

	STANDARD OPERATING PROCEDURE	No:	
Title:	Child Protection Procedure at Happy Valley Resort		
Objective:	Unification of procedures in the event of suspicion that a child staying at Happy Valley Resort is being harmed.		
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Position	General Manager		General Manager
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1. Bearing in mind 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 protect their dignity and freedom from all forms of harm, Happy Valley Resort adopts this document as a model for policies and procedures in the event of suspected harm to a child staying at the facility and for preventing such threats.
2. Responsibility for compliance with the procedure lies with all employees and is verified by the immediate supervisor.
3. Basic procedures described in the procedure:
 - a) Procedure in the event of suspected child abuse
 - b) Procedure in the event of circumstances indicating harm to a child
 - c) Hiring people to work with children

4. Glossary:

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

- a) A child is any person under the age of 18.
- b) An adult stranger is any person over the age of 18 who is not a parent or legal guardian of a child.
- c) Harming a child means committing a crime to their detriment.
- d) Crime to the detriment of a child – all crimes that can be committed against adults can 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** Act of 6 June 1997 – Penal Code (consolidated text: Journal of Laws of 2022, item 1138, as amended)). Due to the specific nature of tourist facilities, where it is easy to obtain the possibility of isolation, the crimes that can most often be committed on their premises will be crimes against sexual freedom and decency, in particular rape (Article 197 of the Penal Code), sexual exploitation of insanity and helplessness (Article 198 of the Penal Code), sexual exploitation of dependency 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 using means of distance communication – Article 200a of the Penal Code).
- e) An employee employed to work with children, who should be checked in the Register of Sexual Offenders, is any person hired to perform such duties, including a person employed under a civil law contract, a trainee, intern and volunteer, regardless of the citizenship and age of that person.

5. We will implement the child protection policy at Happy Valley Resort through the following principles:
- a) Happy Valley Resort conducts its operational activities with the utmost respect for human rights, in particular the rights of children as people particularly sensitive to harm.
 - b) Happy Valley Resort recognizes its role in conducting socially responsible business and promoting desirable social attitudes.
 - c) Happy Valley Resort particularly emphasizes the importance of the legal and social obligation to notify law enforcement agencies of any suspected crime against children and undertakes to train its staff in this regard.
 - c) Happy Valley Resort undertakes to educate staff on circumstances indicating that a child staying in the facility may be harmed and on ways to respond quickly and appropriately to such situations.
 - d) One of the forms of effective prevention of child harm is to identify the child staying in the facility and his/her relationship with the adult with whom he/she is staying in the facility. Staff takes all possible steps to identify the child and his/her relationship with the adult with whom he/she is staying in the facility.

Procedure in the event of suspected child abuse

- 1. Whenever possible, the child and his/her relationship with the adult with whom he/she is staying in the facility should be identified.
- 2. In unusual and/or suspicious situations indicating a possible risk of child abuse, identification is mandatory by the receptionist. Examples of situations that may raise suspicion are included in Annex 1.
- 3. In order to identify the child and his/her relationship with the person with whom he/she is staying in the facility, you should:
 - a. Ask about the child's identity and the child's relationship with the person with whom he/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. In the absence of an identity document, you can ask for the child's data (name, surname, address, PESEL number).
 - b. In the absence of documents indicating the relationship between the child and the adult, the adult and the child should be asked about this relationship. A sample outline of the conversation with the adult and the child can be found in Appendix 2.
 - c. If the adult is not the child's parent or legal guardian, it should be asked whether they have a document confirming the parents' consent to the joint trip of the adult with the child (e.g. a written statement).
 - d. If the adult does not have a parental consent document, it should be asked for the telephone number of the above-mentioned ones to call and confirm the child's stay in the facility with an unfamiliar adult with the knowledge and consent of the parents/legal guardians.
- 4. In the event of resistance from the adult to present the child's document and/or indicate the relationship, it should be explained that the procedure is intended to ensure the safety of children using Happy Valley Resort and has been developed in consultation with non-governmental organizations operating in this field.
- 5. After explaining the matter positively, thank the person for taking the time to make sure that the child is well looked after and reiterate that the procedure is aimed at ensuring the safety of the children.
- 6. If the conversation does not dispel doubts regarding the suspicion against the adult and their intention to harm the child, the supervisor and security staff (if they are on the premises at the time) should be discreetly notified. In order not to arouse suspicion, you can for example, refer to

the need to use the equipment behind the reception desk, asking the adult to wait with the child in the lobby, restaurant or other place.

