

## STANDARDS OF PROTECTION OF MINORS in Essendi Poland S.A. hotels

In connection with the obligation resulting from the Act of 13 May 2016 on counteracting threats of sexual offences and protection of minors, the Standards for the Protection of Minors (also "SOM", "Standards") are adopted for application in Essendi Poland S.A. Hotels. The Standards of Protection of Minors at the Hotel are implemented on the basis of applicable law.

### Glossary:

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

1. **Hotel:** TRIBE Krakow Old Town, 8 Worcella Street, 31-154 Krakow
2. **Child/minor** - a minor is a person who has not reached the age of maturity, i.e. person up to 18 years of age.
3. **Guardian of a child** – a statutory representative of a child: *a parent* or *guardian*, as well as *a foster parent* or *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 the supervision of adults). *Parents* – Article 98 of the Family and Guardianship Code; *guardian* – Article 155 of the Family and Guardianship Code; *foster parent* – Article 1121 of the Family and Guardianship Code; *temporary guardian*: Article 25 of the Act on Assistance to Citizens of Ukraine in Connection with the Armed Conflict on the Territory of Ukraine.
4. **Stranger Adult** - any person over 18 years of age who is not the Guardian of the child.
5. **Child Abuse** – behaviour that may constitute an act prohibited to the detriment of a child by any person, including a Hotel Employee, or cause a threat to the welfare of the child, including neglect of the child, including in particular any form of violence against a child; as well as any intentional or unintentional act/omission of an individual, institution or society as a whole and any result of such action or inaction, which violate the rights, freedoms and personal rights of children.
6. **Forms of violence against a child:**
  - 1) **Physical violence** against a child is violence as a result of which a child suffers actual physical harm or is potentially threatened with it. Physical violence against a child can be a repetitive or one-time activity.
  - 2) **Psychological violence** against a child is a chronic, non-physical, harmful interaction with a child, including both actions and omissions. It includes, among others, emotional unavailability, emotional neglect, and a relationship with a child based on hostility, blame, denigration, and rejection.
  - 3) **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 manner 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 a position of vulnerability, superiority, or trust for sexual purposes, including, but not limited to, the derivation of financial or social gain from the sexual exploitation of another person.

- 4) **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 development. Neglect occurs in the child's relationship with a person who is obliged to care, raise and protect the child.
- 5) **Crime against a child** – all crimes that can be committed against adults, 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 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 abuse 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).
- 6) **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.).
- 7) **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.
- 8) **Delegating to work** entrusting the current Employee with new duties/tasks directly related to education, leisure, sports or care for minors at the Hotel.
- 9) **An employee employed to work with children** is any person directly performing tasks or delegated to perform tasks related to education or leisure or caring for minors at the Hotel (children of the Hotel's clients, as well as underage apprentices, interns, persons employed under an employment contract for the purpose of vocational training).
- 10) **Entrepreneur** – Essendi Poland S.A. with its registered office in Warsaw.
- 11) **Act** – the Act of 13 May 2016 (Journal of Laws of 2016, item 862, as amended) on Counteracting the Threat of Sexual Offences and the Protection of Minors.

## CHAPTER I. FACILITY EMPLOYEES

### General rules

1. Essendi Poland S.A. (the Hotel) will educate its Employees about the circumstances indicating that a child staying at the Hotel may be harmed and on how to react quickly and appropriately to such situations. This education will be carried out through various forms of training, e.g. external training at the Hotel, internal training, e-learning, educational materials developed by the Entrepreneur or other organizations.
2. Each Hotel Employee, before being allowed to work, is familiarized with SOM, which is confirmed by submitting a statement and commitment to comply with the rules and procedures contained in this document. The template of the declaration is attached **as Appendix No. 1**.
3. Hotel Employees, including in particular Employees employed to work with children, are subject to regular training, including SOM training.
4. The hotel undertakes to take into account the situation of children with disabilities and children with special educational needs, adapting the guidelines from **Appendix No. 12** to the specifics and scope of the facility's operations.

