ITV Group Safeguarding Policy

Key document details

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7.0	March 2026	Head of Duty of Care	Change to DSO section.

Contents

Policy Statement	4
Purpose	4-5
Legislation	6
Definitions	6-7
Target Audience	7-8
Policy Principles	8-9
ITV's Approach to Safeguarding	9-10
Roles & Responsibilities	10-11
Positions of Trust	11-12
Informed Consent	12-13
Online Safety & Safeguarding	13-14
Photography	14
Chaperones & Child Licensing	15-16
Continuous Improvement	16
Culture and Awareness	17
Reporting	17
Speaking Up	17-18
Appendices	18-22

Policy Statement

ITV is committed to be 'Making What Matters.' Through our platforms we connect with millions of people every day and we strive to create content that reflects and shapes the world we live in. The nature of our business means that we work regularly with children, young people and vulnerable adults, whether they are employees, programme participants, audience members or third parties.

Safeguarding those who are at risk of harm and the prevention of abuse, is of the highest priority to ITV and will take precedence if identified. ITV is committed to ensuring that anyone who is involved in or connected to its work, particularly children, young people and vulnerable adults, is safe from harm. This policy encompasses the measures ITV has in place to protect everyone who comes into contact with ITV or any of its work.

This is a globally applicable policy that applies to ITV Studios and Third Party Producers of ITV programmes and formats in all territories where ITV operates.

Purpose

The purpose of this policy is to ensure ITV is:

- Safeguarding children, young people and vulnerable adults who work for and with ITV, from all forms of abuse and exploitation;
- Providing the appropriate care to prevent abuse and exploitation of children, young persons and vulnerable adults from occurring;
- Protecting and providing support where abuse and exploitation of children, young persons and vulnerable adults is suspected.

The following is a list of the measures that ITV has in place to ensure the purpose of this policy is met.

- Providing specialist advice and support through Designated Safeguarding Officers to support the safeguarding culture and implementation across all

organisational functions. The names of the Designated Safeguarding Officers (DSOs) at ITV are listed in Appendix 1.

- Engaging with and communicating to staff regarding the standard of behaviours we expect and how to raise concerns.
- Providing support to victims of abuse, exploitation or harassment.
- Investigating concerns of any safeguarding breach and prioritising the best interests of any victims in the course of our response. i.e. ensuring their safety and wellbeing during the course of any investigation.
- Taking appropriate action against staff and those working with, for or on behalf of ITV who engage in any form of abuse and exploitation, including referring cases to the police and other agencies where appropriate. This may result in serious disciplinary sanction, up to and including dismissal or termination of their contract with ITV.
- Ensuring all staff and those working with ITV are aware of our policy and expectations on the prevention, reporting and response to allegations of all forms of abuse.
- Taking appropriate measures to prevent any perpetrators of abuse working with ITV. This includes a commitment to procuring and providing accurate references, criminal record checks (where legally permissible) and any other relevant checks.

  For further information on criminal record checks and safe recruitment please refer to the ITV Criminal Records Check Policy on MyITV and Compass. Further advice and clarification can be sought from Data Privacy and the People team.

- Ensuring that any third parties we work alongside or work for us have suitable safeguarding measures in place and meet our minimum standards where appropriate.

Legislation

ITV will follow and abide by all relevant safeguarding legislation and guidance documents including:

Children Act 1989 (revised 2004)

The Care Act 2014

Child Performance and Licensing

The Children Performance and Activities Regulations 2014 (England, Scotland)

The Children Performance and Activities Regulations 2015 (Wales)

Keeping Young Performers Safe Guidance (Wales)

Working Together to Safeguard Children

Ofcom Protecting the Under 18's

Mental Capacity Act 2005

All international territories should meet with our minimum standards for safeguarding, regardless of whether local laws and regulations are below the standards outlined in this policy. If the requirements of local laws within a territory exceed the requirements of this policy, then local laws will apply and must be adhered to in addition to our minimum standards.

Definitions

Below are some useful definitions relating to safeguarding and what they mean in relation to our work at ITV:

Safeguarding - Safeguarding simply means protecting people from harm. At ITV we have a duty of care to protect all employees and anyone else we come into contact with

from harm, but this policy and the measures included in it specifically relate to children, young people and vulnerable adults as we recognise that they are at more risk of harm.

