

DHL UK Foundation

Safeguarding Policy

Safeguarding Policy	
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1. POLICY STATEMENT

The DHL UK Foundation ('the Foundation') regards the health, safety and welfare of all children, young people and adults at risk supported by its funding and engaged in its activities, as one of its highest priorities. We recognise our duty to safeguard and promote the welfare of children and young people and our duty to protect Foundation staff and DHL employees who volunteer for the Foundation from unfounded allegations of abuse. This Policy should be read in conjunction with the Safeguarding Code of Conduct.

The Foundation believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status. Those in a position of trust must do everything they can to foster and protect these rights, to promote the welfare of all children and young people supported by the Foundation and keep them safe from harm.

2. SCOPE

This policy applies to the Foundation staff and Foundation Board of Trustees (hereafter collectively referred to as 'Foundation team'), DHL employees, and anyone working for the Foundation in either a voluntary or paid capacity, on a short or long-term assignment, which includes third party suppliers.

The Foundation team, DHL employees and suppliers are expected to read this policy and understand the standards expected of them with regards to safeguarding. Definitions of key safeguarding terms can be found in Appendix 1.

This policy will be reviewed annually to ensure it is up to date with the relevant legislation and best practice.

3. PRINCIPLES OF SAFEGUARDING AT THE DHL UK FOUNDATION

We will ensure:

- A safe environment for all participants we work with and for the Foundation team and DHL employees taking part in GoTeach, our employability skills programme and Helping Hands, a benevolent fund for DHL employees in need.
- Those suffering or at risk of suffering significant harm or abuse are identified and referred to the necessary partners, staff members and agencies as appropriate.
- The Foundation team and DHL employees taking part in GoTeach, learn about safeguarding, the organisation's policies and procedures and how to keep themselves and others safe.

We will do this by:

- Appointing and training a Designated Safeguarding Officer (DSO) and Trustee Lead for Safeguarding to lead on all safeguarding matters, in addition to the Foundation CEO.
- Holding Safeguarding Committee meetings twice a year to ensure the team is up to date with best practice.
- Raising awareness of issues relating to the welfare and safeguarding of children and young people. (See Appendix 1)
- Ensuring the Foundation team and DHL employees who engage with children and young people, understand and adhere to our Safeguarding Code of Conduct and undertake safeguarding training as appropriate.
- Engaging with partners to ensure their commitment to safeguarding and undertake the appropriate due diligence at the point of onboarding.

- Ensuring the Foundation team and DHL employees recognise the signs of abuse or that an individual may be at risk of significant harm.
- Working with other agencies as appropriate where an individual is being, or at risk of being, significantly harmed (e.g. children and young people's services, schools and colleges, our charity partners and the police).
- Providing a framework for reporting and dealing with concerns and disclosures (see Appendix 2).
- Establishing clear procedures for the reporting and handling of allegations of abuse against staff, DHL employees or partners.
- Oversee a risk register in which safeguarding is included.
- Ensuring we remain compliant with most recent legislation and continue aiming to adopt recognised best practices.

4. LEGISLATIVE FRAMEWORK

This policy has been drawn up on the basis of legislation, policy and guidance that seek to protect children and young people:

- [Working Together to Safeguard Children 2026](#), which reaffirms safeguarding as everyone's responsibility and the importance of sharing information between agencies.
- [Keeping Children Safe in Education 2026](#) which requires all staff to understand their responsibilities if engaged in 'regulated' activities with young people.
- [Safeguarding Vulnerable Groups Act 2006](#), was passed to help avoid harm, or risk of harm, by preventing people who are deemed unsuitable to work with children and vulnerable adults from gaining access to them through their work.
- [Regulated Activity with Children in England 2026](#) - Disclosure and Barring Service, which explains the definition of Regulated Activity including who is eligible for a barred list check.
- [The Charity Commission – Safeguarding for Charities and Trustees](#), which provides guidance on what to do to protect people who come into contact with a charity through its work from abuse or mistreatment of any kind.

5. ROLES AND RESPONSIBILITIES

Safeguarding is everyone's responsibility, and the Foundation team and DHL employees involved in the organisation's activities have a role to play. The Foundation will ensure that the Foundation team complete mandatory safeguarding training annually, regardless of their direct involvement with children and young people, and that all DHL employees who take part in GoTeach complete mandatory safeguarding training annually.

