**Vulnerability policy for**

**A vulnerable person may be a person, who for any of a variety of reasons is unable to look after themselves from or exploitation and that risk of coming to harm, either physically or emotionally is increased as a result of:**

**- Intoxication**

**- Substance Misuse**

**- Illness or medical condition**

**- Mental Health Issues**

**- Disability**

**- Age**

**- Gender – risk of sexual exploitation**

**Duty of Care & Reducing Risk Factors**

***Prevention***

**- All staff are aware that they have a Duty of Care to patrons and to others they may observe on the service station site**

**- All staff have been made aware of their responsibility when dealing with a person who is /may be vulnerable.**

**- All staff are instructed to be vigilant and observe customers for any signs of vulnerability.**

**- All staff understand what could make a person vulnerable.**

**- All staff to be aware of potential predatory behaviour.**

***Actions To Be Taken If Risk of Vulnerability***

**- All staff are aware of when to refer to a manager/and security.**

**- All staff are aware they should try to identify if the person is with anybody.**

**- Try to identify the cause of the symptoms, i.e. drink or drugs.**

**- Assess Age of patron if applicable.**

**- Be patient, listen & believe a complainant of harassment.**

**- Phone police / or ambulance if required for assistance**

**- Record details of person in Incident Log.**

**The venue safe haven for vulnerable customers:**

* **beside the sales counter [phone is located there]**