

CHILD PROTECTION STANDARDS at CITY SOLEI BOUTIQUE HOTEL

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Taking into account the legal obligation resulting from the provisions of the Act of 13 May 2016 on Counteracting the Threat of Sexual Offences and the Protection of Minors and the content of the United Nations guidelines on business and human rights, recognizing the important role of business in ensuring respect for children's rights, City Solei Boutique Hotel adopts the Child Protection Policy. This document is a set of rules and procedures to be followed when a child is suspected of being harmed while staying in a hotel and to prevent such risks, taking into account the situation of children with disabilities and children with special educational needs.

The hotel's child protection policy is based on the following principles:

- The hotel conducts its operational activities with respect for the rights of children as persons particularly vulnerable to abuse.
- The hotel recognises its role in conducting socially responsible business and promoting desirable social attitudes. In particular, the hotel emphasizes the importance of the legal and social obligation to notify law enforcement authorities of any suspected offence against children and undertakes to train its staff in this regard

CHAPTER I. FACILITY EMPLOYEES

General rules

1. City Solei Hotel undertakes to educate its employees about the circumstances indicating that a child staying in the facility may be harmed and on how to react quickly and appropriately to such situations. The facility can implement the above-mentioned education through various forms of training, e.g. external training, internal training, e-learning, educational materials developed by the hotel and available to employees, educational materials available free of charge, developed by other organizations
2. Each employee, before being allowed to work, is familiarized with the Child Protection Policy, which is confirmed by the submission of a statement and commitment to the policies and procedures contained in this document

Scope of competence and responsibilities of persons designated to implement the Child Protection Policy at the City Solei Boutique Hotel :

- Supervision over the application of the Child Protection Policy is carried out by the Manager
- The owner of the site appoints a coordinator
- The coordinator is the person responsible for familiarizing employees with the content of the Child Protection Policy and monitoring its application at the Hotel
- The coordinator organises and documents the staff education process in the field of recognizing symptoms that a child staying in the facility may be harmed and ways to react quickly and appropriately to such situations, in accordance with the procedures adopted by the facility
- The coordinator shall describe each intervention or reported event related to the with child abuse on the premises of the facility in a document that is created for this purpose (e.g. a log of events or a register of interventions)
- In the event of a reasonable suspicion that a crime has been committed, the Coordinator is responsible for securing evidence, including CCTV recordings, and providing them at the request of the services in the form of copies by registered mail or in person to the prosecutor or the police
- The Coordinator is responsible for conducting the procedure in a situation where a child has been harmed by an employee of the facility or another adult who is not directly employed by the Hotel but by a third party

- The Coordinator is responsible for monitoring and updating the Child Protection Policy and its availability to both staff and other entities cooperating with the facility and guests
- The coordinator's details are available to all employees and guests of the facility, including children:

COORDINATOR at City Solei Boutique Hotel:

Małgorzata Trela | zorganizuj@citysolei.pl | Phone : 790-566-838

Working hours : Mon-Fri 8:00 - 16:00

Principles of safe employee-child relations

- All Hotel employees, including other adults who have contact with children on the premises, are obliged to apply the following rules, if this contact takes place with the consent of the Hotel
- The guiding principle of all activities undertaken by employees who have contact with children on the premises of City Solei Boutique Hotel is to treat children with respect and take into account their dignity and needs
- It is unacceptable for employees and other adults to use violence against a child in any form

Requirements for hotel employees:

- Be patient and respectful when communicating with your child
- Listen carefully to your child and give him age-appropriate answers and the situation in question. When communicating with your child, try to keep your face at the level of your child's face.
- Reassure your child that if they are uncomfortable with a situation, they can tell you or another person and get help
- Tell your child where the Child Protection Policy is located in a version they understand. Ensure that if they have questions, they can contact you or another designated person.
- Respect equal treatment of children regardless of their gender, sexual orientation, ability/disability, social, ethnic, cultural, religious and worldview status
- Take care of a safe space. If there are children in the area where you are working, make sure that equipment and equipment are used as intended and that the environment is safe (note window and stair security, limited access to busy roads, open water, etc.)
- If you see a child/children left unattended and the situation may indicate a threat to the child's safety, take action to find the parent/guardian

