



EASTSIDE COMMUNITY TRUST

Safeguarding and Child Protection Policy

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1. Introduction

Under existing child protection legislation, it is the duty of Eastside Community Trust (board of trustees and staff) to protect children and young people whom may come into contact with any form of harm or abuse as outlined in this policy. Where a third party is running a service from Eastside Community Trust's premises (a regular hirer) they must have their own safeguarding policies in place. Eastside Community Trust will keep a record of these on file and aim to review this with the hirer annually.

2. Policy

Eastside Community Trust will ensure the following:

- The welfare of the child remains paramount at all times.
- All children whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to be protected from harm.
- All children have access to a safe, caring and stimulating environments.
- There is good communication and partnership working between staff and families as well as with external agencies and professionals in and around the area.
- That staff, especially senior staff at the playground and the community centre are knowledgeable on the range of family support services available in and around the area.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately, communicating with the individuals concerned with regards to any concern in a non-judgmental and professional manner.
- All staff and volunteers at Eastside Community Trust have a responsibility to report and record concerns/incidents as soon as they come to their attention and to inform the designated person.

All staff will promote children's wellbeing and rights as enshrined under the United Nations Convention of the Rights of the Child (UNCRC). The five broad areas are identified as:

- (a) physical and mental health and emotional wellbeing;
- (b) protection from harm and neglect;
- (c) education, training and recreation;
- (d) the contribution made by them to society;
- (e) social and economic wellbeing.

Children attending Eastside Community Trust services need adults to notice when things are troubling them including:

- Understanding and action: to understand what is happening; to be heard and understood; and to have that understanding acted upon.
- Stability: to be able to develop an ongoing relationship of trust with those helping them.
- Respect: to be treated with the expectation that they are competent rather than not.
- Information and engagement: to be informed about and involved in procedures, decisions, concerns and plans.
- Explanation: to be informed of the outcome of assessments, decisions and the reasons when their views have not met with a positive response.
- Support: to be provided with support in their own right, as well as a member of their family.
- Advocacy: to be provided with advocacy to assist them in putting forward their views.
- Protection: to be protected against all forms of abuse and discrimination and the right to special protection and help if a refugee.

3. Purpose and scope

This policy is to enable Eastside Community Trust to fulfil its responsibilities, both in terms of our legal requirements and good practice. This policy is intended to assist staff, trustees and volunteers in understanding their roles and responsibilities in dealing with concerns of a safeguarding nature. Eastside Community Trust believes that children have the right to live

safe from harm. This includes living free from physical, sexual, emotional abuse and neglect.

Eastside Community Trust regards child protection from abuse as a priority and will deal with any concerns promptly and with sensitivity. We believe that the blame for the abuse rests solely with the abuser - the child is never to blame.

Equal opportunities should be an integral part of the policy agenda and issues of race/culture, gender, disabilities, sexual orientation and other disadvantages should be included in all aspects of child protection work.

Understanding of policy and procedure will be embedded through the following process:

- Annual training that is compulsory for Eastside Community Trust staff and covers this policy
- All workers have access to this policy to read at any time
- A yearly appraisal for all staff will check staff understanding of the policy
- Supervision will include a section on safeguarding - six weekly for contracted staff, 12 weekly for sessional playworkers.
- Monthly Senior Management Team meeting has safeguarding as a standing agenda item.

4. Definitions of safeguarding and abuse

Defining safeguarding

Safeguarding is the action that is taken to promote the welfare of children and protect them from harm. Safeguarding means:

- protecting children from abuse and maltreatment
- preventing harm to children's health or development
- ensuring children grow up with the provision of safe and effective care

- taking action to enable all children and young people to have the best outcomes.
- child protection is part of the safeguarding process. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. This includes child protection procedures which detail how to respond to concerns about a child.

Defining abuse

The 1989 Children Act (amended 2004 – Every Child Matters) recognises categories of abuse which are further explained in the following paragraphs.

Sexual abuse Sexual abuse is actual or likely exploitation of a child or adolescent and is defined as such whether the child does or does not give consent, is or is not coerced or does or does not understand. The child may be dependent and or developmentally immature. The abuser may be an adult or another child. Sexual abuse may include any sexual contact with a child that is for the abusers own sexual gratification.

Emotional abuse Severe or persistent emotional ill treatment or rejection likely to cause adverse effect on the emotional and behavioural development of a child. This may include malicious teasing and taunting putting down a child (e.g. saying that s/he is no good), unjustifiably ignoring a child, continuous shouting at the child, using bad language to the child, lack of stimulation, controlling a child through fear, shaming or humiliating the child.

