

Safeguarding

of children and
vulnerable adults



Topics covered

SAFEGUARDING

- 1 What does that mean?
- 2 Policy & Guidelines
- 3 Types & Definition of Abuse
- 4 Human Trafficking
- 5 Information Sharing
- 6 Reporting



1. Safeguarding – What does it mean?

What is Safeguarding?

Safeguarding is a term that we use to describe how we protect children and vulnerable adults from abuse or neglect.

Definition of a child

Anyone who has not reached their 18th Birthday. Therefore children, means “children & young people”.



What does this include?

- Protecting children from maltreatment
- Preventing children's impairment to children health & development
- Taking action to enable children to have the best outcome.



What is Adult Safeguarding?

Definition of an adult at risk

An adult at risk is any person who is aged 18 or over and at risk of abuse or neglect because of their needs for care and/support.



What does this include?

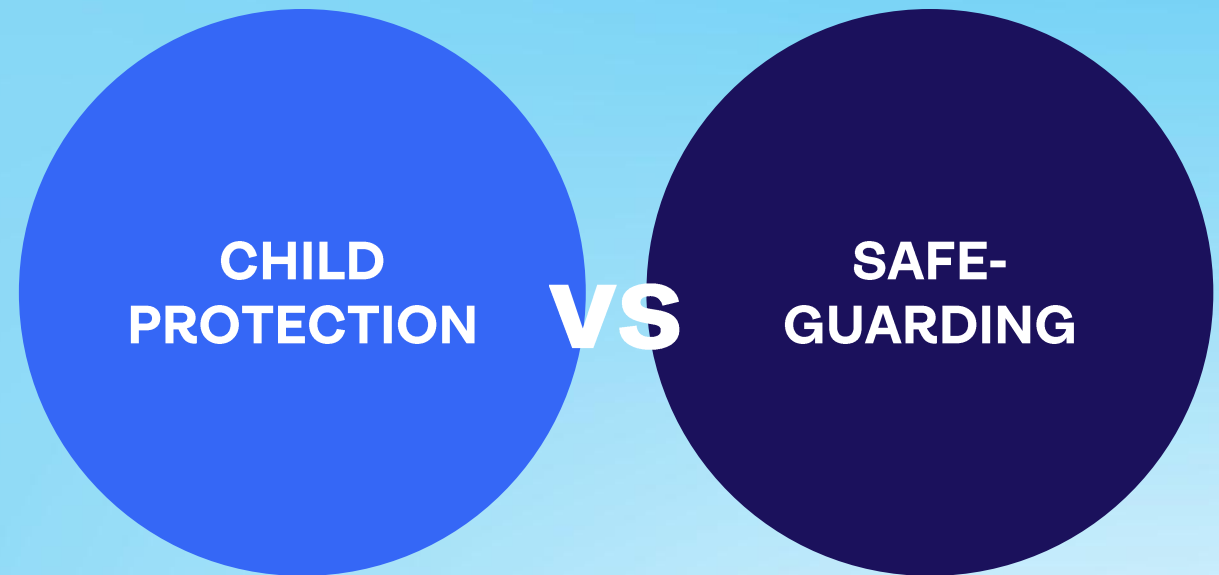
- People & organisations working together to prevent the risk of abuse or neglect and to stop them from happening.
- Making sure people wellbeing is being promoted, taking their views, wishes, feelings ad beliefs into account.