Unacceptable behaviour on the part of employees towards children staying in the hotel:

- You must not shout, shame, humiliate, disrespect or insult your child.
- You must not hit, poke, push or violate the physical integrity of the child in any way, unless there is a threat to the health or life of the child.
- You must not have any romantic or sexual relationship with your child or make inappropriate proposals. This includes sexual comments, jokes, gestures, and sharing sexual and pornographic content with children in any form.
- You must not record the image of your child for private or business purposes (recording, photographing) without the consent of the child's parents/guardians and the consent of the child himself. This also applies to allowing third parties to record images of children. The exception is when the child's image is only a detail of the whole, such as a gathering, landscape, public event, then the consent of the child's parent/guardian is not required.

- You must not contact your child through private communication channels (private phone, email, instant messaging, social media profiles) or meet your child outside the workplace.
- You must not offer alcohol, tobacco products or illegal substances to your child.
- Never touch your child if they don't want to, or in a way that could be considered indecent or inappropriate.

If you witness any of the above-described behaviors and/or situations from other adults or children, always inform the person responsible at the facility for implementing and monitoring the Child Protection Policy or your line manager:

Małgorzata Trela, Manager (coordinator), tel:790-566-838, zorganizuj@citysolei.pl

CHAPTER II. PROCEDURE FOR IDENTIFYING A CHILD DURING REGISTRATION AT THE RECEPTION DESK

- One of the forms of effective prevention of child abuse is to establish the identity of the child staying in the tourist facility and his or her relationship in relation to the adult with whom he or she is staying in the facility.
- The receptionist takes all possible steps to identify the child and his or her relationship with the adult who accompanies the child.
- To identify your child and their relationship to the person with whom they are staying at the facility, you should:
 - ask for your child's ID or other document proving that an adult has the right to care for your child. Examples of documents that can be used for identification include: ID card, school ID, MObywatel application, Online Patient Account, court decision. If you do not have an identity document or refuse to present it, you should ask for your child's details (e.g. name, surname, address, date of birth).
 - in the absence of documents indicating the relationship of the child and the adult or the refusal to present them, the adult and the child should be asked about this relationship
 - if the adult is not the child's parent or legal guardian, he/she should be asked to present a document, e.g. a parent's consent to travel with the child, made in writing with an officially certified signature by a notary or a consent signed by the child's parent, along with the child's data, address of residence, telephone contact to the parent and the number of the person's identity document/PESEL number, who has been entrusted by the parent with the custody of the child. If an adult does not have any of the above-mentioned documents, they should be asked to fill in an appropriate statement, according to the template prepared by the tourist facility. The statement should include the child's and the adult's data, with whom the child lives, along with an indication of the relationship between the child and the adult. If the adult is not the child's parent or legal guardian, they should declare that the parents/legal guardians have consented to the custody of the child.
 - In the event of an adult's refusal to show the child's document and/or to indicate the relationship, it must be explained that the procedure is to ensure the safety of children using the hotel and that, in accordance with the provisions of the Act of 13 May 2016, the employees of the facility must comply with the provisions on children's rights. Once the matter has been clarified in a positive way, you should thank them for the time they have taken to make sure that the child is well cared for.
 - if the conversation does not dispel doubts about the suspicion of the adult and his or her intention to harm the child, and especially if he or she refuses to show an identity document or make a statement containing the child's data, the supervisor and security staff should be discreetly informed about it (if they are on the premises at the time), in such a way as not to arouse suspicion (e.g. the need to use the equipment at the back of the reception desk, asking an adult to wait with the child in a lobby, restaurant, or other location.)