7. From the moment the first doubts arise, both the child and the adult should be under constant observation by the staff and not left alone.
8. The supervisor who has been notified of the situation makes the decision to notify the police or, in case of doubts, takes over the conversation with the suspicious adult in order to obtain further explanations.
9. 9. If the conversation confirms the conviction of an attempt or commission of a crime to the detriment of the child, the superior notifies the police of this fact. The procedure for circumstances indicating child harm is then applied.
10. If employees of other departments of the facility, e.g. cleaning service, room service, bar and restaurant employees, relaxation zone, security and others, witness unusual and/or suspicious situations, they should immediately notify the superior, who will decide on taking appropriate action.
11. Depending on the situation and place, the superior verifies to what extent the suspicion of child harm is justified. To this end, the superior selects appropriate measures to clarify the situation or decides to intervene and notifies the police.

Procedure in the event of circumstances indicating child abuse

1. If you have a reasonable suspicion that a child staying in the facility is being abused, you should immediately notify the police by calling 112 and describing the circumstances of the incident. Depending on the dynamics of the situation and the circumstances, the call is made by a person who is a direct witness to the event (employee/supervisor). If the notifier is an employee, they also inform their supervisor about the incident.
2. A reasonable suspicion of child abuse occurs when:
 - a. the child has revealed the fact of abuse to an employee of the facility,
 - b. the employee has observed the abuse,
 - c. the child has traces of abuse on them (e.g. scratches, bruises), and when asked, the child responds 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.
3. In this situation, the child and the person suspected of harming the child should be prevented from leaving the facility.
4. In justified cases, a citizen's arrest of the suspect may be made. In such a situation, until the police arrive, this person should be kept under the supervision of two employees in a separate room away from the view of other guests.
5. In each case, the child's safety should be ensured. The child should be under the care of an employee until the police arrive.
6. In the event of a justified suspicion that a crime has been committed related to the child's contact with the perpetrator's biological material (sperm, saliva, epidermis), the child should be prevented, if possible, from washing and eating/drinking until the police arrive.
7. After the child is picked up by the police, the monitoring material and other important evidence (e.g. documents) regarding the incident should be secured and, at the request of the services, a copy of them should be given by registered mail or in person to the prosecutor or police.

8. After the intervention, the incident should be described according to the Crisis Management template.

Employment of persons to work with children

1. All persons 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. Every person employed by Happy Valley Resort (Karkonosze Management Sp. z o.o.) for work related to education, recreation and childcare must be checked in the Register of Sexual Offenders. 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 placed in the personal file of the person being checked. The check must be repeated every year. The scope of personal data necessary to check a person in the Register is included in Appendix No. 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 – Appendix No. 4.

Appendix 1: Examples of situations that may raise suspicion or indicate child abuse

NOTE! The presence of certain indicators does not automatically mean that a minor is being abused. It is important to remain vigilant and pay attention to situations that may cause concern. A situation in which the relationship between the adult and the child does not seem relaxed and caring will also be a worrying one.

RECEPTION:

The guest does not want to provide his/her personal data or the child's data.	The guest takes the child directly to the room, giving the impression that he/she does not want the child to make contact with the person working at the reception desk.
Guest states that he/she does not have his/her own documents and/or the child's; does not want to provide an explanation.	A guest who checks in with a child invites other people who are not guests of the facility (such people may appear for a short time).
The guest pays in cash or with a prepaid card. He pays daily (he doesn't know how long he'll be staying) or asks someone else to pay for the night.	The guest rents the room by the hour or not for the whole day; or rents the room for a very long period.
The guest brings gadgets or items that can be given to children as gifts.	The guest who arrives with a child has no luggage or arrives with very little luggage (handbag/briefcase).
A guest arrives at the facility with a child with whom he did not check in at the reception desk earlier.	The guest behaves towards the child in a sexually charged manner, and the relationship between the adult and the child does not seem natural or caring.
A guest with a child rents a room in which there are fewer beds than the number of people checked in – e.g. a double bed.	The child is dressed inappropriately for the weather or inappropriately for the adult with whom they came to the facility.
During registration, the child appears restless, stressed, or forced to be in the facility with an adult.	Children selling small items or begging in front of the facility.
Child arrives at the facility late at night or at a time when he or she should be at school.	Child does not know where he or she is or gives inconsistent answers when asked about the destination of the trip.

