



TCO Gdansk Sp. z o.o. ul. Tamka 38 00-355 Warszawa, NIP 5272825326

STANDARDS OF PROTECTION OF MINORS IN THE CLOUD ONE GDAŃSK

PREAMBLE

Bearing in mind the legal obligation resulting from the provisions of the Act of 13 May 2016 on counteracting the threats of sexual offences and the protection of minors and the content of the United Nations guidelines on business and human rights, recognising the important role of business in ensuring respect for children's rights, The Cloud One Hotel Gdańsk adopts Standards of Protection of Minors. This document is a set of rules and procedures to be followed in the event of suspected harm to a child staying at The Cloud One Hotel Gdańsk and the prevention of such risks, taking into account the situation of children with disabilities and children with special educational needs.

The Standards of Protection of Minors at The Cloud One Hotel Gdańsk are implemented on the basis of the following principles:

1. The Cloud One Hotel Gdańsk conducts its operational activities with the utmost respect for the rights of children, as persons particularly vulnerable to abuse.
2. The Cloud One Hotel Gdańsk recognises its role in running a socially responsible business and promoting socially desirable attitudes.
3. The Cloud One Hotel Gdańsk in particular emphasises the importance of the legal and social obligation to notify law enforcement authorities of every case of suspected crime against children and undertakes to train its employees in this area.

DEFINITIONS

For the purposes of this document, the meaning of the following terms is explained:

1. **Hotel facility** - 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.
2. **Child/minor** - for the purposes of these standards, a child is considered to be any person who is under 18 years of age.
3. **Childminder** - a person authorised to represent and provide information about the child, i.e. a statutory representative (parent/legal guardian) or another person with the right and obligation to take care of the child during the stay at The Cloud One Gdańsk, in particular on the basis of the authorisation of the statutory representative.
4. **A strange adult** - any person over 18 years of age who is not a parent or legal guardian of the child.

5. **Child abuse** - should be understood as conduct that may constitute the commission of a prohibited act to the detriment of a child by any person, including an employee of the entity or the protection of the best interests 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.
6. **Forms of violence against a child:**
- **Physical abuse** of a child is violence as a result of which a child suffers actual physical harm or is potentially threatened with physical harm, which occurs as a result of an act or inaction by a parent or other person responsible for or trusted by the child, or who has authority over the child. Physical violence against a child can be a repetitive or one-time activity.
 - **Psychological abuse** against a child is a chronic, non-physical, harmful interaction between a child and a caregiver, including both actions and omissions. It includes, among others: emotional unavailability, emotional neglect, relationship with the child based on hostility, blame, denigration, rejection, developmentally inadequate or inconsistent interactions with the child, failure to notice or not recognize the child's individuality and psychological boundaries between the parent and the 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 abuse can also take the form of sexual exploitation, which is any actual or attempted abuse of vulnerability, superiority of power or trust, for sexual purposes, including, but not limited to, the deriving of financial, social or political gains 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 his or her basic physical and mental needs and/or respect for his or her basic rights, resulting in disorders of his or her health and/or difficulties in development. Neglect occurs in the child's relationship with a person who is obliged to care, raise, care and protect the child.
7. **Child detriment** - all crimes that can be committed against adults, plus crimes that can only be committed against children (e.g. sexual abuse under Article 200 of the Criminal Code). Due to the specific nature of accommodation facilities, where it is easy to obtain the possibility of solitary confinement, the crimes that are most likely to occur on their premises will be crimes against sexual freedom and decency, in particular rape (Article 197 of the Criminal Code), sexual exploitation of insanity and helplessness (Article 198 of the Criminal Code), sexual exploitation of dependence or critical situation (Article 199 of the Criminal Code), sexual exploitation of a person under 15

years of age (Article 200 of the Criminal Code), grooming (seduction of a minor by means of distance communication) (Article 200a of the Criminal Code).

8. **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.)
9. **Citizen's arrest** - is the right of any person to temporarily detain a person suspected of committing a crime against a child caught red-handed or during a chase immediately after committing it, as well as in the case of suspicion of an attempt to commit a crime, when there is a fear that the perpetrator may escape or his identity is unknown. The suspect should be immediately handed over to the police.
10. **A lawyer** is a person employed under an employment contract or providing work on the basis of a similar contract (e.g. mandate, B2B, contract for specific work), as well as an intern, apprentice, volunteer, etc.
11. **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.
12. **Supervisor** - the director of the hotel managing a given facility, a person responsible for the proper functioning of the facility in formal terms.
13. **Register** - Register of Sexual Offenders.