- From the moment the first doubts arise, both the child and the child and an adult should be as far as possible in the sight of the tourist facility employee and should not be left alone.
- The supervisor who has been notified of the situation takes over the call with the suspected adult for further clarification.
- If the interview confirms the belief that a child has attempted or committed a crime, the supervisor notifies the police. The procedure is still applied as in the case of circumstances indicating harm to the child
- In the event that unusual and/or suspicious situations are witnessed by employees of other departments of the facility, e.g. cleaning service, the restaurant employees should immediately notify their supervisor and, in their absence, the decision-maker who will take appropriate action
- Depending on the situation and place, the supervisor verifies to what extent the suspicion of child abuse is justified. To this end, he selects appropriate measures to clarify the situation or decides to intervene and notifies the police

CHAPTER III. PROCEDURE IN THE EVENT OF CIRCUMSTANCES INDICATING CHILD ABUSE BY AN ADULT

- A reasonable suspicion of child abuse occurs when:
 - the child disclosed the fact of abuse to an employee of the facility,
 - the employee observed abuse,
 - the child has signs of abuse (e.g. scratches, bruises) and when asked answers incoherently and/or chaotically and/or becomes embarrassed or there are other circumstances that may indicate harm, e.g. finding pornographic materials involving children in an adult's room
- An employee who has a reasonable suspicion that a child staying in the in the facility is or has been harmed, should immediately notify the superior/decision-maker, who notifies the police. In the event of a threat to the child's safety, the employee who has a reasonable suspicion of harming the child immediately notifies the police by calling 112 and describing the circumstances of the incident. Notwithstanding the above, the Employee notifies the Hotel Coordinator of the incident.
- Care should be made to make it difficult or even impossible for the child and the person suspected of harming the child to move away from the facility.
- In the case specified in the Code of Criminal Procedure, a suspected person can be detained as a citizen. In such a situation, until the police arrive, the detained person remains under the supervision of security staff or other hotel employees, who can perform such activities without endangering their health or life.
- In any case, you should take care of the child's safety. Child If possible, it should be under the care of an employee until the police arrive. If possible, you should try to support your child
- If there is a reasonable suspicion that a crime has been committed involving the child's contact with the perpetrator's biological material (semen, saliva, epidermis), the child should not be allowed to wash or eat/drink until the police arrive. It should be explained to the child why such restrictions were applied to him.
- After the child has been taken over by the police, the CCTV footage and other relevant evidence (e.g. documents) concerning the incident should be secured and handed over to the Coordinator, who, at the request of the services, will provide a copy of them by registered mail or in person to the prosecutor or the police.
- After the intervention, the incident should be reported to the Coordinator, who describes it event log or other document intended for this purpose.

CHAPTER IV. PROCEDURE IN THE EVENT OF SUSPICION OR FINDING OF CHILD ABUSE BY AN EMPLOYEE/OTHER ADULT

- In the event of suspicion of child abuse by an employee or other adult who is not directly employed by hotel but by a third party, the person who became aware of this fact should immediately inform the Coordinator of this fact, and in his absence another person designated for this purpose.
- If the child's life or health is at risk, the person who became aware of it should immediately notify the police by calling the emergency number 112, providing their own details, the child's details (if possible), the child's whereabouts and a description of the circumstances of the case, and notify the supervisor/decision-maker, who notifies the child's guardians/parents. The person who became aware of the incident also informs the Coordinator, at least by e-mail/in writing.
- In the event that an employee has committed a form of harm against a child other than committing a crime to his or her detriment, the Coordinator, after becoming aware of the information, should investigate all the circumstances of the case, in particular, by listening to the employee suspected of harming and other witnesses to the incident. In a situation where the violation of the best interests of the child is significant, in particular when there has been discrimination or violation of the child's dignity, the Coordinator should recommend to the person managing the facility adequate personnel actions in relation to this employee.
- If the person who committed the harm is not directly employed by the hotel, but by a third party (e.g. outsourcing), then it should be recommended that they be prohibited from entering the premises and, if necessary, terminate the contract with the third party

CHAPTER V. PROCEDURE IN THE EVENT OF OTHER FORMS OF VIOLENCE AGAINST A CHILD BEING FOUND BY A PARENT/LEGAL GUARDIAN/OTHER ADULT