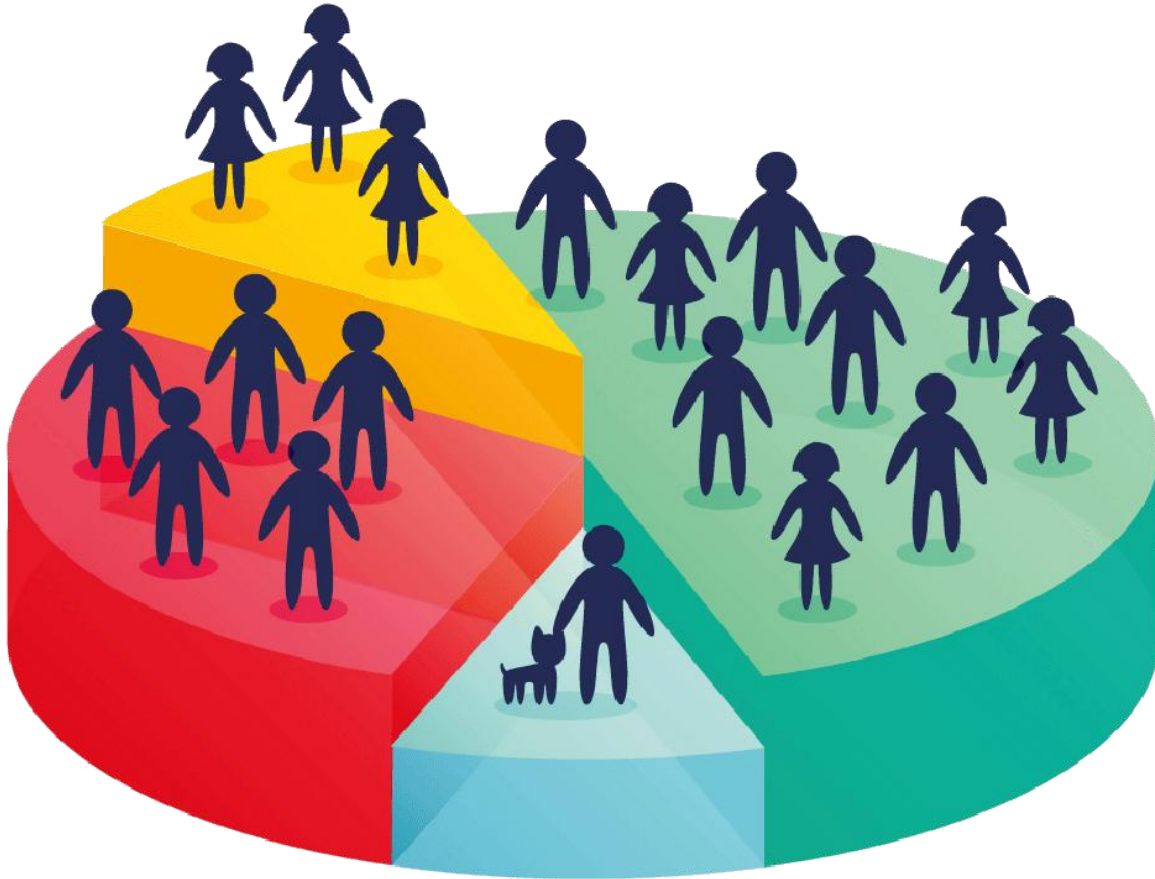
Child protection vs Safeguarding

In short terms, **safeguarding** is what we do to prevent harm, while **child protection** is the way in which we respond to harm.

The **Safeguarding lead** is there to ensure that **Child Protection Guidelines** are implemented by those responding to an incident.



Statistics



- The most common location for **acts of abuse are within the persons home**, these account **45%** of safeguarding cases that are reported.
- **89%** of safeguarding case, **where risk was identified** the reported outcome was that the risk was **reduced or removed**.
- Abuse & neglect doesn't stop when on holiday

2. Policy & Guidelines

TUI Safeguarding Policy

Our Commitment

At TUI we like to keep it simple, and we commit to ensuring that all employees and customers are protected from discrimination, mistreatment and abuse which prevents them from fulfilling their role, impairs personal development or affects their emotional and/or physical wellbeing.

We will make sure that issues involving children and vulnerable adult welfare are addressed and investigated thoroughly. If you are concerned that a child or vulnerable adult is at risk of being abused or neglected, or is vulnerable to radicalisation, don't ignore your suspicions or assume that someone else will take action.

Safeguarding, Prevent and promoting the welfare of children and vulnerable adults goes beyond simple protection procedures and is an integral part of the TUI culture and everyday life. If you have any concerns, no matter how small, discuss these with your line manager.



Guidelines

TUI Destination Experiences Child Protection Guidelines

These guidelines are developed to ensure that the highest standards of professional and personal practices are being applied and that procedures are in place to enable colleagues to escalate any concerns they may have. Child protection is a sensitive topic and needs to be approached carefully and responsibly within all operations.

These guidelines will help colleagues to:

- Understand what child abuse is and why it is important that we address it
- Understand TUI's approach towards the prevention of sexual abuse in tourism
- Understand the reporting process and the procedures to follow in case of incident

