

Important Safety Information for Centre and Shop Staff



Our Child Safe Zone scheme is designed to help safeguard children during their visit to Plymouth City Centre.

The scheme assures parents, guardians or carers that help is at hand and, should they require assistance, provides simple tools to help them.

Please take time to understand the scheme. If you work in a shop you will have your own procedures, but it's important to understand how this scheme works in the centre as a whole.

Helpline Number -

01752 305170 which directs distressed visitors to our security control centre.

Instantly Recognisable...

- Small children can be taught to look for the nearest safe one sticker and either ask a passing parent or go into the shop for help. **(The sticker represents an easy image for children to recognise.)**
- It helps parents, carers and guardians, or anyone who loses a child whilst shopping. It gives a panicking parent direct access to security and CCTV controllers.
- It helps anyone who finds a lost, injured or upset child.
- It allows anyone who is worried about approaching a young child or getting directly involved to contact someone who can.
- It can also provide reassurance to teenagers. Shopping centres are often the first places teenagers are allowed to visit on their own, and they can store our helpline number safely in their phone for use if they feel threatened or are in danger.