Physical abuse Actual or likely physical injury to a child, or failure to prevent physical injury. This includes any form of physical punishment and rough handling such as hitting, hair pulling, pinching, biting, kicking, shaking, burning and choking.

Neglect The persistent or severe neglect of a child, or the failure to protect a child from exposure to any kind of danger, resulting in significant impairment of a child's health or development, including non-organic failure to thrive. This may include leaving a child alone,

leaving a child cold/hungry and/or dirty, leaving a child in a wet or dirty nappy, ignoring a child's basic needs (e.g. medical and dental care, emotional or social needs).

Historical abuse There may be occasions when an adult will disclose abuse, which occurred in the past, during their childhood. This information needs to be treated in exactly the same way as a disclosure or suspicion of current child abuse. The reason for this is that the alleged abuser may still represent a risk to children now.

Child sexual exploitation (C.S.E.) CSE is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

Child Criminal Exploitation (see also county lines, below) CCE is increasingly used to describe this type of exploitation where children are involved, and is defined as "Child criminal exploitation is common in county lines and occurs where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18. The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology." Criminal exploitation of children is broader than just county lines and includes for instance children forced to work on cannabis farms or to commit theft.

Female Genital Mutilation (FGM) is illegal in the UK and it is an offence to take UK nationals abroad to aid, abet or carry out FGM. All agencies have a statutory responsibility to safeguard children from being abused through FGM. If you have any concerns with regards to a girl being at risk of FGM then this is a child protection issue and must be

documented and reported to social services or to the police. Some warning signs include parents requesting extended leave, if a girl comes from a country that has high prevalence to FGM, mothers and other siblings have already undergone FGM, a girl may indicate that they are going away for a special event.

Bullying is abuse that is deliberately hurtful and is repeated over a period of time. Bullying includes verbal threatening, insulting and personal remarks. It also includes physical abuse e.g. hitting, kicking, pinching, punching etc. Bullying can also be done indirectly e.g. excluding individuals, talking inappropriately about others etc.

Radicalisation is the process by which a person comes to support terrorism and forms of extremism leading to terrorism (Prevent Strategy, Home Office, 2011). In the context of this policy it includes children and young people who may be vulnerable to being radicalised through exposure to extremist views. The importance of early help here is paramount to spot the antecedents of radicalisation and to protect children from indoctrination into harmful ideologies.

Modern slavery Modern slavery is the movement and trade of people of any age, often for the purpose of sexual exploitation, forced labour or organ harvesting. Modern slavery can include victims that have been brought from overseas, and vulnerable people in the UK. It may include the forced marriage of children and the subsequent movement of them to a non-native country or another part of their own country many miles from where they live.

Human traffickers can use a variety of means to recruit, transport, receive and hide their victims such as threats or force, abduction, deception or false promises. Signs can include poor physical appearance, isolation, poor living conditions, few or no belongings, restricted freedom of movement, unusual travel times and reluctance to seek help. They may be accompanied by someone else who speaks for them.

Grooming Children being groomed may not always demonstrate outward signs of distress and may have a "bond" with those exploiting them and have been groomed to not disclose their abuse - however, they are likely to be very scared and traumatised.

Internet safety There is no public internet access at Felix Road Adventure Playground. At Easton Community Centre there are public access computers and public access wifi. Children are able to use these services but must follow our acceptable internet usage guide which is printed next to the computers. Staff will informally monitor usage of these computers, Public computers have filters installed to protect from harmful content.