#### **Hiring people to work directly with children**

1. Each employee employed to work with children is subject to verification in the Register of Sexual Offenders before being allowed to work. This also applies to underage employees, i.e. under 18 years of age. Checking a person in the Register is carried out by printing out the results of searching for a person in the Register with limited access, which is then attached to the personal file of the checked person or attached to the civil law contract on the basis of which this person provides work, performs services, or completes an internship. The scope of personal data necessary to check a person in the Register is included in **Appendix No. 3**.
2. In addition, each Employee employed to work with children is obliged to provide information from the National Criminal Register (or the employer may apply for such a certificate) in the scope of offences specified in Chapters XIX and XXV of the Penal Code, in Article 189a and Article 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.
3. If the Employee employed to work with children has citizenship other than Polish, then he or she should also submit information (certificate) from the criminal record of the country of which he or 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.
4. An employee employed to work with children should also be required to collect a statement on the country(s) of residence in the last 20 years, other than the Republic of Poland and the country of citizenship. If the Employee has resided in countries other than the Republic of

Poland and the country of citizenship within the last 20 years, the Employee shall at the same time provide the employer with information (certificate) from the criminal records of these countries obtained for the purposes of professional or voluntary activities related to contact with children and information from the criminal record. The declaration referred to in the first sentence of this subparagraph shall be made under penalty of criminal liability. The template of the declaration is attached **as Appendix No. 4.**

5. If the law of the country 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 Employee employed to work with children submits a statement about this fact under penalty of criminal liability. The template of the declaration is attached **as Appendix No. 5.**
6. Under the statements referred to in points 4 and 5 above, the person making them additionally makes a statement with the following content: "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.
7. If, in the cases described in points 3 or 4, there is no certificate from the relevant register, a certificate with a different content has been issued or there is no relevant register in a given country (especially if the person informs that he or she has lived in another country for more than 3 months in the last 20 years or has worked in another country), the Hotel directs the question to the HR department or the legal department of the Entrepreneur.
8. In the case of using the services of external entities, the Hotel should include in the agreement with this entity an appropriate provision on compliance by the entity with the provisions of the Act, including the obligations to check Employees who will undertake one of the activities covered by the Act in relation to minors, in particular those related to upbringing, education, leisure or sports. The provision should enable the Hotel to control the fulfilment of obligations under the Act, and in the event of their breach, it should entitle the hotel to immediately terminate the agreement.
9. A table of typical positions of Employees employed to work with children is included in **Appendix No. 8**, but the list is not exhaustive. It is recommended to check in the registers indicated in points 1 and 2 above or ask for the completion of the declarations referred to in points 4 and 5, each Hotel Employee who has reasonable grounds to assume that in connection with the position held or activities performed, may fall within the definition of an Employee employed to work with children.
10. The hotel is obliged to verify employees employed to work with children in the Register of Sexual Offenders with limited access every 5 years.

#### **The scope of competence and responsibilities of persons designated to implement the Standards for the Protection of Minors in the Hotel**

1. Supervision over the use of SOM is carried out by Essendi Poland S.A. The Hotel appoints a SOM coordinator (hereinafter referred to as the "**Coordinator**") to supervise the application of SOM at the Hotel.
2. The Coordinator is the person responsible for familiarizing the Hotel Employees with the content of SOM and monitoring the use of SOM in the Hotel. The Coordinator organizes and documents the process of educating Employees at the Hotel on the basis of the guidelines received from the Entrepreneur.
3. In the event of an incident related to child abuse occurring at the Hotel, the Coordinator is obliged to implement the necessary procedures specified in the SOM. At the same time, the Hotel must report such an event as a crisis in accordance with the Accor Network's Crisis Communication Guidelines (ALERT or any successor) by notifying the Management Office and Accor to the designated addresses.
4. The Coordinator describes each intervention or reported event at the Hotel related to child abuse on the premises of the Hotel in an appropriate document (Alert crisis communication event log).
5. In the event of a reasonable suspicion that a crime has been committed, the Coordinator is responsible for securing evidence, including CCTV recordings, and handing them over, after consultation with Essendi Poland' legal department, to the prosecutor/court or the Police.
6. The Coordinator is responsible for monitoring and updating the SOM in the Hotel and their availability to both Employees, guests and other entities cooperating with the Hotel.