Assuming care of a child



Assuming care of
a child

Child welfare questionnaire



Child welfare
questionnaire

Child welfare Guidelines



Child welfare
Guidelines

Q&A for Group Safeguarding

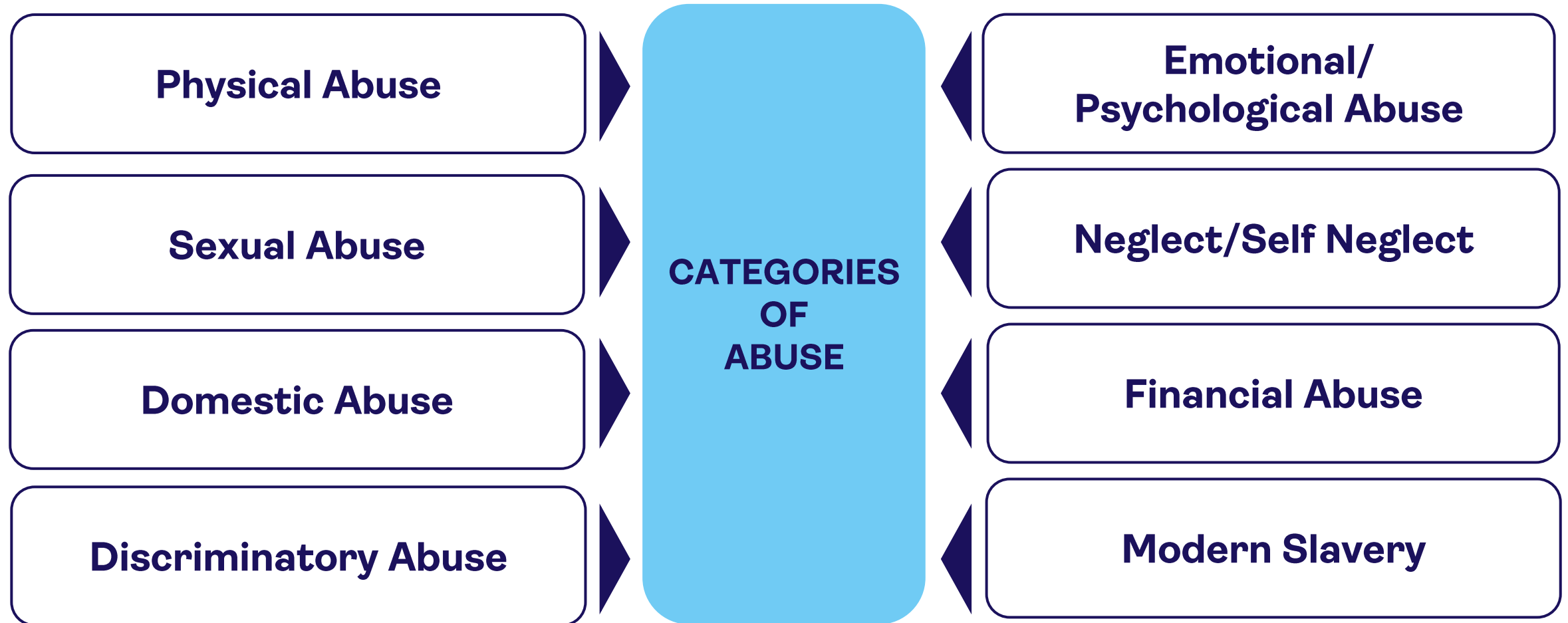


Q&A for Group
Safeguarding

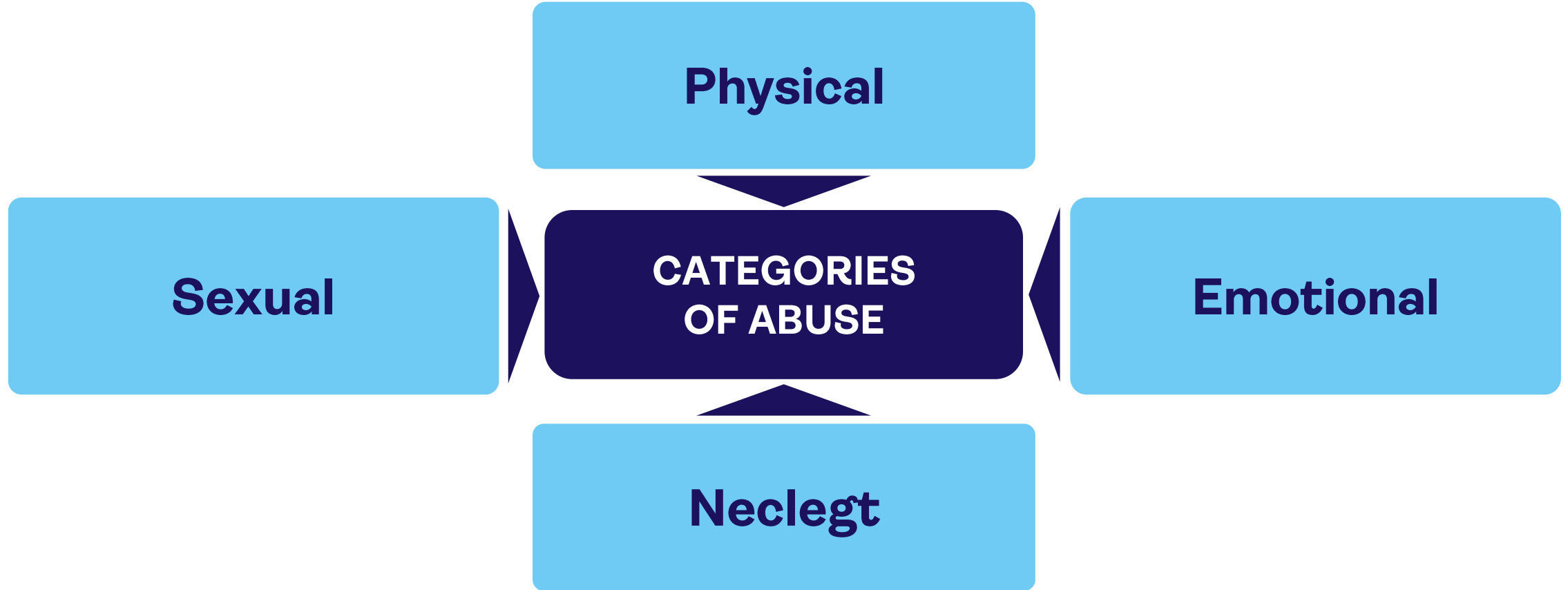


3. Types & Definition of Abuse

Types of Abuse



Signs & Indicators of abuse



Signs & Indicators of abuse

What defines the abuse?

Physical Abuse

- Physical abuse may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating or otherwise causing physical harm to a child
- A parent or carer may cause physical harm by fabricating the symptoms of illness or deliberately inducing illness in a child.

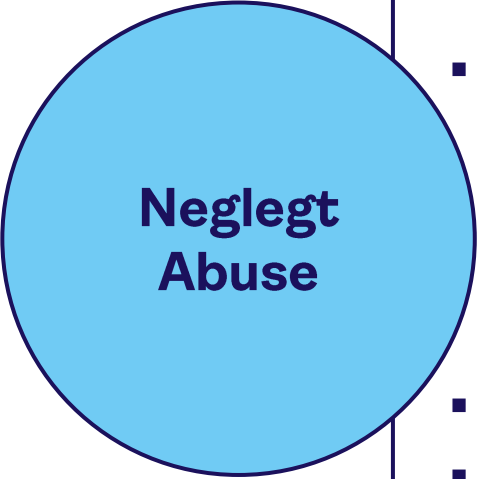
Physical/ Sexual Abuse

Sexual Abuse

- Forcing or enticing a child/young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.
 - Physical contact including penetrative (e.g. rape (vaginal, anal) or oral sex) or non-penetrative acts (e.g. masturbation, kissing, rubbing and touching outside of clothing)
 - Non-contact activities such as looking at or producing indecent material, watching sexual acts or encouraging children to behave in sexually inappropriate ways
- Grooming a child in preparation for abuse (including via the internet)
- Sexual abuse is not solely perpetrated by adult males, women also commit acts of sexual abuse, as can other children

Signs & Indicators of abuse

What defines the abuse?



Neglect Abuse

Neglect Abuse

- Persistent failure to meet a child's basic physical & psychological needs. Likely to result in serious impairment of the child's health or development. May occur during pregnancy as a result of maternal substance misuse.
- May involve a parent or carer failing to –
 - provide adequate food, clothing and shelter including exclusion from home or abandonment
 - protect a child from physical and emotional harm or danger
 - ensure adequate supervision
- Failing to provide access to appropriate medical care or treatment
- Neglect of, or unresponsiveness to, a child's basic emotional needs.



Signs & Indicators of abuse

What defines the abuse?

Emotional Abuse

- Persistent emotional maltreatment of a child.
- Causing a severe and persistent adverse effect on the child's emotional development.
- May involve –
 - Communicating they are worthless, unloved, inadequate or valued only because they meet the needs of another person
 - Not giving the child opportunities to express their views
 - Deliberately silencing them, 'making fun' of what they say or how they communicate
- Imposed expectations inappropriate to their age or level of development, including interactions beyond a child's developmental capability.

**Emotional
Abuse**



What can make children more vulnerable to harm?

Some risk factors are common across all types of abuse and neglect, but that doesn't mean abuse will definitely happen.

A child or adult who doesn't have risk factors could be abused, and a child & adults with multiple risk factors may never experience abuse or neglect.