Child Protection - Child protection involves the specific actions taken by professionals and agencies to protect a child from suffering, or likely to suffer, significant harm from abuse, neglect, or exploitation. It is a part of the broader concept of child safeguarding, which also includes promoting a child's overall welfare and development in a safe environment. Child protection focuses on identifying, investigating, and responding to situations where a child's safety and well-being are at risk

Child - In UK law a child is defined as anyone who has not reached their 18th birthday. For us at ITV, this means that all people who are under the age of 18 should have increased controls in place where appropriate, for example using a licensed chaperone for those outside compulsory education, in comparison to an adult.

Young Person - For us at ITV, a young person refers to anyone who is between the ages of 16 and has not reached their 18th birthday. As a young person is still legally considered a child, we should still have additional controls that are comparable to adults who come into contact with ITV.

Vulnerable Adult - The most common definition for vulnerable adult is defined as anyone over the age of 18 who has functional, mental, or physical inability to care for themselves or protect themselves against harm or exploitation.

If safeguarding advice is needed for anyone meeting the above definition(s), the Safeguarding Team should be contacted health.safety@itv.com.

Abuse - At ITV we are aware that abuse can take many forms. Please see the definitions of types of abuse in Appendix 2.

Target Audience

This policy applies to and must be followed by the following people working with, for or on behalf of ITV (including all employees, contractors and freelancers):

- Anyone who works with or has access to children, young people or vulnerable adults as part of their role.
- Anyone who directly manages anyone who works with or has access to children, young people or vulnerable adults as part of their role.
- Anyone who is making editorial decisions to do with children, young persons or vulnerable adults.
- Anyone who has an employee who is under the age of 18 or a vulnerable adult, or who has responsibilities for anyone on work experience under the age of 18. More information on work experience can be found in ITV's Work Experience & Placement Schemes Policy.
- Anyone who is part of the recruitment and vetting process, i.e., reviewing criminal record checks, chaperone licences, etc.
- Anyone who is part of the reporting, escalation or incident and crisis management process in relation to safeguarding.
- Any third parties we work with who have access to children, young persons or vulnerable adults.

Policy Principles

At ITV we believe that safeguarding those at risk of harm and the prevention of abuse is of the highest importance in the delivery of our work.

We will operate in a way that prevents abuse and harm and therefore safeguards individuals from all forms of abuse, including sexual exploitation and harassment. Safeguarding the welfare of children, young people and vulnerable adults is a priority, and to this end all staff and representatives must promote the safety and welfare of these groups at all times.

ITV recognises that some adults are vulnerable and require additional protection. ITV understands that vulnerability may occur for a variety of reasons and may change over a period of time.

Creating a safe environment at ITV, for people who participate in all our activities, people with whom we work and our staff and representatives, is everyone's responsibility.

The policy should be read alongside the ITV Code of Ethics & Conduct, ITV Criminal Record Check Policy, ITV Work Experience & Placement Schemes Policy, and the Prevention of Sexual Harassment Policy.

ITV's Approach to Safeguarding

ITV's Safeguarding approach is to ensure that we give all of our staff and anyone who works for us the appropriate guidance to work with vulnerable persons in a safe and secure manner. This includes ITV providing a safe environment for children, young people and vulnerable adults across all areas of our business. This guidance is in place to make sure any vulnerable person is safe from harm. It is also in place to make sure that all staff, freelancers and contractors understand the correct ways to behave when working with children, young persons and vulnerable adults.

Our strategy at ITV is to give our employees, freelancers and contractors guidance which enables them to manage safeguarding on location, in our studios and in our offices. Other components that make up our strategy include relevant training courses, advisory groups, escalation processes and crisis management, as well as all of our documented protocols and information surrounding safeguarding.

We also make sure that all information regarding our safeguarding approach can be found in an accessible and clearly identifiable online location. The primary locations for all our guidance on Safeguarding are MyITV and Compass.

Irrespective of parental, child or carer consent, it is important that we consider and review potential risks to the welfare of children, young people and parental consent before filming, during filming and after transmission, as well as in relation to other work activities at ITV. An appropriate risk assessment should always be completed by a production in every case, whether or not a child's participation is to be licensed by a local authority. The risk assessment should consider all activities and mental impacts

associated with transmission. Guidance on the risk assessment process can be found in Appendix 3.

Roles & Responsibilities

Organisational Responsibility

As an organisation we have a responsibility to make sure that everyone who works for us, plays a part in our productions or has access to our platforms is safe from harm. ITV has a duty of care to protect all children, young persons and vulnerable adults who we interact with and we take that responsibility seriously. ITV understands that safeguarding should not be driven solely by individuals working for or in partnership with the organisation, but it is an organisation's responsibility to ensure the appropriate policies, procedures and structures are in place to protect children and young persons.