### **Principles of safe relations Employee - child**

1. All Hotel Employees are obliged to apply the following rules.
2. The guiding principle of all actions taken by Employees who have contact with children on the premises of the Hotel is to treat the child with respect and take into account his or her dignity and needs.
3. It is unacceptable to use any form of violence against children.
4. Behaviors and practices expected of Hotel Employees:
  - a) be patient and respectful when communicating with a child;
  - b) Listen carefully to the child and give them answers appropriate to their age and situation. When communicating with a child, try to keep your face at the level of child's face;
  - c) Reassure the child that if they are uncomfortable with a situation, they can tell you or another person and get help;
  - d) inform the child where in the facility there are SOMs in a version that they understand. Ensure that if they have questions, they can report to you or another designated person;

- e) respect equal treatment of children regardless of their gender, sexual orientation, ability/disability, social, ethnic, cultural, religious and worldview status;
- f) Take care of a safe space. If there are children in the area where you are working, make sure that equipment and tools are used as intended and that the environment is safe (note window and stair security, restricted access to busy roads, open water, etc.).
- g) 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 behaviours and practices on the part of Employees towards children at the Hotel**

1. You must not shout, shame, humiliate, disrespect or insult any child.
2. You must not hit, poke, push or violate the physical integrity of a child in any way, unless there is a threat to the health or life of the child.
3. You must not enter into any erotic or sexual relationship with a child, or make inappropriate proposals. This includes sexual comments, jokes, gestures, and sharing sexual and pornographic content with children in any form.
4. You must not record the image of a 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.
5. You must not contact a child through private communication channels (private phone, e-mail, instant messaging, social media profiles); except for communication with a minor apprentice, pupil, trainee, adolescent worker on business matters. You are not allowed to meet a child outside the workplace.
6. You must not offer a child alcohol, tobacco products or illegal substances.
7. Never touch a child if he or she does not want to, or in a way that may be considered indecent or inappropriate.

**If you witness any of the above-described behaviours and/or situations from other adults or children, always inform the Coordinator or line manager or Manager on Duty.**

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

1. One of the forms of effective prevention of child abuse is the identification of the child staying at the Hotel and his or her relationship with the adult with whom he or she is staying at the Hotel.

The reception employee takes all possible steps to identify the child and his or her relationship with the adult who accompanies the child. In case of any doubts as to the relationship between the child and an adult, in order to identify the child and his/her relationship in relation to the person with whom he/she is staying at the Hotel, one should: ask for the child's identity document (any ID, passport, school ID, monthly ticket), as well as ask for a document confirming that the adult has the right to take care of the child (ID card, passport, driving licence, MObywatel application, Online Patient Account, court decision, authorisation/consent of parents, etc.). If the child's identity document is not present or refused, the child's data (name, surname, address, age) should be asked. These data are used only for one-time identification of identity, they cannot be copied and stored unless there is a suspicion of at least harm to the child.

If there are no documents indicating the relationship between the child and the adult or if a Guest refuses to present them, you should ask the adult and the child about their relationship. An example of a conversation with an adult and a child can be found in **Appendix 2**.

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/statement to travel with the child or a consent signed by the child's parent, along with the child's data, age, address of residence, telephone contact to the parent and the number of the identity document of the person to whom the parent entrusted the child's care. Such a document, a parent's statement/consent, are used only for one-time identification, they cannot be copied and stored, unless there is a suspicion of at least harm to the child.

**If an adult does not have any of the above-mentioned documents, they should be asked to fill in an appropriate statement, in accordance with the template constituting Appendix No. 13. The statement contains the child's data and the data of the adult with whom the child is staying, 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. The statement is attached to the registration card.**

2. In the event of an adult's refusal to present the child's document and/or indicate the relationship, it should 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, the Hotel employees must comply with the obligations arising from it regarding the protection of minors. Once you have clarified the matter, you should thank them for the time they took to make sure that the child is well cared for.
3. If the conversation does not dispel doubts regarding the suspicion of the adult and his or her intention to harm the child, and especially if the adult refuses to show an identity document or the child does not have such a document, and refuses to make a written statement, 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 at the back of the reception, asking an adult to wait with the child in the lobby, restaurant or other place).

