



Safeguarding

This policy should be read in conjunction with the Zing Performance Social Media Policy and Zing Performance Team Handbook.

Introduction

The underpinning ethos of Zing Performance Limited (ZP) is the fundamental of wellbeing. Therefore, as our programmes are delivered in the virtual environment, safeguarding of children and adults at risk is paramount to our delivery and associated processes.

Scope

This policy applies to all employees and sub-contractors of ZP who have by virtue of their specified employment or contract for services reason to interact with learners/participants through the ZP program and support systems.

Ethics

The operating standards set out below underpin the ZP business ethics of:

- Ensuring customer excellence in all interaction with customers and program users
- Safeguarding children and vulnerable adults on the ZP program
- Providing 'fit for purpose' advice, guidance and support to program users
- Staying true to program and product integrity through a trusted environment

Standards

In operating to the standards listed below, all personnel to whom this policy applies, do so in a manner that reflects a safe and responsive environment which safeguards all and reduces risk of individuals being unjustly accused of improper or unprofessional conduct.

In so doing we adopt the following protocols:

- Coaching/support of children on the ZP Kids program is directed to the Parent and/or guardian of the child(ren) registered on the programme
- Children on the ZP Kids program are registered with a parental email address and not the child's email address (should they have one)
- The interaction of Coaches with program participants is independently moderated to ensure appropriateness of content, tone of voice and level and type of interaction.
- No private messaging within the closed Facebook group(s) is permitted
- To maintain yours and the learner/participant safety, the following is strictly prohibited:
 - befriending learners/participants on personal social media sites
 - distributing personal telephone numbers

All concerns or allegations raised with regard to unsafe practices or safeguarding concerning children and adults at risk in the context of Zing Performance programmes and training modules must be notified immediately to Safeguarding@zingperformance.com . Such concerns shall be documented and determination made regarding course of action to be followed.

Review

This policy shall be reviewed by Zing Performance senior management at the beginning of each business year.