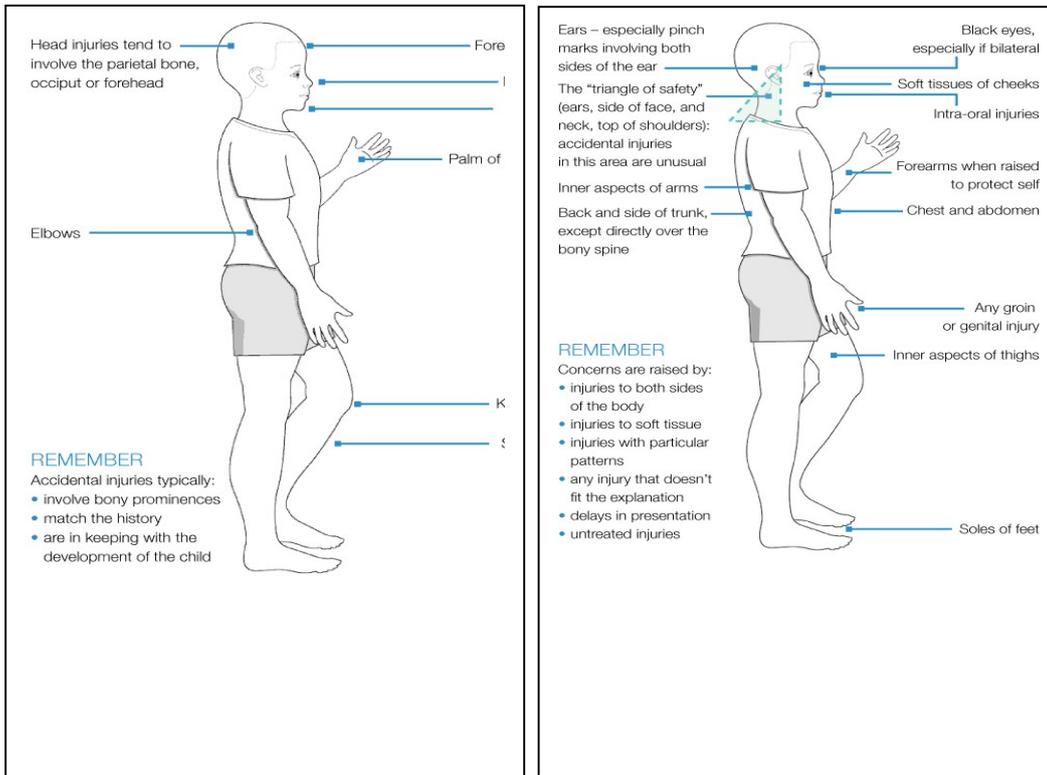
Technologically assisted abuse For an executive and full-length report see www.barnardos.org.uk/sites/default/files/uploads/digital-dangers.pdf

County/ Country Lines is the process of selling (usually hard) drugs outside of the urban environment in smaller satellite towns. Children are used to take drugs to these locations, and placed in great danger in so doing; danger from mugging or violence at the hands of the addicted adults they are selling to, and danger at the hands of the suppliers that are using children to sell their produce. Signs of children that are being utilised for country lines trafficking are:

- Returning home late, staying out all night or going missing
- Being found in areas away from home
- Increasing drug use, or being found to have large amounts of drugs on them
- Being secretive about who they are talking to and where they are going
- Unexplained absences from school, college, training or work
- Unexplained money, phone(s), clothes or jewellery
- Increasingly disruptive or aggressive behaviour
- Using sexual, drug-related or violent language you wouldn't expect them to know
- Coming home with injuries or looking particularly dishevelled

- Having hotel cards or keys to unknown places.

Typical features of accidental injuries (left) and non-accidental injuries (right)



5. Safeguarding reporting procedures

Our safeguarding flowchart provides a clear procedure for reporting concerns.

- If there is an allegation against a member of staff, volunteer or trustee then the grievance and disciplinary process will be followed.
- Eastside Community Trust has a designated person who has overall responsibility to ensure that child protection procedures are carried out. The safeguarding lead is Rosanna Wakefield – a trustee on the strategic board.
- The designated persons are the CEO, the Adventure Playground Manager and the Business and Service Development Manager; they will ensure that the initial disclosure is properly recorded and will refer and liaise with appropriate agencies,

e.g. local Safeguarding Board, Social Services Child Protection Team, LADO, First Response.

- The designated person also has responsibility for supporting staff/volunteers dealing with issues of child abuse.
- They should have an appropriate level of skill and knowledge to fill this role. Training should be offered to maintain their level of competence. Where appropriate the designated person may seek advice or support from Senior Management or other colleagues.
- Confidentiality is crucial to all relationships - but the welfare of the child is paramount. The law does not allow anyone to keep concerns relating to child abuse to themselves.

Procedure for: PHYSICAL ABUSE/NON-ACCIDENTAL INJURY

If abuse is alleged or suspected

- Inform the Adventure Play Manager or the senior member of staff on duty of concerns.
- Check with parent/worker how/why injury has occurred.
- Satisfactory explanation - the concerns and response are recorded in case of future repetition/pattern of repeated incidents.
- Unsatisfactory explanation - inform parent/worker that a referral is to be made to Social Services Child Protection Team unless there is an increased risk to the child of further abuse if the adult concerned has prior knowledge of referral.

