



# Vulnerable People Policy

(last reviewed Jan 2010)

**Objective: to ensure that Host personnel protect and support where our customers may be vulnerable people**

## General

Wherever Host operate where vulnerable people of all ages (inc. children, aged, and special needs) are involved as our customers we understand that as third party caterers we must at all times adhere to and support the policies and methods of operation of the client organisation.

Our policy on checking the credentials of our employees is client driven; if standard or enhanced CRB research is required, we check all our employees who are actively working on site, or who occasionally visit the client premises as part of their normal work routine.

Our recruitment and selection policy refers to our procedure that we follow to ensure that all applicants for employment in this area are properly vetted and our customers' best interests and security are met.

## Protecting vulnerable people on site

Our clients all have an active vulnerable person protection policy and written code of conduct where vulnerable people are involved, and as part of that policy and code of conduct they have a method and support structure of named people on site who vulnerable people can speak to so they can discuss their fears and concerns.

It is very important that all Host personnel know exactly who the named persons are so they can immediately direct any vulnerable person who has an issue or shows concern to them without any time wasting.

All Host personnel are trained in the client's policy and code of conduct, and we actively promote a local 'whistleblower' communication channel within our teamwork culture whereby active team members can share with their line manager any concerns they may have with any team member in terms of any odd or unusual behaviour around vulnerable people.

**We are operating on our client's sites as third party contractors and as such we must follow explicitly any specific instructions the client may have in relation to the ability of any vulnerable person to speak to the authorised and trained client personnel if they have any concerns or issues.**

