

**Standards for the Protection of Minors
at the Wings Plaza Aparthotel
at ul. Bunscha 23 in Cracow
ABRIDGED VERSION**

The Standards for the Protection of Minors are principles that help us ensure your safety during your stay at the Wings Plaza Aparthotel and ensure that your rights are respected. At our facility, it is the responsibility of all hotel employees and guests to treat you and other children with dignity and kindness, without any form of harm.

Child (Minor) – any person under 18 years of age.

If you are a child (minor), remember that:

- You have the right to protect your life and health.
- You have the right to be protected from physical and psychological abuse and neglect.
- You have the right to protection from all forms of sexual abuse.
- No one has the right to force you to consume alcohol, tobacco products, or intoxicants (including drugs).
- You have the right to protect your image.

While staying at the Wings Plaza Aparthotel, we ask you to:

- behave with culture;
- respect others, including his peers;
- comply with the applicable rules and regulations.

We want you to know that:

if something happened to you at home or on the premises of Aparthotel Wings Plaza that you do not accept; if someone hurt you or behaved in an inappropriate or unacceptable way, you can report it and ask any Aparthotel Wings Plaza employee for help. We will try to resolve this issue in such a way that you are safe.

Abuse can take many forms:

Physical abuse

- is violence that results in actual or potential physical harm to you – hitting, pulling, pushing, throwing things, kicking, shaking or throwing, scratching, pinching, biting, pulling hair/ears, or forcing you to eat/swallow something;
- harm that occurs as a result of action or inaction on the part of a parent or other person responsible for the child.

Emotional abuse

- chronic, non-physical, harmful interaction between you and your caregiver, including both actions and negligence;

Sexual abuse

- any sexual activity undertaken with a child under the age of 15;

- involving a child in sexual activity: which the child is not able to fully understand and give informed consent to, and/or to which the child is not developmentally mature and cannot legally consent, and/or which is inconsistent with the legal or social norms of a given society.
- physical contact (touching intimate body parts).
- without physical contact — all forms of verbal harassment and incitement to contact with pornographic content.

Neglect

- failure to meet your basic needs and/or failure to respect your basic rights by parents, guardians or other persons obliged to care, educate and protect you. It covers both individual situations and a pattern of functioning in which your parent/guardian does not provide you with appropriate conditions for development and well-being.
- This may include areas such as health, education, emotional development, nutrition, shelter and safe living conditions.

RULES FOR SAFE RELATIONSHIPS BETWEEN THE WINGS PLAZA APARTHOTEL STAFF AND MINORS

General principles:

1. The staff ensures the safety of minors during their stay at the Wings Plaza Aparthotel.
2. The principles of safe relationships with minors apply to all staff members.

Staff of the Wings Plaza Aparthotel

1. Does not violate applicable law, established norms and principles. Everyone is treated fairly by them. The staff does not discriminate (on the basis of origin, sense of identity, age, gender, financial status, appearance, knowledge and skills).
2. Does not use power or physical advantage over minors (intimidation, coercion, threats).
3. Does not use any form of physical, psychological or sexual violence against participants.
4. Does not use dignity-violating statements with sexual connotations, does not refer to sexual activity or attractiveness in statements.
5. Does not violate personal inviolability.
6. Does not provoke inappropriate contacts. As a rule, contact with a minor should take place only for official purposes and using official channels and means of communication.

RULES OF CONDUCT IN A SITUATION IN WHICH YOU ARE HARMED

1. If you do not feel safe, have been harmed inside or outside the Wings Plaza Aparthotel, or have been subjected to physical, psychological or sexual violence, you can report this to a member of the Wings Plaza Aparthotel Staff. Ask for response, support and help. Explain the situation to him and ask him to inform the Coordinator for Standards for the Protection of Minors at the Wings Plaza Aparthotel or the receptionist.

2. If you witness physical, psychological or sexual violence against other minors, please report it to a member of the Wings Plaza Aparthotel Staff. Ask for response, support and help. Explain the situation to him or her and ask him or her to inform the Coordinator for Standards for the Protection of Minors at the Wings Plaza Aparthotel or the receptionist.
3. The member of staff at Aparthotel Wings Plaza to whom you reported your concern will take steps to clarify the situation. These actions may be taken in cooperation with your parents/legal guardians if they express their willingness to participate in the investigation.
4. At the same time, inform your parents/legal guardians about the incident.
5. Aparthotel Wings Plaza will immediately take action to stop and eliminate this behaviour. It is the responsibility of any employee who observes or is informed of any violence or aggression towards you to stop it.
6. If members of the Wings Plaza Aparthotel staff notice in your behaviour and appearance symptoms and signs of violence against you, even if you have not disclosed it, they are obliged to take measures to protect you and/or report it to institutions that will provide you with legal assistance. In this situation, the Coordinator for Standards for the Protection of Minors at the Wings Plaza Aparthotel or the reception employee will conduct a conversation with you and your parents/legal guardians in order to verify the suspicions.

Remember! Whenever you feel uncomfortable in a given situation, someone is hurting you or behaving inappropriately, you can tell another employee of Aparthotel Wings Plaza, who will listen to you and help you!

IF YOU NEED HELP, CONTACT:

1. Monika Łukasik – Coordinator for the Protection of Minors at the Wings Plaza Aparthotel,
2. Dominika Gawron – Deputy Coordinator for the Protection of Minors at Wings Plaza Aparthotel, tel.: +48 696-401-601, e-mail: dominika.gawron@wingsplaza.pl.
3. with any receptionist at the Wings Plaza Aparthotel.

Other information on where to seek help:

The law prohibits the use of violence and harming one's loved ones. If you or someone close to you is experiencing domestic violence, react. Call the Police by dialling the emergency number 112 or 997. You can also seek help from entities and organizations that carry out activities to counteract domestic violence. They will help you:

- social welfare centres,
- district family assistance centres – in the legal, social, therapeutic areas, or they will provide information on local institutions operating in this area in your town,
- crisis intervention and support centres
- district centres and local points operating within the Crime Victims Support Network
- guardianship courts
- medical entities, health care facilities
- commissions for solving alcohol problems – taking action against a person abusing alcohol

- free legal aid points – for obtaining legal aid.

You can call:

- **National Emergency Service for Victims of Domestic Violence "Blue Line"** tel. 800 12 00 02 (24-hour and toll-free). Legal service tel. (22) 666 28 50 (paid line, open on Monday and Tuesday from 5:00 p.m. to 9:00 p.m.) and tel. 800 12 00 02 (toll-free line, open on Wednesday from 6:00 p.m. to 10:00 p.m.). E-mail counselling centre: niebieskalinia@niebieskalinia.info.
- **National Helpline for Victims:** tel. +48 222 309 900, where you can anonymously obtain information about possible help, quick psychological and legal advice, and arrange a meeting with specialists anywhere in Poland, 24 hours a day. Consultations in foreign languages and sign language are possible.
- **Police Helpline for People Affected by Domestic Violence:** tel. 800 120 226 (free line from landlines, open daily from 9:30 a.m. to 3:30 p.m., automatic answering is activated from 3:30 p.m. to 9:30 a.m.)
 - **Anonymous Police Hotline "Stop Violence":** tel. 800 12 01 48 (open 24 hours a day).