



CHILD PROTECTION PROCEDURES IN THE HOTEL Stay inn by Frost

Preamble

Taking into account 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, in particular the right to protection of their dignity and freedom from all forms of harm, Hotel Stay inn by Frost adopts this document as a model of principles and procedures in the event of suspicion that a child staying at the Stay inn by Frost hotel is being harmed and to prevent such threats.

We will implement the child protection policy in our hotel network through these rules.

1. The Stay inn by Frost hotel conducts its operational activities with the highest respect for human rights, in particular the rights of children as people who are particularly vulnerable to harm.
2. The Stay inn by Frost hotel recognizes its role in running a socially responsible business and promoting desirable social attitudes.
3. The Stay inn by Frost Hotel particularly emphasizes the importance of the legal and social obligation to notify law enforcement authorities of any suspected crime against children and undertakes to train its staff in this respect.
4. The Stay inn by Frost Hotel undertakes to educate staff about circumstances indicating that a child staying at the facility may be harmed and how to respond quickly and appropriately to such situations.
5. One of the forms of effective prevention of child abuse is the identification of the child staying in the facility and his/her relationship with the adult with whom he/she stays in the facility. The staff takes all possible steps to identify the child and his relationship with the adult with whom he is in the facility.

Procedure in case of suspected child abuse

1. Whenever possible, identification of the child and his/her relationship with the adult with whom he/she is staying at the facility should be made.
2. In unusual and/or suspicious situations indicating a possible risk of harm to the child, identification is obligatorily carried out by a receptionist.
3. To identify the child and his/her relationship with the person with whom he/she is staying at the facility, you should:
 - a. ask about the child's identity and the child's relationship with the person with whom he or she came to the facility or is staying there. For this purpose, you can ask for the child's identity document or another document confirming that the adult has the right to care for the child in the facility. If you do not have an ID document, you can ask for the child's data (name, surname, address, PESEL number).
 - b. If there are no documents indicating the relationship between the child and the adult, the adult and
 - c. If the adult is not the child's parent or legal guardian, ask whether he or she has a document confirming the parents' consent to a joint trip between the adult and the child (e.g. a written declaration).
 - d. If an adult does not have a parental consent document, please ask for the telephone number of the above-mentioned persons to call and confirm that the child is staying in the facility with a foreign adult with the knowledge and consent of the parents/legal guardians.
4. In the event of an adult's resistance to presenting the child's document and/or indicating the

relationship, it should be explained that the procedure is intended to ensure the safety of children using the Stay inn by Frost Hotel and has been developed in consultation with non-governmental organizations operating in this field.

5. Once the matter has been clarified in a positive manner, thank them for taking the time to make sure the child is well cared for and reiterate that the procedure is intended to ensure children's safety.

6. If the conversation does not dispel doubts regarding the suspicion of the adult and his or her intention to harm the child, the supervisor and security staff (if they are on the premises at that time) should be discreetly notified. In order not to arouse suspicion, you can, for example, refer to the need to use the equipment at the back of the reception, asking an adult to wait with the child in the lobby, restaurant or other place.

7. The superior who has been informed about the situation decides to notify the police or, in case of doubt, takes over the conversation with the suspected adult in order to obtain further explanations.

8. If the conversation confirms the belief that there has been an attempt or commission of a crime to the detriment of the child, the superior notifies the police of this fact. The procedure is further applied in the event of circumstances indicating harm to the child.

9. If employees of other departments [facility/hotel/hotel chain] witness unusual and/or suspicious situations, e.g. cleaning service, room service, bar and restaurant employees, relaxation zone employees, security staff, etc., they should immediately inform them about it notify your superior who will decide to take appropriate action.

10. Depending on the situation and place, the superior verifies to what extent the suspicion of child abuse is justified. For this purpose, it selects appropriate measures to clarify the situation or decides to intervene and notifies the police.

Procedure in the event of circumstances indicating harm to a child

1. If there is a reasonable suspicion that a child staying at the facility is being harmed, the Hotel has the right and obligation to immediately notify the police by calling 112 and describing the circumstances of the incident. Depending on the dynamics of the situation and circumstances, the call is made by a person who is a direct witness of the event (employee/supervisor). If the notifier is an employee, he or she also informs his or her superior about the event.

2. There is reasonable suspicion of child abuse when:

e. the child disclosed the fact of abuse to an employee of the facility,

f. the employee observed abuse,

g. the child shows signs of abuse (e.g. scratches, bruises), and when asked, answers inconsistently and/or chaotically and/or becomes embarrassed or there are other circumstances that may indicate abuse, e.g. finding pornographic materials involving children in an adult's room .

1. In this situation, the child and the person suspected of harming the child should be prevented from leaving the facility.

2. In justified cases, a citizen may arrest a suspected person. In such a situation, until the police arrive, the person should be kept under the supervision of two employees in a separate room away from the view of other guests.

3. In all cases, ensure the child's safety. The child should remain under the care of an employee until the police arrive.

4. In the event of a justified suspicion that a crime has been committed involving the child's contact with the perpetrator's biological material (sperm, saliva, epidermis), if possible, the child should not be allowed to wash or eat/drink until the police arrive.

5. After receiving the child by the police, you should secure the monitoring material and other important evidence (e.g. documents) regarding the incident and, at the request of the services, submit a copy of

them by registered mail or in person to the prosecutor or the police.

6. After the intervention, the event should be described in the event log or another document intended for this purpose.

Employing people to work with children

1. All people working with children must be safe for them, which means, among other things, that their employment history should indicate that they have not harmed any child in the past.
2. Each person employed by the Stay inn by Frost Hotel for work related to education, recreation and child care must be checked in the Register of Sexual Offense Perpetrators. Checking a person in the Register is done by printing the results of searching for a person in the Register with limited access, which is then inserted into the personal file of the person being checked. The check should be repeated every year. The scope of personal data necessary to check a person in the Register is included in Annex 3.
3. All employees employed to work with children, including persons who may have potential contact with children, should submit a declaration of no criminal record and no pending proceedings for acts against children.

Glossary:

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

1. A child is any person under 18 years of age.
2. An adult stranger is any person over 18 years of age who is not the child's parent or legal guardian.
3. Harming a child means committing a crime to its detriment.
4. Crime to the detriment of a child - all crimes that can be committed against adults may be committed to the detriment of children, and additionally 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 tourist facilities, where isolation can be easily obtained, the crimes that are most likely to occur there will be crimes against sexual freedom and decency, in particular rape (Article 197 of the Penal Code), sexual abuse of insanity and helplessness (Art. 198 of the Penal Code), sexual exploitation of dependence or a critical situation (Art. 199 of the Penal Code), sexual exploitation of a person under 15 years of age (Art. 200 of the Penal Code), grooming (seduction of a minor by means of distance communication - Art. 200a of the Penal Code).