FACILITY EMPLOYEES - GENERAL RULES

1. The Cloud One Hotel Gdańsk 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 organisations.
2. Each employee, before being allowed to work, is familiarised with the Standards of Protection of Minors, which is confirmed by the submission of a statement and the obligation to comply with the rules and procedures contained in this document.
3. The Cloud One Hotel Gdańsk undertakes to take into account the situation of children with disabilities and children with special educational needs, adapting the guidelines to the specifics and scope of the facility's operation.

HIRING PEOPLE TO WORK WITH CHILDREN

1. People who work with children must prove in their employment history that they have not harmed any child in the past.
2. Each person employed/delegated by The Cloud One Hotel Gdańsk to work with children must be checked in the Register of Perpetrators of Sexual Offences. This also applies to underage employees, i.e. under 18 years of age. Checking a person in the Register is done by printing out 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.

3. In addition, each person employed/delegated to work with children must provide information from the National Criminal Register in the scope of offences specified in Chapters XIX and XXV of the Penal Code, in Articles 189a and 207 of the Penal Code and in the Act of 29 July 2005 on Counteracting Drug Addiction (Journal of Laws of 2023, item 172 and of 2022, item 2600) or for the corresponding offences specified in the provisions of foreign law.
4. If the employed/delegated person has citizenship other than Polish, then he/she should also submit information from the criminal record of the country of which he/she is a citizen, obtained for the purposes of professional or voluntary activity related to contact with children, or information from the criminal record, if the law of this country does not provide for the issuance of information for the above-mentioned purposes.
5. A statement on the country(s) of residence within the last 20 years, other than the Republic of Poland and the country of citizenship, submitted under pain of criminal liability, should also be collected from the employed/posted person.
6. If the country/countries from which the information on no criminal record is to be submitted does not provide for the issuance of such information or does not keep a criminal record, then the employed/delegated person submits a statement about this fact under pain of criminal liability.
7. Under the declarations made under pain of criminal liability, the following statement is made: "I am aware of the criminal liability for making a false statement." This statement replaces the instruction of the authority on criminal liability for making a false statement.

SCOPE OF COMPETENCE AND RESPONSIBILITIES OF PERSONS DESIGNATED TO IMPLEMENT STANDARDS OF PROTECTION OF MINORS

1. Supervision over the application of the Child Protection Regulations is carried out by the Hotel Director.
2. The Hotel Manager appoints a Coordinator for Standards of Protection of Minors (hereinafter referred to as the "Reception Manager").
3. The Reception Manager is the person responsible for familiarising employees with the content of Standards of Protection of Minors and monitoring their use in The Cloud One Gdańsk.
4. The Reception Manager organises and documents the process of educating employees in the field of recognizing the symptoms that a child staying in the facility may be harmed and how to quickly and appropriately respond to such situations, in accordance with the procedures adopted by the facility.
5. The Reception Manager and/or Hotel Manager shall describe each intervention or reported incident related to child abuse on the premises in a document that has been created for this purpose (e.g. an event log or an intervention register).
6. In the event of a justified suspicion that a crime has been committed, the Reception Manager and/or the Hotel Manager is responsible for securing evidence, including CCTV recordings, and providing them at the request of the services in the form of copies by email or in person to the prosecutor or the police.
7. The Reception Manager and/or the Hotel Director 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 Cloud One Hotel Gdańsk but by a third party.

8. The Reception Manager is responsible for monitoring and updating the Standards of Protection of Minors and its availability to employees, guests and other entities cooperating with the facility.
9. The details of the Hotel Manager and/or the Reception Manager are available to all employees.