But we do know that having one or more of these issues can increase the risk of harm.

Children may be more vulnerable to being harmed if they are....

Disabled children

Children who are picked on for being different

Children who are already thought of as a problem

Children who have experienced other forms of abuse

Vulnerability of Babies

- All babies need to be safe, nurtured and able to thrive.
- The early care they receive provides the essential foundations for all future physical, social and emotional development.
- Many parents provide love and care for their babies, sadly many babies suffer abuse and neglect
- All types of abuse that babies experience is shocking, as they are totally dependent on others.
- Babies are 8 times more likely to be at harm than older children.
- Many serious cases involve babies up to the age of 1



Identifying Concerns & Disclosure

Concerns about a child or adult can come to light in many ways, this could include:

- Disclosure from a child, adult or parent who are at risk
- Letter, phone call or email
- Appearance; dirty looking clothes, incorrect size clothes
- Behaviour from the child
- Behaviour from the parent/carer
- Witness/observation to an incident
- Report of bullying
- Self disclosure
- Whistleblowing from colleagues



Child Sexual Exploitation

- The commercial sexual exploitation of children involves the buying and selling of children under 18 years of age for sexual purposes. Child sex tourism, child sex trafficking, the prostitution of children and child pornography are all forms of this crime.
- Child sex tourism often takes place in hotels and uses other travel infrastructure.
- That's why working with responsible tourism companies, such as TUI, is a powerful way to keep children safe and prevent these crimes.
- There is no single profile for an aggressor - which makes it even harder to spot them.
- Hotels & Accommodation Excursions Local Community Potential aggressors could be travelling with children or invite local children into their hotel room or accommodation to sexually abuse them.
- Bringing potential aggressors closer to areas or institutions where local children are present. For example by visiting schools, orphanages or local family homes with children.
- Helping potential aggressors find areas where there are local children present, facilitates child abuse. For example by suggesting local schools or orphanages that they could visit to "volunteer" or provide donations, we are putting vulnerable children at additional risk.



4. Human Trafficking & Modern Slavery

The CODE.ORG

TUI commits to “The 6 criteria of The Code”

The Code is an industry-driven responsible tourism initiative with a mission to provide awareness, tools and support to the tourism industry in order to prevent the sexual exploitation of children.

- ✓ **To establish a policy and procedure**
- ✓ **Train Employees**
- ✓ **Include a clause in contracts**
- ✓ **Provide information to travellers**
- ✓ **Support, collaborate & engage stakeholders**
- ✓ **Report annually**



**We protect
children in
travel and
tourism**



Human Trafficking & Modern Slavery

The UN defined human trafficking in the [Palermo Protocol](#) as the 'recruitment, transportation, transfer, harbouring or receipt of persons by means of threat, or use of force, coercion or deception...to achieve the consent of a person having control over another person, for the purpose of exploitation' . According to this definition, trafficking includes sexual exploitation, forced and bonded labour, domestic servitude, any form of slavery and removal of organs.

Article 2 - Statement of purpose

- The purposes of this Protocol are:
 - a) To prevent and combat trafficking in persons, paying particular attention to women and children;
 - b) To protect and assist the victims of such trafficking, with full respect for their human rights; and
 - c) To promote cooperation among States Parties in order to meet those objectives.



5. Information Sharing

Information sharing – 7 Golden Rules

to support you and how to make the best decision.

1

Remember that the Data Protection Act is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.

OK

2

Be open and honest with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.

OK

3

Seek advice if you are in any doubt, without disclosing the identity of the person where possible.

OK

4

Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, that lack of consent can be overridden in the public interest. You will need to base your judgement on the facts of the case.

OK

5

Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.

OK

6

Necessary, proportionate, relevant, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.

OK

7

Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

OK



6. Reporting and Conclusion

Reporting, what to consider.

Safeguarding leads to the prevention of further incidents.

Does the report contain the following:

- **Who** – was involved?
- **What** – has happened?
- **When** – did it occur?
- **Where** – did it happen?
- **Why** – did it happen?
- **How** – has it happened?
- **Action taken** in destination?

By understanding the above we can implement safeguarding plans that could prevent further such incidents.



What you do matters

Every action helps protect children and vulnerable people and strengthens Safeguarding across TUI.

Our Commitment to Safeguarding

*“What you do drives **Child Protection** and **Safeguarding within TUI**.*

By working together we continue to safeguard the most vulnerable in society and underpinning TUI’s values of Trusted Unique and Individual.”



Thank you.

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TUI Group

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