- The Designated Safeguarding Officer (DSO) is **Emma Stratford**
- The Trustee Lead for Safeguarding is **Jennifer Coleman-Peers**

The DSO will be responsible for working with the Foundation CEO to:

- Manage the referral of cases of suspected abuse or allegations to the relevant partners.
- Keep detailed, accurate, secure written records of concerns and referrals.
- Maintain secure and accurate records of any child protection concern, referral, complaint or allegation.
- Conduct an annual review of this policy and the Code of Conduct, ensuring both documents are uploaded to the DHL UK Foundation website.
- Ensure the Foundation team complete an Enhanced Disclosure and Barring Service (DBS) check and complete the necessary safeguarding training appropriate to their roles.
- Ensure all DHL employees complete the necessary safeguarding training before taking part in a GoTeach or equivalent volunteering activity, and save a record of their completion.

- Organise and deliver two Safeguarding Committee meetings a year, following up with clear actions.
- Provide an annual report to the Board of Trustees about the Foundation's safeguarding approach; depending on the nature of the matter, share any serious safeguarding incidents to the Trustees on an ad hoc basis.
- Work with the Trustee Lead for Safeguarding to report any serious safeguarding incidents to the Charity Commission.
- Act as a source of support, advice and expertise for the Foundation team and DHL employees.

6. SAFE RECRUITMENT OF THE FOUNDATION TEAM, DHL EMPLOYEES, ADVISORS, AND SUPPLIERS

The Foundation, in partnership with the DHL business, operates safer recruitment and employment practices. This includes:

- Enhanced Disclosure and Barring Service (DBS) check for the Foundation team.
- Enhanced Disclosure and Barring Service (DBS) for when an employee is involved or scheduled to be involved in a 'regulated' (3 interactions within a 30 day window) activity, regardless of supervision (as per the [Crime and Policing Act 2026](#)).
- Where a conviction is recorded, the DSO will carry out a risk assessment in partnership with the Foundation CEO and DHL HR lead (as required) and decide whether to confirm or reject the individual's involvement.
- Anyone that is barred from working with young people will NOT be appointed to the Foundation or permitted to support GoTeach activities.
- Any employees offering pro-bono support or suppliers working with charity partners must ensure they have read the Foundation's Safeguarding Policy, and if they come into direct contact with young people, must also sign the Foundation's Code of Conduct.

7. ALLEGATIONS AGAINST THE FOUNDATION TEAM, EMPLOYEES AND THIRD PARTIES OF THE FOUNDATION

This procedure outlines what should happen if an allegation is made against an adult working for or involved in the Foundation's work.

Where an allegation is made against a Foundation team member or DHL employee, the following steps will take place:

- Gathering of all information available - Data Protection officer involved as required.
- The Foundation CEO, Trustee Lead for Safeguarding and DSO will meet to discuss the required action.
- In order that a full and fair investigation can be carried out, consideration must be given to suspending the member of staff or in the case of a DHL employee, refer the case to a senior HR manager of the employee's relevant function.
- Where it is clear that a criminal offence may have occurred, the matter must be reported to the police.
- Any subsequent dismissal must be reported to the Disclosure and Barring Service.

If the allegation concerns the DSO, the individual making the allegation should contact the Foundation CEO. If the allegation concerns the Foundation CEO, they should contact the Trustee Lead for Safeguarding.

8. COMPLAINTS AGAINST THE FOUNDATION TEAM AND THIRD PARTIES OF THE FOUNDATION

The Foundation strives to provide a professional, respectful and timely service in all our interactions with stakeholders and is committed to adhering to the best practice in managing our grant making and GoTeach activities, our operating policies and procedures.

Please see Appendix 3 for details on how to make a complaint and read our [Complaint Policy on our website](#).

9. ONLINE SAFETY

The DHL UK Foundation conducts some of its activities using online platforms in order to expand our reach and serve a greater number of young people across the UK.

We believe that:

- children and young people should never experience online abuse of any kind.
- children and young people should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times.
- we have a responsibility to help keep programme participants safe when we are engaging with them online.

We will seek to keep programme participants safe online by:

- tracking all Foundation and GoTeach online activities.
- providing clear and specific directions to the Foundation team and DHL employees on how to behave online, through briefing calls and by requiring them to sign our Code of Conduct.
- ensuring that images of programme participants are used only after their or their carer's written permission has been obtained, and only for the purpose for which consent has been given.
- ensuring personal information on programme participants is held securely and shared only as appropriate.