PRINCIPLES FOR PREVENTING CHILD ABUSE AT THE CLOUD ONE GDAŃSK

In order to ensure the protection of children and prevent child abuse, The Cloud One Hotel Gdańsk applies the following principles:

1. Front desk staff require that all children who will be in the room with an adult are present at check-in. During the check-in process, the front desk staff will ask if there will be children in the room, the number and age of children, and the nature of the relationship between the child and the adult (in particular, whether the adult is the child's guardian).
 2. The reception staff can verify the relationship between the child and the adult, in particular if the adult is not the legal guardian, e.g. by asking both the adult and the child additional questions, or by asking for additional documents confirming the consent of the legal guardian to the child's stay at the hotel. These questions are only intended to check whether the child is in a relationship with an adult and whether there is any suspicion of harming the child.
 3. The hotel staff warns guests arriving at The Cloud One Hotel Gdańsk with children that kids under 13 years of age should not be left on the premises of the hotel unsupervised by an adult.
- One of the forms of effective prevention of harm caused to children is the identification of the child staying in the facility and his or her relationship with the adult with whom he or she is staying in the facility. In justified cases, the personnel takes all possible steps to identify the child and his or her relationship with the adult with whom he or she is staying in the institution.
 - The Cloud One Hotel Gdańsk applies this policy in accordance with the principle of proportionality, in particular the hotel staff asks questions to adults and children in a manner and to the extent appropriate to the situation. The Cloud One Hotel Gdańsk takes into account a variety of possible family situations, as well as the situation of children with disabilities and children with special educational needs, and in particular difficulties in answering individual questions.
 - In matters not covered by the Standards, the relevant provisions of law shall apply. Explanations regarding the content of the Standards can be obtained from the Hotel Manager.

RULES ON THE RELATIONSHIP OF STAFF TOWARDS THE CHILD

1. The hotel staff should always behave professionally and show respect for children. Regardless of the circumstances, they should be treated with dignity.
2. The hotel staff is obliged to respect the physical integrity of minors and to avoid any inappropriate physical contact or comments towards children. Regardless of the

situation, any physical or verbal behaviour that may be perceived as inappropriate is prohibited.

3. The hotel staff is not allowed to engage in inappropriate conversations with children about sexual or personal topics.
4. The hotel staff should make every effort to ensure that contact with children, especially younger children, takes place in the presence of the guardian.
5. In the case of children under 13 years of age, in the absence of an adult, the hotel staff takes measures to ensure the immediate presence of the minor's guardian.
6. Hotel staff should avoid contact with children in isolated areas.
7. Housekeeping staff generally never clean rooms while guests are inside. In emergency situations, the staff should try to ensure the presence of the child's guardian during the cleaning of the room, unless it is impossible for objective reasons and the situation requires it, e.g. in situations of threat to life or health or in order to prevent damage to hotel property and/or aggravate such damage.

RULES FOR RESPONDING IN CASES OF JUSTIFIED THREAT TO THE CHILD'S WELFARE

1. The hotel staff monitors the situation and well-being of the child and responds appropriately in any cases of justified suspicion that the child's welfare on the premises of The Cloud One Hotel Gdańsk is at risk.
2. In other cases of danger to the welfare of the child, in particular danger to unattended children, the hotel staff notifies the supervisor, who decides to take the necessary measures to protect the best interests of the child. In situations where it is necessary for the best interests of the child, the staff independently takes the necessary measures to protect the best interests of the child.

RULES FOR IDENTIFYING A CHILD AND HIS/HER RELATIONSHIP WITH AN ADULT, AND THE PROCEDURE TO BE FOLLOWED IN THE EVENT OF SUSPECTED VIOLENCE AGAINST A CHILD

1. The reception staff identifies the relationship of children staying at The Cloud One Hotel Gdańsk with the adult registering their stay during check-in. In unusual or suspicious situations indicating a potential risk of harm to a child, the hotel staff is obliged to identify the child his/her relationship with the adult with whom he/she is staying in the facility.
2. Identification to the extent necessary should also be made in other cases where it is necessary for the safety of the child or other vital interests of the child, in particular when it is necessary to ensure the presence of the legal guardian of an unaccompanied child under the age of 13.
3. Identification is carried out by a reception employee, unless immediate identification by another hotel employee is necessary for the safety of the child.
4. In order to identify a child and his/her relationship with the person with whom he/she is staying in the facility, it is necessary to:
 - Ask about the child's identity and the child's relationship to the person with whom they have come to the facility or with whom they are staying at the facility. To do this, you can ask for a child's ID or other document that proves that an adult has the right to care for the child at the property. If you do not have an

identity document, you can ask for a child's details (e.g. name, surname, address).