- In the event of child abuse by a parent/legal guardian or other adult with whom the child is on the premises, every employee witnessing such abuse should react to it firmly.
- If the child's life or health is at risk, the person who became aware of it should immediately notify the police by calling the emergency number 112, providing their own details, the child's details (if possible), the child's whereabouts and a description of the circumstances of the case, and inform the supervisor/decision-maker. The person who became aware of the incident also informs the Coordinator, at least by e-mail/in writing.
- If a facility employee witnesses physical violence against a child (spanking, tugging, shouting, other violence listed in the definition of physical violence), he or she should try to stop the abuse and react. Possible forms and ways of responding to harmful behaviour of a parent/guardian/other adult towards a child can be found in Appendix 11.
- In the event of leaving a child under 7 years of age unattended, the employee who became aware of such an incident should notify the supervisor about this fact. The supervisor who has been notified of the situation decides on further action in the context of the provisions of the Penal Code and the Code of Petty Offences. Depending on this context, the supervisor will attempt to locate the parent/legal guardian or other adult with whom the child is on the premises and explain that the supervisor must not leave the child unattended. In a situation where it is not possible to find the parent/legal guardian or another adult with whom the child is staying in the facility, or the parent/legal guardian/other adult is unwilling and/or unable to take care of the child, the supervisor notifies the police about this fact. In any case, the child's safety should be taken care of.

CHAPTER VI: MONITORING AND EVALUATION OF CHILD PROTECTION POLICIES

- The Owner appoints a Coordinator responsible for the Child Protection Policy applied in the hotel and places his/her contact details in a place easily accessible to the hotel staff and guests, including children.
- The Owner determines the scope of tasks and competences of the Coordinator in the field of preparing employees to apply the provisions of the Child Protection Policy, the principles of preparing employees for their application and the method of documenting these activities
- The coordinator referred to in the preceding point monitors and evaluates the Child Protection Policy once every two years.
- Monitoring and evaluation include verifying the implementation of the Child Protection Policy, responding to signals of violation of rules and procedures, and proposing changes to the document, especially in terms of adapting them to current needs and compliance with applicable regulations.
- The Coordinator conducts a survey among the employees of the City Solei Boutique Hotel, once every 2 years, to monitor the level of implementation of the Child Protection Policy
- In the survey, employees can suggest changes and point out violations of the property's Child Protection Policy policies and procedures.
- The Coordinator prepares questionnaires completed by employees, prepares a monitoring report on this basis, which is then submitted to the Entrepreneur. The entrepreneur makes the necessary changes to the document and announces to employees the new wording of the Child Protection Policy.

COORDINATOR at City Solei Boutique Hotel:

Małgorzata Trela | zorganizuj@citysolei.pl | Phone : 790-566-838

Working hours : Mon-Fri 8:00 - 16:00

Glossary:

For the purposes of this document, the meaning of the following terms has been clarified:

- **Tourist facilities** – hotel facilities and other facilities where hotel services are provided as defined in the Act of 29 August 1997 on hotel services and the services of tour leaders and tourist guides.
- **Child/minor** - for the purposes of this Policy, a child is considered to be any person under 18 years of age.
- **Guardian of the child** – the child's legal representative: parent or guardian; foster parent; temporary guardian (i.e. a person authorized to represent a minor citizen of Ukraine who resides in the territory of the Republic of Poland without adult supervision)
- **An adult stranger** is any person over the age of 18 who is not a child's parent or legal guardian.
- **Child abuse** - should be understood as behaviour that may constitute the commission of a prohibited act to the detriment of a child by any person, including a member of the staff of a tourist facility, or a threat to the welfare of the child, including neglect of the child; any intentional or unintentional act/omission of an individual, institution or society as a whole and any result of such act or inaction that violates the rights, freedoms and personal rights of children and/or interferes with their optimal development.

Forms of violence against a child:

- **Physical violence against a child** is violence as a result of which a child suffers actual physical harm or is potentially threatened with it. This harm occurs as a result of an act or omission on the part of a parent or other person responsible for the child, or whom the child trusts or has power over the child. Physical violence against a child can be a repetitive or one-time activity.
- **Psychological violence against a child** is a chronic, non-physical, harmful interaction between a child and a caregiver, including both actions and omissions. It includes, m.in, emotional unavailability, emotional neglect, a relationship with a child based on hostility, blame, denigration, rejection, developmentally inappropriate or inconsistent interactions with the child, failure to see or not recognize the child's individuality and psychological boundaries between parent and child.
- **Child sexual abuse** is the inclusion of a child in sexual activity that the child is not able to fully understand and give informed consent to and/or to which he or she is not developmentally mature and cannot consent in a legally valid way and/or that is inconsistent with the legal or moral norms of a given society. Sexual abuse occurs when such activity occurs between a child and an adult, or between a child and another child, if these people, due to their age or stage of development, remain in a relationship of care, dependence, or authority. Sexual exploitation can also take the form of sexual exploitation, which is any actual or attempted abuse of a position of vulnerability, superiority, or trust for sexual purposes, including, but not limited to, the derivation of financial, social, or political gain from the sexual exploitation of another person. Sexual exploitation is particularly threatened during humanitarian crises. The threat of exploitation exists both for children and their caregivers (definition after UN Bulletin ST/SGB/2003/13).
- **Child neglect** is a chronic or incidental failure to meet their basic physical and mental needs and/or their basic rights, resulting in disorders of their health and/or difficulties in their development. Neglect occurs in the child's relationship with a person who is obliged to care, raise, care and protect the child.
- **Crime against the child** – all crimes that can be committed against adults can be committed to the detriment of children, plus crimes that can only be committed against children (e.g. sexual abuse under Article 200 of the Penal Code). Due to the specific nature of accommodation facilities, where it is easy to obtain the possibility of solitary confinement, the crimes that can most often take place on their premises will be crimes against sexual freedom and decency, in particular rape (Article 197 of the Penal Code), sexual abuse of insanity and helplessness (Article 198 of the Penal Code), sexual exploitation of dependence or critical situation (Article 199 of the Penal Code), sexual exploitation of a person under 15 years of age (Article 200 of the Penal Code), grooming (seduction of a minor by means of distance communication – Article 200a of the Penal Code).
- **Other forms of child abuse** than committing a crime to the detriment of the child – all forms of violence used against a child that do not meet the characteristics of a crime prosecuted by public prosecution (e.g. shouting, humiliation, tugging, name-calling, neglecting needs, etc.).
- **An employee** is a person employed under an employment contract or performing work on the basis of a similar contract (e.g. mandate, B2B, contract for specific work), as well as an intern, apprentice, volunteer, etc.
- **An employee employed to work with children** is any person performing tasks or delegated to perform tasks related to upbringing, education, leisure, treatment, providing psychological counselling, spiritual development, practising sports or pursuing other interests by minors, or caring for them.
- **Owner/Entrepreneur** – a body/entity/person managing a given tourist facility or network of facilities, responsible for the proper functioning of the facility in formal terms.

Appendix 11: Ways of responding to harmful behaviour of a parent/guardian/other adult towards a child

If you see violence against a child from a parent or caregiver - the child is tugged, called names, humiliated, beaten (e.g. scolding with a slap)? React!

Your reaction to the harm restores the child's sense of security and gives them a chance for a better future. It can also protect the health and even life of the child!

NOTE

Indicate that you have noticed a situation of child abuse. Making eye contact may be a sufficient response to stop the abusive behavior of a parent, caregiver or other adult accompanying the child. Don't be afraid to observe. You have the right to observe what is happening in the facility or public space.

GET IN TOUCH

When a parent is torn by such strong emotions that he cannot stop violence against his child, rational arguments will not reach him. If you want to react effectively, try to lower its tension.

Ask a simple question, such as, "Excuse me, did something happen?"

You can also refer to your own experiences, such as: "I remember when my children were this age. This is a very difficult time. Is there anything I can help you with?"

Sometimes it is enough to say out loud: "I can see that you are having a hard time" or "Sometimes we have a bad day and then we cannot get along".

The very attempt to start such a conversation can give the parent food for thought and stop violence against the child. It can also be the beginning of a further conversation leading to calming the situation.

NAME THE SITUATION

Don't criticize or attack, but don't avoid calling a spade a spade either.

Calmly but firmly talk about what has bothered you – e.g.: "I see that you hit a child", "Please do not hit a child. Please never do this."

Final provisions

- Child protection policy comes into force on 15.08.2024
- The child protection policy is made available to all employees by posting it on the website of the City Solei Boutique Hotel and at the hotel reception in writing.
- The child protection policy is made available to adult guests of the hotel by posting on the hotel's website and at the hotel reception in writing.
- The child protection policy is made available in an understandable and abbreviated version for children staying on the hotel premises at the hotel reception in writing