Regarding online activity via social media, it should be noted that the Foundation have a Social Media Policy which governs the use of the Foundation's social media accounts, namely LinkedIn, which is the official and approved social media account for the Foundation's communications.

10. SAFEGUARDING OUR CHARITY PARTNERS

Onboarding

When onboarding a new charity partner, the DHL UK Foundation carries out a thorough due diligence process.

We ask for the following:

- their safeguarding policies, processes and practices
- any serious safeguarding incidents – reports of any serious incidents within the past 5 years to the Charity Commissioner's Office and the process partners followed to resolve them
- name of their Safeguarding Lead
- their Trustees approach to safeguarding
- their Data Protection policy

In partnership

All current charity partners must adhere to the DHL UK Foundation's safeguarding process. This includes:

- reporting any serious safeguarding concern, as defined by the Charity Commission, to the Foundation as soon as possible
- complete the Foundation's mandatory annual safeguarding questionnaire

- provide any important safeguarding related updates in their quarterly reports to the Foundation's Board of Trustees.

Where the Foundation reports a serious safeguarding incident to the Charity Commission, the DSO, Foundation CEO and Trustee Lead for Safeguarding will make a recommendation to the Board of Trustees of when to inform grant partners.

11. PROCEDURE FOR DEALING WITH CONCERNS AND DISCLOSURES

If any member of the Foundation team or DHL employee is concerned about the welfare or safety of a child or young person, they must report their concerns to the DSO in the first instance, and if they are not available, the Foundation CEO or Trustee Lead for Safeguarding as soon as practicably possible – **we highly recommend that concerns are reported on the same day they occur.**

A written record of the disclosure or concern should be made by the member of the Foundation team or DHL employee (see Appendix 2 – Safeguarding Concern Form), and this will be held in a secure location and shared with the relevant agencies as appropriate. The DSO will ensure a record is kept on the Foundation's Safeguarding Log.

If the Foundation team member/s processing Helping Hands applications has serious concern about the welfare of a DHL applicant or their family, they will seek assistance from their DHL Human Resources Business Partner to discuss the best way to address the concerns while considering the confidential nature of the programme and GDPR requirements.

12. BREACHES OF THE CODE OF CONDUCT

To support the Foundation team and DHL employees in understanding their safeguarding responsibilities, the Foundation have produced a Code of Conduct which must be read and signed before commencing any activity with children and young people.

Should the Foundation be informed that a DHL employee has been involved with or accused of breaching the DHL UK Foundation Safeguarding Code of Conduct, the following actions will take place:

- Foundation CEO will ensure that the relevant school and/or charity partner is made aware of the issue immediately and will ensure that DHL UK Foundation adheres to the partner's policies and procedures.
- Foundation CEO will immediately inform the Trustee Lead for Safeguarding and if required, due to the severity of the incident, the Chair of the DHL UK Foundation Board.
- Foundation CEO will immediately inform the relevant senior HR contact of the employee, of the alleged incident.
- Foundation CEO will ensure that the incident is recorded on the Safeguarding Concern Form in Appendix 2 and that the incident log is kept updated with relevant actions, the date and time of communications and record of individuals involved.
- Once the Safeguarding incident has been addressed following the above procedures, the Foundation CEO must inform the DHL UK Foundation Board of Trustees, who will decide whether the incident should be reported to the Charity Commission or any other agency and/or DHL HR senior managers
- All breaches of the Safeguarding Code of Conduct will be treated with strict confidentiality.

13. WHO TO CONTACT

In the first instance, contact the Designated Safeguarding Officer (DSO). If you are unable to make phone contact or receive an out of office reply, please contact the Foundation CEO or Trustee Lead for Safeguarding. If your concern relates to a member of the DHL UK Foundation team, please contact the Foundation CEO directly.

Designated Safeguarding Officer - Emma Stratford	07815 461936	emma.stratford@dhl.com
Foundation CEO – Caroline Courtois	07929 392906	caroline.courtois@dhl.com
Trustee Lead for Safeguarding – Jennifer Coleman-Peers	N/A	jennifer.coleman-peers@outlook.com

