



Safeguarding and Prevent at Boots

Our vision is to be the first choice for pharmacy, opticians, health and beauty – caring for people, customers and communities everywhere. Caring for colleagues and keeping them safe is at the heart of this vision and it's important that we do the right thing to help those colleagues who may be at risk of harm, whether inside or outside of work.

What do we mean by Safeguarding and Prevent?

Safeguarding is about protecting people from being harmed whether that be to themselves or by others. Not letting anything affect their physical or mental health or hold back a young person's development and it's about taking responsibility for helping them get the support they need.

Prevent is a government strategy aimed at protecting people from radicalisation, so they're not drawn towards extremism.

Whose responsibility is it?

It's everybody's responsibility, because any of us might notice that a colleague is not themselves. A change of behaviour could suggest someone is in a vulnerable or difficult situation, such as:

- Being withdrawn
- Aggressive behaviour
- Being absent from work more
- A sudden and unexpected change in eating habits
- Different or new circle of friends
- Other signs – out of character appearance, defiance, a sense of persecution and a refusal to conform

We are passionate about supporting our communities and often spend time running activities in partnership with charities or schools. So it's important when we are representing Boots that we are aware of our Safeguarding and Prevent policy.

Healthcare Professionals have an obligation to consider and act upon Safeguarding and Prevent issues that they come across in the course of their work, related to vulnerable customers. There are separate policies and training to support this.

As a new colleague or apprentice what training or support is available for me?

All line managers of apprentices or work experience students need to complete the e-learning training, as well as anyone who represents Boots at community activities, so they understand our Safeguarding and Prevent responsibilities.

All members of the Apprenticeship team complete regular e-learning and training for both Safeguarding and Prevent. We ensure that the delivery of these topics is part of the training to all our apprentices on programme, so they are fully aware and equipped to deal with any related issues.

We have trained personnel and a dedicated email inboxes for all colleagues as well as free, confidential support assistance through LifeWorks

We have 6 Designated Safeguarding Leads who are:

The Quality & Funding Manager (Early Careers), Director of Workplace Experience, Senior HRBP (Finance), Head of HR Pharmacy, Head of HR Retail and Head of HR Boots Opticians

They are responsible for:

- Overseeing the referral of cases of suspected abuse or allegations to the Social Services access team and the Child Protection Officer of the local police, and the local Prevent Co-ordinator, as appropriate.
- Providing advice and support to other staff on issues relating to child or vulnerable adult protection, and Safeguarding including the Prevent duty.
- Ensure appropriate full records are maintained and stored appropriately
- Liaising with the local Safeguarding Children Boards and other appropriate agencies
- Review policy and arrangements annually for effectiveness and consistency with the Safeguarding Children Board's requirements or guidance
- Ensuring that relevant colleagues are receiving basic training in safeguarding issues and are aware of Boots' Safeguarding and Prevent procedures (refresher training to be completed every 2 years)
- Reporting how they have discharged their duties regularly (at least twice yearly) to the Senior Leadership team through their Safeguarding meetings minutes.

Responsibilities of the HRBP's (Functional Safeguarding Partner)

They are responsible for:

- Completion of all relevant training to ensure they maintain knowledge of process and procedures (refresher training to be completed every 2 years)
- Seek clarification and or guidance from Designated Safeguarding Leads as and when needed or appropriate
- Support the Designated Safeguarding Leads in providing advice and support to other staff on issues relating to child protection, and Safeguarding including the Prevent duty
- Liaising with appropriate managers to ensure appropriate safeguards are put in place for apprentices or students on work placements
- Ensuring young people and vulnerable colleagues are aware of our Safeguarding policy
- Follow up any 'high' referred safeguarding concerns from PeoplePoint (even where that concern does not lead to an external referral) and record follow up actions in 'Salesforce' system
- Dealing with any external referrals as appropriate, ensuring that the appropriate Designated Safeguarding Lead is informed