Individual Responsibility

ITV requires everyone it employs or engages in any capacity to safeguard the welfare of children, young people and vulnerable adults. When ITV staff, freelancers, or contractors interact with these identified groups, regardless of the nature of the interaction, we have an implicit duty of care to act in their best interests. This means we must strive to create a culture and working environment where the potential to perpetrate abuse is minimised and prevented.

At ITV we empower our staff and anyone else whom we engage to take a proactive approach to speak up about any behaviours and conduct that could cause harm to a child, young person or vulnerable adult. We endeavour to make sure that the ways to report are communicated to all relevant individuals and that this process is as secure as possible.

This policy and supporting documents are in place to support ITV's culture where safeguarding is everyone's responsibility.

Defined Responsibility

At ITV we have identified Designated Safeguarding Officers (DSOs) and they sit within the Global Risk Operations Team. They are your point of contact should you have any concerns regarding the welfare of children.

Our Designated Safeguarding Officers have all received safeguarding training from the NSPCC to equip them to take on this role.

All queries and concerns relating to safeguarding should be directed to our DSOs. They can be contacted via this email health.safety@itv.com.

There are various other departments that take on certain responsibilities in regards to safeguarding. These departments include but are not limited to the People Team, Legal & Content Compliance, Duty of Care, Corporate Security, Operational Risk and Production. These departments all play a critical role in safeguarding.

Please see a detailed list of ITV's roles and responsibilities within the Safeguarding framework in Appendix 4.

Positions of Trust

Sexual offences legislation provides that any sexual activity involving children under 16 is unlawful. The primary motivation for legislation which addresses the abuse of positions of trust is the need to protect young persons aged 16 and 17 who, despite reaching the age of consent for sexual activity, are considered to be vulnerable to sexual abuse and exploitation, in defined circumstances. This includes sexual activity and relationships with adults who hold positions of trust, responsibility or authority in relation to them and as a result have a considerable amount of power and influence in their lives. The law defines specific roles and settings where sexual activity between 16 and 17 year olds and those in position of trust, responsibility or authority constitutes a criminal offence.

Colleagues should ensure they maintain healthy, positive and professional relationships with all children, young persons or vulnerable adults working or liaising with ITV. Anyone employed or engaged by ITV must not engage in any intimate relationships with any

children, young persons or vulnerable adults working or liaising or engaging with ITV. This includes but is not limited to Producers, talent and others in positions of authority and trust. Any queries about this or the Personal Relationships at Work Policy must be directed immediately to ITV's People team for clarification.

Informed Consent

Under 18s

Generally, before under 18s take part in programmes, consent will need to be obtained from either a parent or guardian, and will usually be obtained in writing. It is best practice to obtain the consent of both parents, but where producers are aware that one parent consents and the other actively does not, this should be made known to ITV's Legal & Content Compliance team and any potential harm to the under 18's welfare should be considered.

Parents/guardians must sign all releases and contracts on behalf of under 18s. Any exceptions to this rule should be discussed with the Legal & Content Compliance team beforehand. Any decision to proceed to feature children without parental consent is normally only editorially justified on the basis of a clear and overriding public interest.

Programme makers should, in addition, make clear to all children that it is acceptable to agree or disagree with their parent's decision to give consent and should not be pressured to participate against their wishes. A child's reluctance to participate should be respected. Meaningful, child-friendly information about the programme should be given to all children when discussing their possible participation.

Vulnerable Adults

The Mental Capacity Act (MCA) 2005 provides a legal framework in England & Wales for adults that lack the capacity to make decisions for themselves. According to this Act, we must assume an individual has capacity until we have proof that they do not. Therefore, in the vast majority of cases, vulnerable adults will be able to give their own informed consent and we should create an environment where they are able to do so.

Everyone participating in our productions is asked to provide their consent and it is important that the information provided for this consent is geared towards any particular vulnerabilities or access needs, e.g. Easy Read documentation. If there is a concern or indication that someone may not be able to give informed consent, then a doctor or psychologist will need to be engaged to assist with determining their capacity according to the Mental Capacity Act.

If it is determined that an individual is not able to give informed consent, they should still be kept involved in decision making as far as is practicable; however, formal consent will need to be given on their behalf. The person giving that consent is known as the 'decision-maker' and will often be their carer with primary responsibility for their day-to-day care.

