>
Have arrangements been made to ensure the family are supported and communicated with?	<i>An assessment should be made to determine what support the child, family, or anyone else affected may require whilst in resort, at the airport, on their journey home or back in their country of residence.</i>
Can a TUI employee assume care of a child?	<i>Assuming care of any child involves risks to the business and the employees.</i> <i>A decision should always be made in the best interest of the child. For further information refer to 'Unattended Child Policy'</i>
Are there any allegations against a TUI Colleague?	<i>If any allegations are made about a TUI Group colleague HR must be informed immediately</i>
Is an investigation required to be conducted by a part of the business?	<i>This will depend on several factors; the severity of an incident, has there been repeated cases in the same hotel / another TUI Product or has a TUI employee been accused. If an investigation is required, it will be led by Group Security who will work with the market / departments affected.</i> <i>It is important to ensure that all cases are reported to the Group part of the business immediately.</i>
Do you need to report the incident to TUI Group?	<i>All incidents remain specific to each market/business. For data protection reasons only, cases should be referred to with no names given</i>