

SAFEGUARDING PROCEDURE

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Company: Knyazeva Ltd

Business: Private Hire & Executive Chauffeur Services

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Knyazeva Ltd is committed to the safety and wellbeing of passengers and to responding appropriately to safeguarding concerns.

This procedure applies to the company's current operation and will also apply to any additional drivers or staff engaged by Knyazeva Ltd in the future.

1. What is a Safeguarding Concern?

A safeguarding concern may arise where there is reason to believe that a passenger or another person may be experiencing, or may be at risk of:

- abuse;
- neglect;
- exploitation;
- violence;
- sexual abuse or exploitation;
- financial abuse;
- domestic abuse;
- coercion or control;
- serious harm;
- other circumstances involving a person's safety or welfare.

A concern may relate to a child, young person or vulnerable adult.

The purpose of this procedure is not for a driver or member of staff to investigate a concern. The responsibility of the driver or staff member is to recognise a potential concern, respond appropriately and report it.

2. Recognising a Concern

A safeguarding concern may be identified through:

- something a passenger says;
- something the driver observes;
- the behaviour or condition of a passenger;
- a passenger appearing frightened, distressed or controlled by another person;
- signs of possible abuse, neglect or exploitation;
- information provided by another person.

A driver should remain alert to unusual or concerning circumstances while avoiding assumptions or unnecessary intervention.

3. Immediate Safety

Where there is an immediate risk of serious harm, the priority is the safety of the passenger, driver and other people involved.

The driver should:

- remain calm;
- avoid putting themselves or the passenger at additional risk;
- contact the emergency services where necessary;
- provide the location and relevant factual information;
- follow reasonable instructions provided by the emergency service or relevant authority.

The driver must not place themselves in danger in an attempt to intervene.

4. Responding to a Disclosure

If a passenger discloses a safeguarding concern, the driver should:

- listen calmly;
- take the concern seriously;
- allow the person to speak without unnecessary interruption;
- avoid leading or investigative questions;
- avoid making promises of confidentiality;
- explain, where appropriate, that information may need to be shared with someone who can help;
- record the relevant facts as soon as reasonably practicable.

The driver should not attempt to investigate the allegation or confront an alleged perpetrator.

5. Reporting a Safeguarding Concern

Any safeguarding concern identified during or in connection with a Knyazeva Ltd journey must be reported to the Company Director / Operator as soon as reasonably practicable.

The report should contain factual information, including where available:

- date and time;
- location;
- details of the journey;
- what was observed or reported;
- relevant words used by the person, where appropriate;
- names or descriptions of people involved;
- any immediate action taken.

The person reporting the concern should distinguish between facts they observed and information provided to them by another person.

6. External Reporting

Where a safeguarding concern requires referral to an external authority, Knyazeva Ltd will make an appropriate referral to the relevant organisation.

Depending on the circumstances, this may include:

- the police;
- the relevant local authority safeguarding service;
- children's social care;
- adult safeguarding services;
- another appropriate statutory or safeguarding organisation.

Where there is an immediate danger or risk of serious harm, the matter should be reported to the emergency services without delay.

The company will not delay an emergency referral while waiting for an internal report to be completed.

7. Confidentiality and Information Sharing

Safeguarding information will be treated sensitively.

Information will only be shared where there is a legitimate and appropriate reason to do so, including where disclosure is necessary to protect a person from harm or where required by law.

Safeguarding information will not be discussed unnecessarily with other passengers, members of the public or unauthorised persons.

8. Recording a Concern

Knyazeva Ltd will maintain an appropriate record of safeguarding concerns reported to the company.

Records should include:

- date and time of the concern;
- date and time of the journey, where relevant;
- factual description of the concern;
- action taken;
- details of any referral made;
- relevant outcome or follow-up information.

Records will be stored securely and handled in accordance with applicable data protection requirements.

9. Driver and Staff Responsibilities

All drivers and staff engaged by Knyazeva Ltd who may come into contact with passengers will be expected to understand this procedure.

Drivers and staff must:

- take safeguarding concerns seriously;
- report concerns promptly;
- maintain appropriate professional boundaries;
- avoid investigating concerns themselves;
- follow emergency procedures where necessary;
- maintain confidentiality.

Any additional drivers or staff engaged by Knyazeva Ltd in the future will be provided with appropriate safeguarding information and training relevant to their role.

10. Professional Boundaries

Drivers and staff must maintain appropriate professional boundaries with passengers.

They must not:

- behave inappropriately towards passengers;
- exploit a passenger's vulnerability;
- request inappropriate personal information;
- use their position to exert inappropriate influence or control;
- engage in conduct that could place a passenger at risk.

Any concern regarding the conduct of a driver or member of staff will be taken seriously and reviewed appropriately.

11. Review of Safeguarding Concerns

Where a safeguarding concern has been reported, Knyazeva Ltd will consider whether any further action is necessary.

This may include:

- additional training;
- changes to procedures;
- additional supervision;
- referral to an appropriate authority;
- review of the suitability of a driver or staff member;
- other reasonable measures to reduce identified risks.

12. Contact and Reporting

Customers, passengers, drivers and staff who have a safeguarding concern should contact Knyazeva Ltd using the contact details provided on this website.

Where there is an immediate risk of serious harm, the appropriate emergency service should be contacted without delay.