Notes, any decisions and/or action relating to vulnerable individuals should be recorded and kept on file.

Online Safety and Safeguarding

There are lots of benefits for children, young people and vulnerable adults when using social media to access ITV. This includes applying to participate in our programmes, promoting events and competitions, live streaming and creating online groups and forums. Unfortunately there are also many risks associated with engaging with children, young people and vulnerable adults online, such as:

- **Online abuse and "trolling"** - Trolling is when a person posts deliberately offensive or provocative messages online or performs similar behaviours in real life.
- **Exploitation or "grooming"** - Grooming is when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse, sexual exploitation or trafficking. Children and young people can be groomed online or face to face, by a stranger or by someone they know; for example a family member, friend or professional. Groomers can be male or female and could

be any age

- **Unwanted sharing of indecent images and footage**
- **Sexting**
- **Cyber bullying**
- **Effects on mental health**

You must ensure safety and wellbeing is at the forefront of your mind when planning a project that includes communicating with children, young people and vulnerable adults on the internet.

Children under 13 years of age are not permitted to have an account by any social media services, but research suggests that this is not strictly adhered to and some younger children will have their own account. Therefore, productions, events or activities should make sure that children and young people (and their parents/guardians) know how to keep themselves safe while online.

ITV employees, freelancers and contractors should be aware of their digital footprint. Children, young people, vulnerable adults and families may look up the personal social media of people who are working with them or whom they have seen on the TV. Therefore, these should be clear of inappropriate or harmful content and not provide any personal information such as personal email addresses or phone numbers.

ITV employees, freelancers and contractors must never accept friend requests on their social media account from children, young people, vulnerable adults or families they work with, or indeed anyone under the ages of 18 who is unknown to them. Always think about protecting yourself and ITV.

If you have any online safeguarding concerns, including any related to grooming or child abuse images, these must be referred to ITV's Designated Safeguarding Officers immediately who will take the necessary action to refer to the appropriate agencies.

Regardless of how you have become aware of online child abuse images, be it via your personal or work email account, you must refer to the Designated Safeguarding Officers immediately.

Photography

It is important to be aware of safeguarding issues when colleagues, third parties or members of the public are taking photos and/or filming events, as well as in day-to-day production activities. The potential for misuse of images can be reduced if you are aware of the potential risks and dangers and put appropriate measures in place. As well as the standard consent requirements, the following should also be applied:

- Only use images of children in suitable clothing to reduce the risk of inappropriate use.
- Avoid images accompanied by personal information, such as e.g. the name of the child and their hobby or school uniform, as this could be used to learn more about a child prior to grooming them for abuse.
- Do not allow photographers unsupervised access to children.

Chaperones and Child Licensing

It is a legal requirement under UK child performance regulations for children working in TV to be licensed. In the UK, a child performance licence is not needed once a child reaches the last Friday of June in the academic year they turn 16. Please note, this requirement may differ across ITV's international territories. Child licences specify permitted hours, rest periods, and educational requirements. As part of these regulations, licensed chaperones must be present to supervise children and ensure their welfare during production. They also help to ensure compliance with child licensing regulations.

Chaperones act in *loco parentis*, prioritising the child's health, safety, comfort, and wellbeing. They ensure children are not overworked, are appropriately fed and rested,

and have access to breaks and quiet spaces. Chaperones also help to safeguard children from potential risks, including inappropriate behaviour, unsupervised time with adults, or being placed in unsafe environments.

The chaperone must be suitably licensed by their local authority. To avoid any potential risks or conflict of interest, chaperones should be an independent third party. Parent/guardian chaperones may be permitted in exceptional circumstances, but approval should be sought by a senior member of production, Legal & Content Compliance and a Designated Safeguarding Officer.

Having licensed chaperones and proper documentation (i.e. licences) in place provides a clear chain of responsibility, ensuring that safeguarding duties are met and any concerns can be escalated properly.

For further information on Child Licensing please refer to the ITV Child Licensing Guidelines on MyITV and on ITV's Working with Children Compass Page.

Continuous Improvement

At ITV we endeavour to make sure that all information relating to safeguarding is up to date and accessible for all.

To ensure that we are always adhering to current laws and regulations and best practice in relation to safeguarding, this policy, guidance and supporting documents will be adapted as needed in response to changes in law or regulation and lessons learnt through the identification of improvement opportunities through audits, near misses, concerns or incidents.

