

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

*Compliant with the Act of 13 May 2016 on counteracting threats of sexual crime and the protection of minors (Journal of Laws of 2015, item 862) and the Act of 28 July 2023 amending the Act - Family and Guardianship Code and certain other acts (Journal of Laws of 2023, item 1606).*

Bearing in mind:

- the legal obligation resulting from the provisions of the Act of 13 May 2016 on counteracting threats of sexual crimes and the protection of minors (Journal of Laws of 2015, item 862), as amended, including those introduced by the Act amending the Act - Family and Guardianship Code and certain other acts of 28 July 2023 (Journal of Laws of 2023, item 1606), the so-called "Kamilek's Act"
- the content of the United Nations Guiding Principles on Business and Human Rights, recognizing the important role of business in ensuring respect for children's rights,

Aparthotel Wings Plaza adopts the Standards for the Protection of Minors (also "**SPM**", "**Standards**").

This document is a set of rules and procedures to be followed in the event of a suspicion that a child staying at Aparthotel Wings Plaza is being harmed and to prevent such threats, taking into account the situation of disabled children and children with special educational needs.

The Standards for the Protection of Minors at Aparthotel Wings Plaza (hereinafter referred to as "**Aparthotel Wings Plaza**" or "**Facility**") are implemented based on the following principles:

1. Aparthotel Wings Plaza conducts its operations with respect for the rights of children as people who are particularly vulnerable to abuse.
2. Aparthotel Wings Plaza recognizes its role in conducting socially responsible business and promoting desirable social attitudes.
3. Aparthotel Wings Plaza recognizes the importance of the legal and social obligation to notify law enforcement authorities of any case of abuse or suspected crime against children and undertakes to train its employees in this regard so that they are competent to fulfil this obligation.

## Glossary:

For the purposes of this document, the terms listed below have the following meanings:

1. **Tourist facilities** – hotel facilities and other facilities in which hotel services are provided, as specified in the Act of 29 August 1997 on hotel services and the services of tour guides and tourist guides (Journal of Laws of 2023, item 1944).
2. **Child/minor** - for the purposes of these standards, a child is any person under 18 years of age<sup>1</sup>.
3. **Child's guardian** – the legal representative of the child: parent or guardian; foster parent; temporary guardian (i.e. a person authorised to represent a minor citizen of Ukraine who is staying in the territory of the Republic of Poland without adult supervision)<sup>2</sup>.
4. **Unfamiliar adult** - any person over 18 years of age who is not a guardian of the child, as defined in point 3.
5. **Child abuse** - should be understood as behaviour that may constitute the commission of a prohibited act to the detriment of a child by any person, including an employee of an entity, or a threat to the well-being of a child, including neglect; any intentional or unintentional action/omission by an individual, institution or society as a whole and any result of such action or inaction that violates the rights, freedoms and personal rights of children and/or interferes with their development.
6. **Forms of violence against children:**
  - **Physical child abuse** is abuse that results in actual or potential physical harm to a child. This harm occurs as a result of an action or omission by a parent or other person responsible for the child, or whom the child trusts, or who has authority over the child. Physical child abuse may be a repeated or one-time act.
  - **Psychological child abuse** is a chronic, non-physical, harmful interaction between a child and a caregiver (or someone responsible for them or someone the child trusts), including both actions and omissions. It includes, without limitations: emotional unavailability, emotional neglect, a relationship with the child based on hostility, blaming, slandering, rejection, developmentally inappropriate or inconsistent interactions with the child, failure to notice or recognize the child's individuality and the psychological boundaries between the responsible person and the child, inadequate socialization, demoralization, situations in which the child witnesses violence.

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<sup>1</sup> Under Polish law, a child is any person under the age of eighteen (Article 1 of the Convention on the Rights of the Child, adopted by the United Nations General Assembly on 20 November 1989). A minor is a person who has not reached the age of majority, i.e. a person under 18 years of age or a woman who has reached the age of majority by entering into a marriage after reaching the age of 16 (Article 10(1) and (2) of the Civil Code), which may take place with the consent of the guardianship court for important reasons and if the circumstances indicate that entering into a marriage will be in the best interests of the established family (Article 10(1) of the Family and Guardianship Code).