RESTAURANT and BAR:

A guest comes to a bar or restaurant with a child with whom he was not registered at the property.	People from outside, not registered at the facility, seem to be looking for customers and offering them something (they may want to act as intermediaries in passing on the contact details of the children).
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The guest asks about sexual services for adults, including with young people (e.g. overheard conversation in a bar or restaurant).	Teenagers wait at a table or in a bar for an adult who picks them up and does not appear to be their parent or guardian (possibly a client, pimp or human trafficker).
Children who appear to be unattended ask for food, drinks, or money.	Exchange of cash between an adult and a child (the exchange may raise suspicions of payment for services).
Children appear restless, nervous and avoid eye contact.	During the stay, the adult and child do not come to the room for breakfast.
An adult behaves in a sexually charged way towards a child – this is not a natural or caring relationship.	An adult gives a child alcohol.

HOUSEKEEPING SERVIS

"Do Not Disturb" sign still visible on the door of the room where children are staying.	No consent to clean the room during the entire stay of the guest.
Lots of banknotes/cash seen in the room (may indicate illegal payments).	Children left unattended in the room for a long time or not leaving the room at all (e.g. food is brought to them).
Noticed in the room in large numbers of computers, mobile phones, card readers.	Adults and children do not leave the room often, almost never or only at times when few guests are moving around the facility.
There are children's clothes or toys in the room, even though the child is not registered at the property.	Adults who are not guests of the property are in the lobby, appear to be observing the area, and contact the guest of the property who is with the child.
A large amount of alcohol or drugs observed in a room where an adult checked in with a child.	In a room where an adult checked in only with a child/children, there are condoms etc. left in a visible place.

Appendix No. 2: Sample outline of a conversation with an adult and a child during identification

When talking to an adult, you should remain calm, polite and patient.

At the beginning of the conversation, it is worth informing the adult that the facility has child protection procedures and that the employee may ask additional questions to verify the child's data or the relationship with the adult.

There may be situations in which the adult feels uncomfortable, expresses disagreement or dissatisfaction. This does NOT necessarily mean that the adult is a potential offender.

Example of a conversation with a client:

"Our facility has child protection procedures in place, therefore, upon registration, we ask for the identification documents of all guests. Does the child have an identification document with them?" (ID, passport, other).

If the child does not have a document or after checking it, it is not certain that the adult is the child's legal guardian, we can ask the following questions to help determine the situation:

- What is the child's name, how old is he/she?
- Are you the child's legal guardian? or Is the child related to you? Do you have a document authorizing you to take care of the child?
- Do you have a certificate from the child's guardians that the child is in your care?
- Do you have the child's guardians' phone number so that we can confirm this?
- What is the purpose of your travel with the child?

Example conversation with a child:

- What is your name, how old are you? Where do you live?
- Who is the person you came/are staying/traveling with?
- Do you know this person well?
- Where are your parents? We would like to contact them – do you have their phone number?

If an adult is responsible for the child, we inform them that we would like to talk to the child.

If the adult is making contact with the child difficult, we can emphasize that in a situation where it is impossible to establish the child's identity, we will have to notify the police.

Appendix No. 3: Scope of data for checking a person in the Register of Sexual Offenders

Scope of employee/collaborator/trainee data required for checking in the Register of Sexual Offenders.

Name and surname:

Date of birth:

Pesel:

Maiden name:

Father's name:

Mother's name:

The register is available at: <https://rps.ms.gov.pl/>

To obtain information from the register with limited access, it is necessary to create an organization profile.

Appendix No. 4: Employee declaration template

Declaration

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place and date

I, holding identity card no declare that I have not been convicted of a crime against sexual freedom and decency and a crime involving violence against a minor and that no criminal or disciplinary proceedings are pending against me in this regard.

I also declare that I have read the Child Protection Procedures in force in and undertake to comply with them.

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