Procedure for: ALLEGED/SUSPECTED SEXUAL ABUSE

If sexual abuse is alleged or suspected

- Listen carefully to what the child/young person is telling you. Do not ask leading questions or interrogate the child/young person, because of the risk of contaminating evidence.

- You should believe the child/young person. Reassure them and say it is “not their fault” and it is good that they have told you; never tell the child/young person that you will keep secrets or not pass on information.
- If sexual abuse of a child/young person is suspected you should carefully monitor their behaviour. Not all concerns about children or young people relate to abuse, there may well be other explanations. It is important to keep an open mind and consider what you know about the child and their circumstances.
- Inform the Adventure Play Manager or the senior member of staff on duty of your concerns.
- If the child is not at risk of immediate danger the Adventure Play Manager should contact the parents.
- The Adventure Play Manager or the senior member of staff on duty should then inform Social Services Child Protection Team. The Adventure Play Manager or the senior member of staff on duty should inform the child/young person so that they can be reassured about what to expect.
- If a staff member or other service user makes an allegation of abuse, then the Adventure Play Manager or the senior member of staff on duty should be informed and they will make a referral to Social Services Child Protection Team. The person who made the allegation should be informed that a referral has been made to Social Services Child Protection Team. Adventure Play Manager or the senior member of staff on duty should ensure that all details are recorded and that the action taken is recorded.

Procedure for: EMOTIONAL ABUSE AND NEGLECT

Abuse/neglect suspected.

- Inform the Adventure Play Manager or the senior member of staff on duty of concerns.
- Adventure Play Manager or the senior member of staff on duty talks with parent regarding abuse/neglect.

- Satisfactory explanation - concerns and response are recorded in case of repetition/pattern of repeated abuse/neglect.
- Unsatisfactory explanation - Adventure Play Manager or the senior member of staff identifies areas of concern. Appropriate action is planned in conjunction with worker and relevant agencies e.g. school, etc., and a review period is established to monitor improvements and concerns.
- Where there is no significant improvement or where concerns persist after the agreed period the Adventure Play Manager or the senior member of staff on duty should inform Social Services Child Protection Team.

6. Child Protection Case Conferences

If staff are to attend a case conference, it is important that they understand their specific roles in advance through discussion with those leading the conference. If attending on behalf of the charity, then a written report may be required.

7. Record keeping

It is important that the charity record all details/information/assessment and decisions. It is particularly essential to make clear the reasoning behind any judgements made and decisions taken. It is of key importance that the person who has raised the concerns logs all the facts using any words used by the child as soon as possible. Records should include:

- The child's known details including name, date of birth, address and contact numbers.
- Whether or not the person making the report is expressing their own concerns or those of someone else.
- The nature of the allegation, including dates, times, specific factors and any other relevant information.
- Make a clear distinction between what is fact, opinion or hearsay.

- A description of any visible bruising or other injuries. If necessary, a diagram will be drawn to show the position of any bruises or marks the child or young person may have, with an indication of the size, colour and shape.
- Any indirect signs, such as behavioural changes.
- Details of witnesses to the incidents, if any.
- The child's account if it can be given, of what has happened and how any bruising or others injuries occurred.
- Factual accounts from others, including colleagues and parents.

All records will be kept in a secure place and will be kept confidential. Parents/carers have the right to see any records kept on their child. Information will be shared on a need to know basis in order to protect the child from harm but otherwise be kept confidential. All information protected by the Data Protection Act 1998 will be treated in line with the charity's Data Protection Policy, a copy of which is available on request.

If any person is in doubt at any time with regards to what steps to follow they must seek appropriate advice and guidance from First Response or Social Services Child Protection Team. The child's wellbeing is paramount at all times. The child must be reassured at all times whilst the concerns are being dealt with.

8. Talking with children and young people

- A staff member may be the first; indeed, the only person the child/young person has discussed the abuse with. The response you give to the child/young person is therefore important at this stage critical. It is important to tell the child/young person that you will do something about it. The child/young person should be assured that you would support them.
- Children/young people rarely lie about abuse, particularly sexual abuse. They may try and conceal the truth in order to protect adults, particularly where they have been told something awful may happen to these adults if they tell.

- They may be confused on details like when and where but the main point of the story is usually accurate. Children have been known to try and tell adults over a long period of time of their abuse and have been disbelieved or ignored. The discussion should take place at the child/young person's own pace.