At a minimum, this policy, guidance and all associated documents will be reviewed annually, but more frequent updates will be made if required. To ensure everyone is working to the most up-to-date documents, we will track the versions of these documents and only display the most current version. We will also communicate the release of any new versions of our documents relating to safeguarding.

Culture and Awareness

It is crucial that at ITV we create a culture where the safety of the child, young person or vulnerable adult is seen as paramount and our approach to safeguarding is people-centred. Although editorial and financial implications are important, these must never be put above what is best for the individual. This line of thinking should exist across all levels and seniority of the business. To create this culture ITV will promote best practice on safeguarding through training and appropriate communications. It is also fundamental that we are transparent on any lessons learnt with safeguarding as we should always strive to adapt and improve our policy, guidance and supporting documents.

Reporting

If anyone has a concern for the welfare of a child, young person or vulnerable adult, it must be reported immediately. There are a variety of ways in which a concern can be reported. They include i-Sight, our health and safety reporting system, or under our Speaking Up Policy (including confidentially - and, if you wish, anonymously - via SafeCall, an independent speaking up channel). By not reporting a concern, you could be putting a vulnerable person at risk. Staff at ITV, such as our Designated Safeguarding Officers, are in place to support individuals raising a concern and ITV's non retaliation policy applies to concerns raised in good faith.

For more information on what to do in the event that a child disclosures information to you please see Appendix 5.

Speaking Up

If you have any concerns regarding how this policy is being applied in practice, then please ensure you raise your concern through ITV's Speaking Up channels. ITV has a Speaking Up Policy to help you raise any concerns in the right way. Any genuine concerns will be investigated properly and the identity of the colleague raising the concern will be kept confidential. Anyone raising a concern in good faith will not be

criticised or penalised in any way even if it is shown, after investigation, that they were mistaken. Any form of reprisal or victimisation against anyone who has raised a concern will not be tolerated and will itself be treated as a serious disciplinary matter.

Appendices

Appendix 1: Designated Safeguarding Officers

Chelsea Ruffle - Head of Duty of Care (chelsea.ruffle@itv.com) *(on Maternity Leave until April 2027)*

Sophie Hughes - Interim Head of Duty of Care (sophie.hughes@itv.com)

Rachael Blair - Head of Health & Safety (rachael.blair@itv.com)

Angela Rak - Health & Safety Manager (angela.rak@itv.com)

Mikala Crawshaw - Senior Health & Safety Advisor (mikala.crawshaw@itv.com)

The DSOs can also be contacted via the Health & Safety Inbox at health.safety@itv.com.

Appendix 2: Types of Abuse & Dealing with a Concern

You could be concerned about a child, young person or vulnerable adult because you have witnessed something that isn't right or a child has made a direct disclosure to you. Abuse can take many forms and it is important everyone who works with, for or on behalf of ITV is aware of the types of abuse so they can take appropriate action and report it.

It is important to note that abuse can be perpetuated by children as well as adults. This should be taken into consideration if relevant to our work activities. If an allegation of abuse is made against an individual or witnessed it must be immediately reported to a Designated Safeguarding Officer (DSO) at health.safety@itv.com and the People team.

The most important message is to understand that no one is expected to be child protection experts. You do not need to understand the full breadth of child abuse signs and symptoms. Trust your instinct, and if something doesn't feel right, report it.

Potential types of abuse are as follows:

Physical Abuse	May involve hitting, shaking, throwing, poisoning, burning, scaling, drowning or suffocating – or otherwise causing physical harm to a child / young person.
Sexual Abuse	Forcing or enticing a child / young person to take part in sexual activities, whether or not they are aware of what's happening. This may involve physical contact, penetrative or non-penetrative acts, non-contact activities such as looking at or production of pornographic material, or encouraging children to behave in sexually inappropriate ways
Emotional Abuse	Persistent emotional ill-treatment of a child that causes adverse effects on the child's emotional behaviour, for example conveying to the child that they are worthless or inadequate. It may involve making a child feel frightened or in danger, for example witnessing domestic abuse or being bullied, or the exploitation or corruption of children.
Neglect	The failure to meet a child's basic physical / psychological needs, or impairment of the child's health and development. It may involve failure to provide adequate food, shelter, clothing, or failure to protect a child from physical harm. It can also include neglect or unresponsiveness to a child's basic emotional needs
Online Abuse	Refers to any form of abuse or exploitation of a child that occurs through the internet or other digital devices. It encompasses a range of harmful behaviors, including cyberbullying, grooming, sexual exploitation, and the sharing of intimate images without consent. Essentially, any online interaction that causes harm or potential harm to a child's physical, emotional, or psychological well-being can be considered online abuse.
Financial Abuse	Child financial exploitation occurs when an individual or group takes advantage of an imbalance of power to encourage or force a child under 18 to undertake a financial activity that benefits the perpetrator or facilitator. The perpetrator(s) might coerce, control, manipulate, or deceive the young person. This activity is often criminal and therefore is a form of child criminal exploitation. It includes but is not limited to money laundering and wider fraud.