Appendix 1

- **Adults at risk** – a person aged 18 or over who is in a vulnerable position and needs support.
- **Contextual Safeguarding** – An approach to responding to young people's experiences of harm from different contexts. It recognises that young people are vulnerable to abuse beyond their front doors.
- **Child Protection** – Any activity that is undertaken to protect specific children and young people who are suffering, or likely to suffer significant harm
- **Child** – Anyone who has not yet reached their 18th birthday
- **Child Sexual Exploitation** – Child sexual exploitation 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.
- **Criminal Exploitation** – Criminal exploitation of children is a geographically widespread form of harm that is a typical feature of *county lines* criminal activity: drug networks or gangs groom and exploit children and young people to carry drugs and money from urban areas to suburban and rural areas, market and seaside towns.
- **Child-on-child Abuse** – Children can abuse other children. This is generally referred to as child on child abuse and can take many forms. This can include (but is not limited to) bullying (including cyberbullying); sexual violence and sexual harassment; physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm; Upskirting, sexting and initiating/hazing type violence and rituals.
- **DHL business** – means any company in the DHL Group of Companies whose ultimate parent is Deutsche Post AG shall include any company controlled by or under the control of Deutsche Post AG. "Control" for the purposes of this definition shall mean direct or indirect ownership of 50% or more of the shares of, or power to appoint 50% or more of the directors or equivalent power over the management in, the entity concerned.
- **Domestic Abuse** – Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. Witnessing domestic abuse is considered to be emotional abuse in itself.
- **Emotional Abuse** – Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.
- **Extremism and Radicalisation** – Extremism is defined as "vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs; and/or calls for the death of members of our armed forces, whether in this country or overseas." Radicalisation is defined as "the way in which a person comes to support terrorism and encourages other people to believe in views that support terrorism".
- **Forced Marriage** – describes a marriage in which one or both of the parties are married without their consent or against their will. Different from an arranged marriage, in which both parties' consent.
- **Female Genital Mutilation** – all procedures involving partial or total removal of the external female genitalia for nonmedical reasons. FGM is illegal in England and Wales under the FGM Act 2003.
- **Mental Health** – all staff and DHL employees should be aware that mental health problems can, in some cases, be an indicator that a child or a vulnerable adult has suffered or is at risk of suffering abuse, neglect or exploitation. Only appropriately trained professionals should attempt to make a diagnosis of a mental health problem. Where children have suffered abuse and neglect, or other potentially traumatic adverse childhood experiences, this can have a lasting impact throughout childhood, adolescence and into adulthood.

- **Neglect** - Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.
- **Position of Trust** - Is a legal term that refers to certain roles and settings where an adult has regular and direct contact with children. Examples of positions of trust include teachers, care workers, social workers.
- **Physical Abuse** - Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.
- **Regulated Activity** - Refers to certain roles that involve working with children. This includes unsupervised, face to face teaching, training or instruction, care or supervision of a child under the age of 18 for more than 3 days in a 30 day period.
- **Safeguarding** - Protecting children and young people from maltreatment, preventing impairment of their mental and physical health or development and ensuring they are growing up in circumstances consistent with the provision of safe and effective care.
- **Sexual Abuse** - Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening.
- **Significant Harm**- The Children Act 1989 introduced the concept of significant harm as the threshold that justifies compulsory intervention in family life in the best interest of the child. Some children and young people may be in need of help because they are suffering or likely to suffer significant harm.
- **Types of Abuse** - Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult(s) or another child or children. In addition to the stated types of abuse, there are many other risks that are faced by children, young people and adults at risk on a day-to-day basis. It is important that our staff and DHL employees understand these risks and recognise the signs that a young person may be in need of support.
- **Young Person** - Anyone who has not yet reached their 26th birthday, including adults at risk aged 18-25

Appendix 2

Safeguarding Concern Form: **STRICTLY CONFIDENTIAL**

Name of Foundation team member or DHL employee raising the safeguarding concern	
Contact details for Foundation team member or DHL employee raising safeguarding concern	
Date and time of safeguarding concern	
Name of Foundation event and location (e.g. school/DHL site)	
Who at the Foundation and or charity partner was notified, how were they notified (e.g. phone/email) and what was the date they were notified	
Details of the incident	

Appendix 3

How to make a complaint

To make a complaint, please email the Foundation CEO, Caroline Courtois, at DHLUKFoundationComplaint@dhl.com ensuring you include the following information:

- Details of the nature of your complaint, including where relevant, names and dates and the Foundation policy or process not followed.
- Available evidence to substantiate your complaint either within your email or as an attachment.
- The remedy you are seeking in relation to your complaint.
- Your name
- Optional: your daytime telephone contact number.

Complaints can also be submitted in writing to the Foundation in an envelope marked Strictly Private and Confidential to the address below:

Director
DHL UK Foundation
2 Pine Trees,
Chertsey Lane
Staines Upon Thames
TW18 3HR