9. Recruitment of staff, volunteers and trustees

- Eastside Community Trust will take all appropriate steps to ensure that unsuitable people are prevented from working with children.
- All employees that work with children and young people are subject to a DBS check at the time an offer of employment is made and every three years. The result of the DBS check should be known within four weeks of commencing employment.
- A DBS check undertaken within the previous two years for another employment may be used as an interim to enable full duties in limited circumstances
- Volunteers who have contact with children will be subject to a DBS check. They may be permitted to contribute to sessions while the check is taking place, but only if accompanied by a qualified and cleared member of staff; they will be restricted in their activities and will not be left alone with children.
- All new staff and volunteers will be made aware of this policy.
- Training in the organisations safeguarding children and vulnerable adults policy will take place during new staff, trustees and volunteers induction process in the first month after joining the organisation.
- All staff and volunteers who work directly with children will receive training in safeguarding inhouse. The designated safeguarding leads will attend external training every three years.

10. Allegations against a person working in the organisation

The concerns must be reported to the Chief Executive Officer (or the Chair in their absence). If the concerns regard the Chair or Chief Executive Officer, they should be reported to the designated safeguarding lead on the Strategic Board.

Concerns could include:

- behaviour that has harmed a child, or may have harmed a child.
- criminal activity against or related to a child.
- evidence of grooming behaviour
- inappropriate behaviour towards a child which may indicate that he or she is unsuitable to work with children.

A written account of the allegation or suspicion must be submitted to the Chief Executive Officer within one day of it being reported.

The Chief Executive Officer or designated safeguarding lead will contact the Local Authority Designated Officer (LADO) to ask for advice and how to proceed and to give details of the concern within one day of it being received. This can be done by phone and must also be followed up with a written report. The advice of the LADO will be followed.

The Chief Executive Officer (or Chair) will talk to the individual against whom allegations have been made to state the situation. The individual will either be under strict supervision for the rest of the day or suspended, depending on the severity of the allegation whilst the allegations or suspicions are investigated further.

The Chief Executive Officer will contact and inform the designated board member who is responsible for child protection informing them of the allegation. The issues surrounding the allegation must not be discussed with any colleague. If this is found to be the case the disciplinary procedure will be followed.

In the case of an allegation being made where it is not possible to establish that no harm has been committed or there is a clear intention for conduct deemed inappropriate, the member of staff will be suspended while the matter is investigated. The staff member will only be able to come back to work once the allegations have been investigated, and it has been established that they pose no risk to children. If it is established that harm has been

committed or there is a clear intention for conduct deemed inappropriate, this may result in dismissal and the need to inform the relevant authorities. Serious incidents must be referred to the Charity Commission.

11. Recognising inappropriate behaviour

As an organisation that cares for children, it is necessary for staff members to have physical contact with them for reasons of safety (e.g. holding hands when outside), hygiene (e.g. changing nappies on disabled children or other toilet trips) and emotional support (e.g. comforting and cuddling upset children). Staff are encouraged to make such contact and should not fear allegations of inappropriate contact being made where the circumstances demand it. Note that in some circumstances it could be considered neglectful not to provide physical contact as a comfort to a child.

To minimise the risk of allegations being made against staff, they are discouraged from spending long periods alone with children, frequently repeated contact (particularly with the same child) and from gestures of intimacy (e.g. kissing the child) particularly where comforting is not required. Further signs of inappropriate behaviours may include:

- Paying an excessive amount of attention to a child or groups of children, providing presents, money or having favourites.
- Seeking out vulnerable children, e.g. disabled children.
- Trying to spend time alone with a particular child or group of children on a regular basis.
- Making inappropriate sexual comments.
- Sharing inappropriate images.
- Mistreating a child.
- Being vague about where they have worked or when they have been employed.
- Encouraging secretiveness.

There may be other signs of concern. If you are concerned about another staff member or volunteer's behaviour you must discuss this with the senior member of staff.

Dealing with child protection issues are upsetting for all those involved in supporting the child and the family. It is important that any persons dealing with any issues relating to child abuse expresses their feelings through talking with either their line manager or the Chief Executive Officer who will endeavour to provide the right support.

A link to this policy will be placed on our website so that parents can reference our procedures. All staff and volunteers will be given a copy of this policy on induction and will also be provided with regular access to training to ensure they are kept up to date and knowledgeable.

Please note it is the duty of staff to report concerning incidents or disclosures to the designated safeguarding lead. Where appropriate they will inform the relevant authorities (e.g. social care services, LADO, Ofsted).