Appendix 3: Risk Assessment Process & Considerations

The risk assessment for children, young people and vulnerable adults should consider all activities and mental impacts associated with the casting, filming and transmission, as well as additional activities such as work experience. The process should consider:

- How best to safeguard a child, young person or vulnerable adult's welfare. This will vary depending on the type of programme being made, and the level of care must be appropriate to the circumstances, and to the individual.
- If productions are working with several children, young people or vulnerable adults, they should communicate the process for missing/lost children, key ITV contacts, and guardian or chaperone details.
- Activities that involve the use of chaperones, including overnight stays, should be planned appropriately and all relevant details should be requested from parents and/or guardians at the earliest opportunity.

At ITV, we may work with a breadth of ages from babies to the elderly. Children, young people and vulnerable adults will have a range of abilities both mentally and physically. Some individuals will be more vulnerable than others based on their age and abilities. Throughout the risk assessment process this should be recognised and taken into account as the risk assessment is developed. Always review and address further control measures with regards to individuals with disabilities or learning difficulties as they can be at an increased risk.

Appendix 4: Roles & Responsibilities

Although everyone at ITV has a role to play in safeguarding, certain groups and roles have particular responsibilities within our Safeguarding framework, as described below:

Executive Committee	Agree actions required for any safeguarding cases fed through to them
Chief People Officer	Acts as the Safeguarding Director for ITV. They are responsible for liaising with the Executive Committee, making final decisions on any safeguarding issues and overseeing and

	managing the Safeguarding Policy
Director of Safety, Security and Resilience	Controls the budget and strategy
Lead Designated Safeguarding Officer	Makes recommendations to the Chief People Officer and the Executive Committee about the level of response to a safeguarding concern. They liaise with the NSPCC and local authority, communicating all the appropriate responses. They also liaise with the Press Office to create appropriate press communications where required.
Designated Safeguarding Officers	Act as advisors to the business and productions within ITV and support them with any child safeguarding considerations. If a safeguarding issue is raised, they collate as much information as they can about a concern. They summarise the information and feed this into the Lead Designated Safeguarding Officer.
Producers	Issued with guidelines to follow when producing content for ITV. Each producer is responsible for allocating responsibilities within their production for safeguarding children, young people and vulnerable adults.
Legal & Content Compliance	Link to production and licensing requirements, e.g., what is seen on TV.
Line Managers	Have responsibility to communicate to the Designated Safeguarding Officers any safeguarding issues they or their colleagues may have, irrespective of how insignificant they may believe it to be.
Production Management (productions involving children)	Have responsibility for ensuring that all colleagues working on the production are aware of the process for raising safeguarding concerns. If the production employs chaperones, it is important that the chaperones are given access to the Safeguarding Policy for reference and full details of key processes
Chaperones	Are employed in a professional capacity, when necessary, to act *in loco parentis* and to ensure the wellbeing of any child or young person whilst working on a production or visiting ITV as a

	contributor. They will work within scope of their licence to operate and raise any concerns to their employing productions, should they have any child safeguarding concerns with children under their care
All Colleagues	Everyone who works at ITV has a critical role to play in ensuring the safety of children, young people and vulnerable adults working or contributing to our productions. No-one is expected to be a safeguarding expert but they are expected to report anything to a Designated Safeguarding Officer on health.safety@itv.com if they have any concerns

Appendix 5 : What to do if a child makes a disclosure to you

If a child has chosen to disclose some information to you, you must explain that you are unable to keep secrets and that depending on what they say, you will have to tell someone else in order to help them.

You must try to:

- Remain calm and composed, do not show any shock or disbelief;
- Listen carefully and make a mental note of key points;
- Don't ask detailed or probing questions (this is for the experts);
- Tell them what you are going to do next (speak to a Designated Safeguarding Officer at ITV health.safety@itv.com);
- Do not tell anyone else other than those who need to know the information, and make this clear during the conversation.

ITV has NSPCC trained and accredited Designated Safeguarding Officers. They can be reached at health.safety@itv.com.