4. From the moment the first doubts arise, both the child and the adult should be monitored at the Hotel as far as possible.
5. A supervisor who has been notified of the situation takes over the conversation with the adult for further clarification.
6. If the conversation confirms the belief that a crime has been attempted or committed to the detriment of the child, the supervisor notifies his superior, and in the obvious case, immediately the Police. The procedure is still applied as in the case of circumstances indicating that a child has been harmed (see Chapter III).
7. In the event that unusual and/or suspicious situations are witnessed by employees of other departments, e.g. cleaning service, room service, bar and restaurant employees, recreational zones, security and others, they should immediately notify the supervisor and, in his absence, the decision-maker who will take appropriate action (see Chapter III below).
8. Depending on the situation and place, the supervisor of the Employee reporting a doubtful situation related to the minor 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 ABUSE OF A CHILD BY AN ADULT – GENERAL RULES**

1. A justified suspicion of child abuse occurs when: the child has disclosed the fact of abuse to the facility employee, the employee has observed abuse, the child has signs of abuse (e.g. scratches, bruises), and when questioned, the child answers incoherently 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.
2. In the event of a threat to the child's safety, an Employee who has a reasonable suspicion as to the above circumstances should immediately notify the Hotel Director, Manager on Duty or another decision-making person, as well as the Coordinator, in order to make a decision whether to notify the Police. In the event of a direct threat to the child's life and health or inability to contact superiors, the Employee should directly notify the Police, providing their own data, the child's data (if possible), the child's whereabouts and a description of the circumstances of the case. When notifying the Police, you should describe the incident, describe the appearance of the people, give the direction in which they left, possibly write down and also provide the make and registration number of the vehicle and/or taxi in which the people left. The person who became aware of the incident also informs the Coordinator, at least by e-mail/in writing.



3. Efforts should be made to make it difficult or even impossible for the child and the person suspected of harming the child to leave the Hotel, and if this does not entail any risk (i.e. it is possible to perform such activities without endangering one's health or life), consider citizen arrests of the suspected person and notify the security of the facility.
4. In any case, the child's safety should be taken care of. The child, if possible, should remain under the care of the Employee until the arrival of the Police/security and, if possible, attempt to support the child in accordance with the rules set out in **Appendix 10**.
5. 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 and eat/drink until the Police arrive. It should be explained to the child why such restrictions were applied to him.
6. After the child is 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 in the event log or other document intended for this purpose.

#### **CHAPTER IV. PROCEDURE IN THE EVENT OF SUSPECTED OR ASCERTAINED CHILD ABUSE BY AN EMPLOYEE OR OTHER ADULT PERFORMING WORK FOR THE HOTEL**

1. In the event of suspicion of child abuse by an Employee or another adult who is not directly employed by the Hotel but by a third party, the person who received this information should immediately inform the Coordinator about this fact, and in his absence another person designated for this purpose.
2. In the event of an imminent threat to the child's life and health, the person who became aware of this information should directly notify the Police, providing their own data, the child's details (if possible), the child's whereabouts and a description of the circumstances of the case, as well as notify the Director, Manager on Duty or 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.
3. If the Employee has committed a form of harm to a child other than committing a crime to his or her detriment, the Coordinator, after receiving the information, should provide such information to the supervisor in order to clarify it and take appropriate action.
4. If the person who committing 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 of the Hotel and, if necessary, terminate the contract with the third party.

## **CHAPTER V. PROCEDURE IN THE EVENT OF OTHER FORMS OF VIOLENCE AGAINST A CHILD BY A PARENT/LEGAL GUARDIAN OR ANOTHER ADULT STAYING WITH THE CHILD IN THE HOTEL**

1. In the event of child abuse by a parent/legal guardian or other adult with whom the child is staying at the Hotel, each Employee witnessing such abuse should react (draw attention) to it.
2. In the event of a direct threat to the child's life and health, the Employee should directly notify the Police, providing their own data, the child's data (if possible), the child's whereabouts and a description of the circumstances of the case, as well as notify the Director, Manager on Duty or superior/decision-maker. The person who became aware of the incident also informs the Coordinator, at least by e-mail/in writing.
3. If a Hotel 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 (draw attention). Possible forms and ways of responding to harmful behaviour of a parent/guardian/other adult towards a child can be found in **Appendix 11**.
4. In the event of leaving a child under 7 years of age unattended, the Employee who became aware of such an event should notify the supervisor of this fact. The supervisor who has been notified of the situation decides on further action, taking into account the circumstances. Depending on this, the supervisor tries to find the parent/legal guardian or other adult with whom the child is staying on the premises and explains that he or she cannot 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 does not want to and/or is not able 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 V: MONITORING AND EVALUATION OF STANDARDS OF PROTECTION OF MINORS**

1. Once every two years, the Coordinator monitors and evaluates the SOM in accordance with the guidelines obtained from Essendi Poland S.A. (Management Board Office). Monitoring and evaluation include verification of the implementation of the SOM, responding to signals of violation of rules and procedures and proposing changes to the document, as well as, if necessary to adapt them to current needs and compliance with applicable regulations, requesting changes to the document. The coordinator sends to the Essendi Poland Management Board Office all requests and signals obtained in connection with this procedure.
2. The Coordinator conducts a survey among the Hotel Employees once every 2 years, in accordance with the guidelines obtained from the Management Office, to monitor the level of SOM implementation. The questionnaire template is attached **as Appendix No. 6**. In the

survey, employees can propose changes and point out violations of SOM policies and procedures in the facility.