- 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. An example of a conversation with an adult and a child can be found in Appendix 2.
 - If the adult is not the parent or legal guardian of the child, ask if they have the consent of the parent or legal guardian or other document proving the parents' consent for the adult to travel together with the child (e.g. a written statement).
 - If the adult does not have a parental consent document, please ask for the phone number of the above-mentioned to call and confirm the child's stay on the premises with the adult with the knowledge and consent of the parents/legal guardians.
5. 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 aimed at ensuring the safety of children using The Cloud One Hotel Gdańsk, and the introduction of standards providing for this procedure is a legal requirement.
 6. Once the matter has been clarified in a positive way, thanks should be given for the time spent making sure that the child is well cared for, again emphasising that the procedure is aimed at ensuring the safety of children.
 7. If the conversation does not dispel doubts regarding suspicions against an adult and their intention to harm a child, the Hotel Manager should be notified of this fact.
 8. From the moment the first doubts appeared, both the child and the adult should be under constant observation of the staff and should not be left alone.
 9. The supervisor who has been notified of the situation decides to notify the police or, in case of doubt, takes over the conversation with the adult for further clarification or takes additional steps to determine whether there is a reasonable suspicion that a child is being harmed.
 10. If the conversation confirms the suspicion of an attempt or commission of a crime against the child, the Hotel Manager notifies the police about this fact. Then, the Hotel Manager applies a further procedure in the case of circumstances indicating that the child has been harmed.
 11. In the event that employees of other departments of The Cloud One Hotel Gdańsk witness unusual and/or suspicious situations, e.g. cleaning service, technical service, bar and restaurant service and others, they should immediately notify the Hotel Manager who will decide on appropriate action.
 12. Depending on the situation and place, the Hotel Manager verifies to what extent the suspicion of harm to the child is justified. To this end, he chooses appropriate measures to clarify the situation or decides to intervene and notifies the police.

DEALING WITH 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 the emergency number 112, describing the circumstances of the incident. Depending on the dynamics of the situation and circumstances, the telephone call is made by the Hotel Manager or a person designated by him/her (e.g. a person who is a direct witness to the event). Ensure that the person who witnessed the incident can attend the interview so that

he/she can provide the police with all the necessary information. The Hotel Manager is responsible for conducting and coordinating further activities specified in this paragraph.

2. For the purposes of this document, the following classification of justified suspicion of child abuse has been adopted. It occurs when:
 - the child revealed to an employee of the facility the fact of causing harm,
 - the employee observed harm,
 - the child has signs of abuse and answers the questions asked incoherently and/or chaotically and/or is embarrassed or there are other circumstances that may indicate harm, e.g. finding pornographic material involving children in an adult's room or being listed by an adult in the Registry with limited access (The Hotel Director has access to the Register with restricted access only for verification of persons employed at The Cloud One Hotel Gdansk),
 - there is another case of justified suspicion of causing harm, in particular committing a crime for which there is a legal obligation to report.
3. In the event of the occurrence of the circumstances referred to in points 1 and 2, the child and the person suspected of harming the child should be prevented from leaving the facility.
4. In justified cases, a suspicious person can be arrested as a citizen. The citizen's arrest will be carried out by the staff of the The Cloud One Hotel Gdańsk.
5. In any case, the child's safety should be taken care of. The child should be under the care of the facility staff 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 (semen, saliva, epidermis), the child should not be allowed to wash, eat or drink until the police arrive.
7. After the child is picked up by the police, CCTV recordings and other relevant evidence (e.g. documents) concerning the incident should be secured, and at the request of the services, a copy should be provided by registered mail or in person to the prosecutor or the police.
8. All employees of the organisation and other persons who, in the performance of their official duties, have received information about harm caused to a child or information related to it, are obliged to maintain the confidentiality of this information and to provide them only to authorised persons and bodies as part of their activities.
9. After the intervention, the event should be described in an event book or other document intended for this purpose.

FINAL PROVISIONS

1. The Standards of Protection of Minors come into force on 15 August 2024.
2. The Standards of Protection of Minors are made available to all employees by placing them on the website of The Cloud One Hotel Gdańsk and in the hotel administration office.
3. The Standards of Protection of Minors are made available to guests by posting on the website of The Cloud One Hotel Gdańsk and at the hotel reception.
4. The Standards of Protection of Minors are available in an understandable and abbreviated version for children staying at The Cloud One Hotel Gdańsk in a place accessible to them.