<sup>2</sup> 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 Law on Assistance to Citizens of Ukraine in Connection with the Armed Conflict on the Territory of that State.

- **Child sexual abuse (CSA)** is the involvement of a child by an adult or another child in sexual activity. It applies to situations where there is no physical contact (e.g. exhibitionism, verbal harassment - e.g. conducting conversations with sexual content inappropriate for the child's age, commenting in a sexual way on the child's appearance and behaviour, encouraging contact with pornographic content, grooming - strategies of non-sexual seduction of a child with the intention of establishing sexual contact in the future) and when such contact occurs (situations such as: touching the child, sexual intercourse, forcing the child to touch the perpetrator's body). Any sexual activity undertaken with a child under the age of 15 is a crime. In the case of children, we speak of sexual abuse when there is a relationship of power, care or dependence between the abuser (an adult, another child) and the abused (a child) due to their age or stage of development. Another form of child sexual abuse is sexual exploitation. It is any actual or attempted abuse of a child's vulnerability, power position or position of trust for sexual purposes. Sexual exploitation includes (although not necessarily) deriving financial, social, or political gain from sexual exploitation. There is a particular risk of sexual exploitation during humanitarian crises. The threat of sexual exploitation applies both to children themselves and to their caregivers, who may fall victim to exploitation.
- **Child neglect** is the chronic or incidental failure to meet a child's basic physical and mental needs and/or failure to respect his or her basic rights, resulting in health disorders and/or developmental difficulties. Neglect occurs in the relationship between a child and a person who is obligated to care for, raise, nurture and protect the child.
- **Peer violence (bullying)** is violence when a child experiences various forms of harassment from peers. This applies to direct actions or those involving the use of communication technologies (e.g. via the Internet and mobile phones). Peer violence occurs when the harmful action is intended to cause distress or harm to someone (intentionality), is systematic (repetition), and the victim is weaker than the perpetrator or group of perpetrators. It includes, among others: verbal violence (e.g. name-calling, insulting, ridiculing); relational violence (e.g. exclusion from a group, ignoring, turning others against a person, blackmail); physical violence (e.g. beating, kicking, pushing, pulling); material violence (e.g. theft, destroying objects); cyberbullying/electronic violence (e.g. malicious messages in instant messaging, posts on social networking sites, posting photos or videos online that ridicule the victim); sexual abuse - touching intimate body parts or forcing a peer into sexual intercourse or other sexual acts, violence conditioned by gender norms and stereotypes (e.g. violence in romantic relationships between peers).

7. **Crimes against children** – all crimes that can be committed against adults, and additionally crimes that can be committed only against children (e.g. sexual abuse under Article 200 of the Penal Code<sup>3</sup>). Due to the specific nature of accommodation facilities, where it is easy to obtain the possibility of isolation, the crimes that may 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 by means of distance communication - Article 200a of the Penal Code), dissemination, production, recording or importing, storing or possession, distribution or presentation of pornographic content involving a minor, as well as possession of a processed image of a child, participation in the presentation of pornographic content involving a minor (Article 202 of the Penal Code).
8. **Forms of child abuse other** than committing a crime to the child's detriment – all forms of violence against a child that do not meet the criteria for a crime prosecuted at the public prosecutor's office (e.g. shouting, humiliation, grappling, insults, neglecting needs, etc.).
9. An **employee** is a person employed under an employment contract or performing work on the basis of a similar contract (e.g. contract of mandate, B2B, contract for specific work), as well as an intern, trainee, volunteer, etc.
10. An **employee employed to work with children** is any person whose actual duties are related to the upbringing, education, recreation, treatment, provision of psychological counselling, spiritual development, practicing sports or pursuing other interests by minors, or with caring for them.
11. **Entrepreneur** – a body/entity/person managing a given facility or network of facilities, responsible for the proper functioning of the facility in formal terms.

