

# YOUR SAFETY AT BLUEWATER



## Bluewater's Code of Conduct

**Bluewater aims to be a safe, relaxed and friendly environment for all our guests.**

We ask that all guests respect our Code of Conduct in the interests of everyone's enjoyment and well-being. To view Bluewater's Code of Conduct, please click [here](#).

**Should you have any safety concerns, please contact Bluewater's 24 hour Help Desk on 01322 623423 or Kent Police on 999.**

**Bluewater consistently aims to maintain high standards and does not permit the following:**

- Any intimidation of our guests by groups of individuals. Any groups without the intention to shop may be asked to leave Bluewater.
- Unsociable or anti-social behaviour.
- The wearing of any item of clothing which restricts the view of one's head/face (e.g. hoods) with the exception of religious headwear.

## Your Security

Here at Bluewater we take your safety and security very seriously. There is a police station on-site and we work closely with Kent Police to ensure Bluewater remains a safe and relaxed environment for our guests and staff. We also have our own fully accredited security team who work alongside Kent Police and patrol the centre routinely.

This unique partnership sees us supporting the local community by funding the police officers, who patrol Bluewater's internal and external areas regularly and who can apprehend and detain suspects in a custody suite at the onsite police station.

Our Police & security teams use many different tactics to keep you safe and secure, including security operations, (both uniformed and plain clothed), ad-hoc vehicle checks and monitoring ANPR technology.

We ensure security is an integral part of our day to day activities We have high definition CCTV that has been installed throughout the centre and car parks, which is monitored 24/7 by our highly trained security staff.



## Friendly Faces

The Bluewater team wear the following uniforms and are happy to assist you during your visit.



CONCIERGE  
TEAM

SECURITY  
TEAM

HOST  
TEAM



Some of the Bluewater team do not wear uniform but wear a Bluewater lanyard around their neck and a Bluewater badge with their name on as shown above.

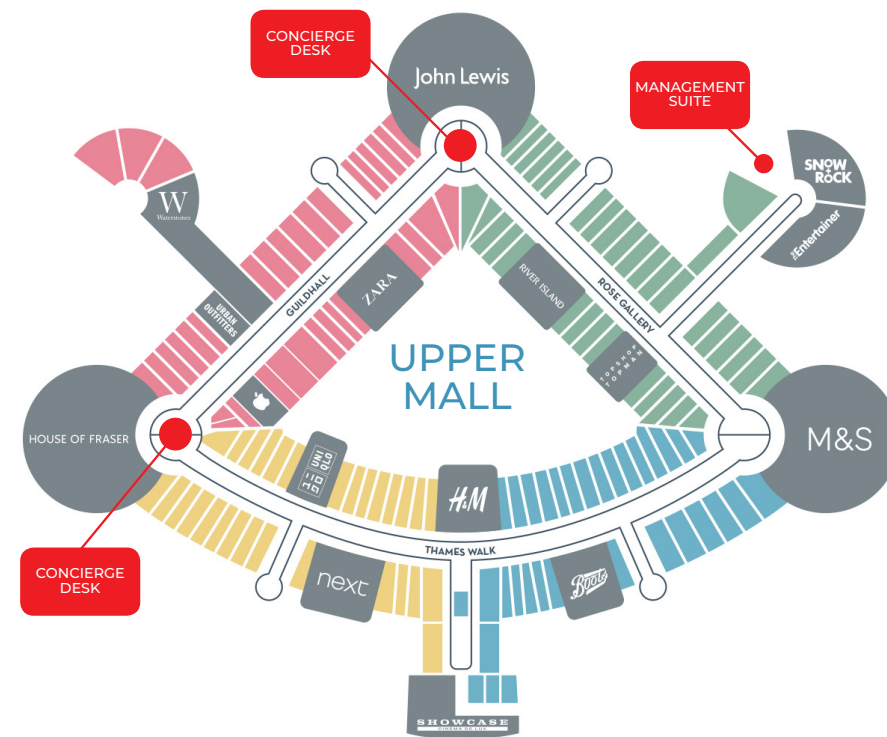


## Where to Find Help?

Our Concierge Desks are on hand to greet you with a warm welcome and help you get the most from your visit. Should you have any safety concerns during your visit, you can seek assistance at any of our three Concierge Desks located throughout the mall.

Each desk also has a clearly marked emergency intercom to contact help out-of-hours, when the desks are closed.

Our Security team can also assist you with any safety issues or concerns. They continuously patrol the internal and external areas of the centre and wear uniform and blue hi-visibility tabards that clearly state 'SECURITY'.



## Victim Support

Crime affects everyone differently, especially young people, and an individual's reaction can depend on the nature of the crime, the sort of person they are and the support already around them.

Victim Support have specially trained staff spend time listening to find out what people need to help them cope and recover from the impact of the crime. Support is always confidential and more information can be found [here](#).

## Child Safe Zones and Wristbands

Bluewater is a family friendly and safe place to visit, shop and have fun. However, losing a child, even for a few moments can be very distressing and our Child Safe Zones Shopping scheme can help reassure and get help fast.

Pick up a wristband from one of the Concierge desks, write your child's details and a mobile number and place the band on their wrist. If they do get separated, they can go into any retailer for help or find a Bluewater host who will take your child to the nearest Concierge desk where we contact the parent/guardian.

The wristbands are bright, waterproof and tough so as well as shopping at Bluewater, they are ideal to use on other days out.

## First Aid

If you require First Aid assistance, please ask a host in the mall or visit one of our concierge desks. Our qualified first aiders have access to comprehensive first aid kits and mobile defibrillators.

Bluewater is located about 1km from the nearest Accident and Emergency Department at Darent Valley Hospital.



## Lost Property

If you lose an item during your visit to Bluewater, please contact the Guest Experience Team on 01322 475475.

We will be able to search our lost property system or log you missing item and see if we can reunite you. Alternatively, please report your lost item on-line [here](#).