3. The Coordinator prepares questionnaires filled in by the Employees, prepares a monitoring report on this basis, which is then submitted to the Office of the Management Board of Essendi Poland S.A. The entrepreneur introduces the necessary changes to the document and announces to the Employees the new wording of the Standards for the Protection of Minors.

### **Final provisions**

1. The Standards for the Protection of Minors came into force on 15 August 2024.
2. The Standards for the Protection of Minors are made available to all Employees by placing them on the Essendi Poland S.A. website and in the employee canteen.
3. The Standards for the Protection of Minors are made available to guests on the Essendi Poland S.A. website, at the Reception and in the Winestone Restaurant.
4. The Standards of Child Protection are available in an understandable and abbreviated version for children staying at the Hotel, in a place accessible to them.

## **Appendix No. 12. Standards of protection of minors to the extent taking into account the situation of minors with special educational needs, including disabilities**

### **I. General principles**

- 1) It is recommended to ensure the presence of a person with training and the ability to provide first aid at the Hotel.
- 2) Any assistance provided to a minor with special educational needs, including disabilities, must be provided in accordance with the applicable law and take into account the best interests of the minor.

### **II. Relations between staff and minors**

#### **1) Identifying the Minor's Situation**

The task of the Hotel staff is to identify situations, including special needs of the minor, in order to allow him or her to rest. Information about the minor provided by parents (guardians) should be taken into account.

#### **You should:**

- a) Identify the individual needs of the minor (to a reasonable extent) and the specifics of his or her functioning, in particular:
  - cognitive, emotional and social functioning with particular emphasis on the specificity of the minor's disability;
  - the conditions and methods necessary to meet the basic needs of the minor (physiological, including sensory, psychophysical, including the need for safety, etc.) and the consequences of their deprivation;
  - ways of regulating emotions by a minor;
  - how you react to the physical proximity of others;
  - the minor's way of communicating (language, specific tools and their type);
  - other factors relevant to the minor.
- b) If the possibility of a high risk of difficult behaviours, including aggressive and self-aggressive behaviours, is determined, the following should be done:
  - Develop an understandable form of mutual communication – in the language/manner of communication used by the minor – adapted to the minor's psychological and physical abilities and enabling the minor to express his or her will, including acceptance or objection, to certain activities/behaviours, if justified using alternative or supportive methods of communication.
  - Provide the minor with knowledge about his or her rights and obligations and the possibilities of obtaining help in an understandable way, making sure that the message is clear and transparent to him/her.
  - Familiarize the minor in an understandable way with the standards and rules in force at the Hotel and the consequences of their violation for all parties.
  - Indicate to the minor in an understandable way how he or she should behave in situations that threaten his or her safety and the safety of others.
  - Indicate in an understandable way what behaviors constitute violating the boundaries of privacy/intimacy of others, what behaviors harm others, cause them pain and suffering.

- Make sure that the reaction of an adult does not cause a negative attitude of other minors towards the minor for whom the intervention was undertaken - all minors involved in the incident, including witnesses, should be protected.
- c) In the event of suspicion or disclosure of abuse, it is always necessary to create an opportunity for the minor to express his/her opinion, bearing in mind that this may be the first and only conversation for the minor (the child may not make any more attempts to seek support). It is particularly important to:
- express one's concern by declaring that one believes the minor;
  - assure the minor that he or she did the right thing by engaging in a conversation about the harm suffered;
  - explain to the minor that he or she is not to blame for the situation;
  - unequivocally negatively assess any form of violence, sending a clear signal that it is unacceptable and must be prevented/stopped;
  - The minor should be properly informed that the matter will be dealt with by other appropriate persons, including information that measures will be taken to ensure their safety and that they are not to blame for what happened.

#### **4. Procedure for responding in the event of difficult, aggressive or violent behaviour on the part of a minor.**

The purpose of the procedure is to ensure the safety of all minors and adults staying at the Hotel in the event of a threat to the safety, health and life of these persons.