12. Unaccompanied children

Eastside Community Trust operates an open access policy across both our settings: Felix Road Adventure Playground and Easton Community Centre. Children aged 8 or over can attend our settings without an accompanying adult during designated opening times (outside of school hours) provided they have completed a registration form. Children aged 6-7 may be allowed to attend outside of school hours without an accompanying adult on a case-by-case basis. The decision for whether this is acceptable will be made by a designated safeguarding lead. Children aged 5 or under may only attend without an accompanying adult if a designated safeguarding lead believes they are at greater risk being out in the community and they are unable to take the child home or contact the child's family.

13. Sharing information

Eastside Community Trust has a duty to keep personal information about the families confidential. In some circumstances staff may be obliged to share information. Staff should refer to the Data Protection Policy before responding to any requests from external agencies for information. Any information sharing must be approved by the designated safeguarding lead.

14. Emergency action

In some cases, staff may need to protect a child immediately. In these situations, the police will be contacted. The police are the only agency with statutory powers for the immediate protection of children. It is not the charity or employee's responsibility to decide whether abuse has taken place or not, however it is our responsibility to pass on information to the appropriate authority immediately with written reports submitted and logged at the nearest available opportunity.

APPENDIX A

Useful contacts

Board members responsible for child protection

Rosanna Wakefield rosanna@upourstreet.org.uk

Senior staff members responsible for child protection

Ollie Fournier (Adventure Play Manager) ollie@upourstreet.org.uk

Tom Williams (Deputy CEO) tom@upourstreet.org.uk

Stacy Yelland (CEO) stacy@upourstreet.org.uk

Referral agencies

First Response – 0117 903 6444

Children's Social Care Referral and Assessment Team:

South Bristol – 0117 903 1414 /0117 353 2200

North Bristol – 0117 9038700

East/Central Bristol – 0117 903 6500

Disabled Children's Team – 0117 903 8250

Out of office hours (Emergency Duty Team) – 01454 615165

e-mail (Bristol) - childprotection@bristol.gov.uk

Police Child Protection Team – 0117 945 4320

For allegations made against staff

Check the Bristol City Council Website for current contact details for the LADO at

<https://bristolsafeguarding.org/contact-us/>

At the time of revision the Designated LADO Officer was: Nicola Laird - 0117 9037795,

childprotection@bristol.gov.uk

Support and advice

South West Child Protection Procedures (online guidance) [Welcome to the South West Child Protection Procedures \(trixonline.co.uk\)](#)

Childline – 0800 1111 (open 24 hours)

National Association for the prevention of Cruelty to Children (NSPCC) – 0800 800 500

Bristol Safeguarding Children Board (training) – 0117 3532505

BAND – 0117 9143012 (BAND Development and Support Worker)

Appendix B

Staff code of conduct

We expect all employees, trustees and volunteers of Eastside Community Trust to:

- Carry out your role in the spirit of the organisational values; listen, be kind, celebrate, experiment, be fun and playful, be honest and collaborate.
- Actively engage in the organisation; contribute positively, listen carefully, challenge sensitively and avoid unnecessary conflict. We will have difficult conversations when required.
- Behave considerately and respectfully with colleagues and the public.
- Maintain professional boundaries and standards of conduct when dealing with members of the public.
- Follow our practices for safe working with children and vulnerable adults.
- Commit to your own personal learning and development around important topics e.g. anti-racist practice, equity, playwork, asset based community development. We will support you with this as an individual and team.
- Dress appropriately for the role (e.g. not revealing or with offensive or political slogans, suitable for the role e.g. no high heels as playworker).
- To be there for each other, offering support and actively being part of the team.
- Respect each other and work schedules (e.g. recognising when people are not working).
- Have a kind, non-judgemental approach and attitude towards people who we work with.
- Consider the environmental impact of your actions and decisions in your role, e.g. purchasing, waste and travel.
- Act according to the latest governing policies and procedures of the organisation.
- Act in the best interests of Eastside Community Trust considering what is best for the organisation and avoid bringing the organisation into disrepute.
- Declare any conflicts of interest.
- Respect confidentiality and data protection – understand what confidentiality means in practice for Eastside Community Trust.
- Have a good understanding of Eastside Community Trust's strategic plan, its aims and objectives.
- Attend work and meetings punctually and communicate any absences to your manager.

Unsatisfactory conduct and misconduct is covered by Eastside Community Trust's Employee Handbook/Disciplinary Procedures with unsatisfactory conduct through to gross misconduct dealt with by Senior Management Team.