##### **Scope of application of the procedure:**

- violation of the physical integrity of others;
- psychological violence, violation of personal dignity;
- fights, beatings;
- creating a threat to one's own and others' health and life;
- threats of violence;
- handling a dangerous object;
- destruction of property.

##### **Responsibilities:**

- each staff can notice or be informed about the occurrence of acts of aggression or violence;
- Each staff is obliged to react in a situation of aggression or violence (being a witness to the event or a person informed about the event), i.e.: attempt to interrupt the situation, ensure the safety of people: witnesses, the wronged person, the wrongdoer – their isolation;
- The application of the response procedure is carried out with informing the person designated to intervene, who will then deal with the case as a whole, or another decision-making person (e.g. director, specialist).

### **RESPONSE PROCEDURE IMPLEMENTATION PROCESS**

#### **IN THE CASE OF DIFFICULT, AGGRESSIVE OR VIOLENT BEHAVIOUR BY A MINOR**



- in the event of observing symptoms of increased tension, nervousness or difficulties in the minor, creating the likelihood of difficult behaviour, including aggressive, self-aggressive or threatening, immediate action should be taken to prevent its development, including a calming or calming conversation with the minor, if possible, on a neutral topic (the method of redirecting attention) or other soothing/calming effect;



- in the event of escalation of difficult, undesirable behaviours, an attempt should be made to extinguish or discontinue them, adequately to the situation, taking into account the previously identified risk of difficult, aggressive, self-aggressive behaviours and the established and applied individual proactive or non-aversive reactive strategies in minors;



- if the actions taken in a given situation do not bring any results and there is an escalation of difficult, aggressive or self-aggressive behaviours, the persons indicated to undertake the intervention procedure or other staff members who are nearby should be informed for help; they shall immediately inform decision-makers or professionals and provide support in a given situation;



- then, in the event of very aggressive behaviour that cannot be stopped and poses a threat to one's own health and life and that of others, one should immediately, if necessary, provide first aid, call an ambulance or the Police, and then notify the parents (guardians) of the minor - in this situation, it is possible, if necessary, possible and safe for each participant of the event, to use the least invasive form of stopping the act of aggression;
- the safety of each participant of the incident, including witnesses, should be ensured;



- if the circumstances of the incident allow it – immediately – the person indicated in the intervention procedure engages in a conversation that gives the minor the opportunity to speak, present his/her opinion/opinion in order to determine the causes and circumstances of the incident; during the conversation with the minor, unless it disturbs its course, important information should be noted; after the end of the conversation, a note is made taking into account the entire incident and the information provided by witnesses of the incident, the parents (guardians) should be informed about the situation;



- until it is certain that the situation has been resolved and the difficult behaviour has subsided, the minor must not be left alone, i.e. "lose sight of him/her";
- The safety of all participants of the incident and witnesses should be taken care of and they should be provided with support, e.g. psychological and pedagogical assistance.

#### **Special conditions for the intervention interview:**

- the conversation should be conducted without time pressure, rushing the minor and should be adapted to the needs and capabilities of the minor; the place where it is carried out should take into account, m.in. the specificity of the reception and processing of

sensory stimuli by the minor; the language and means of communication of the minor should be taken into account;

- the person conducting the conversation should know the ways in which the minor regulates emotions (e.g. stinging/self-stimulating behaviours) and know whether the minor has difficult behaviours (e.g. aggressive, self-aggressive behaviours);
- during the conversation, the minor must be allowed to speak freely, including revealing concerns, not interrupting, criticizing, supplementing the statement with one's own guesses, not commenting on the content provided by the minor, not minimizing the significance of what happened;
- the conversation should take place in a calm atmosphere; After its completion, the minor should be provided with adequate support until the situation stabilizes and the behavior calms down - the minor must not be left alone, "lose sight" until it is certain that the situation is stabilized.

**Indications for staff:**

- familiarization with the above-mentioned procedure of responding in the event of difficult, aggressive or violent behavior on the part of a minor, tasks and the process of implementation in the event of its undertaking,
- cooperating with the person designated to undertake the intervention procedure in the facility/institution/activity, following his/her instructions during the event;
- having the numbers of persons responsible for undertaking interventions in the institution/institution/activity, decision-makers;
- improving competences to the extent necessary to take actions specified in the above-mentioned procedure.