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<sup>3</sup> Act of 6 June 1997 - Penal Code (consolidated text: Journal of Laws of 2022, item 1138, as amended)

## **Chapter I**

### **Facility employees**

#### **General principles**

1. Aparthotel Wings Plaza educates its employees to equip them with the ability to recognize the signs/symptoms of child abuse and to respond quickly and appropriately to situations of abuse.
2. Before being allowed to work, each employee is familiarised with the Standards for the Protection of Minors, which is confirmed by submitting a declaration and undertaking to comply with the rules and procedures contained in the Standards (in accordance with the content of **Appendix No. 1**).
3. Employees employed to work with children undergo periodic training, which is documented by the employer.
4. Aparthotel Wings Plaza undertakes to take into account the situation of children with disabilities and children with special educational needs (according to the guidelines contained in **Appendix No. 12**).

#### **Employing people to work with children**

1. Before employing or assigning a person to work directly with children, it is determined whether they have committed child abuse in the past. The arrangements are made in accordance with Article 21 of the Act on Counteracting Threats of Sexual Crime and the Protection of Minors.
2. Every person employed/delegated by Aparthotel Wings Plaza to work directly with children must be checked in the Sex Offenders Register. This also applies to minor employees, i.e. those under 18 years of age. 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 entered into the personal file of the person being checked. The scope of personal data necessary to check a person in the Register is specified in **Appendix No. 3**.
3. Furthermore, every person employed/delegated to work directly with children must provide information from the National Criminal Register regarding crimes specified in Chapters XIX and XXV of the Penal Code, Article 189a and Article 207 of the Penal Code and the Act of 29 July 2005 on Counteracting Drug Addiction (Journal of Laws of 2023, item 172 and of 2022, item 2600) or for prohibited acts corresponding to these crimes specified in the provisions of foreign law.
4. If the employed/delegated person has a citizenship other than Polish, they should also submit information from the criminal record of the country of which they are a citizen, obtained for the purposes of professional or volunteer activities related to contacts with children, or information from the criminal record if the law of that country does not provide for the issuance of information for the above-mentioned purposes.

5. The employed/delegated person must also submit a declaration on the country(ies) of residence in the last 20 years, other than the Republic of Poland and the country of citizenship, submitted under pain of criminal liability (as per **Appendix No. 4**).
6. If the law of the country from which the information on criminal record is to be submitted does not provide for the issuance of such information or does not maintain a criminal record, then the employed/delegated person shall submit a declaration of this fact under pain of criminal liability (according to the content of **Appendix No. 5**).
7. The following declaration is submitted under penalty of perjury: "I am aware of the criminal liability for perjury." This declaration replaces the authority's instruction on criminal liability for submitting a false declaration.
8. In the event of using the services of external entities, the facility will include an appropriate provision in the contract with that entity to ensure that an appropriate standard is met in terms of employee screening for child safety. The provision will enable the facility to control the fulfilment of the obligation under pain of immediate termination of the contract and contractual penalties or other sanctions related to failure to fulfil the terms of the contract in this respect.

#### **Scope of competences and responsibilities of persons appointed to implement the Standards for the Protection of Minors in the Facility**

1. The Entrepreneur supervises the application of the Standards for the Protection of Minors.
2. The Entrepreneur appoints a coordinator for the Standards for the Protection of Minors (hereinafter referred to as the "**Coordinator**").
3. The Coordinator is responsible for familiarising employees with the content of the SPM and monitoring its application at Aparthotel Wings Plaza.
4. The Coordinator organises and documents the process of educating employees on how to recognise symptoms that a child staying in the facility may be being harmed and how to respond quickly and appropriately to such situations, in accordance with the procedures adopted by the facility.
5. The Coordinator describes each intervention or reported incident involving child abuse on the premises in a document that is created for this purpose (e.g., an incident log or intervention log).
6. In the event of a justified suspicion that a crime has been committed, the Coordinator is responsible for securing evidence, including CCTV recordings, and forwarding them, at the request of the services, in the form of copies by registered mail or in person to the prosecutor or the police.
7. The Coordinator 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 Aparthotel Wings Plaza, but by a third party.

8. The Coordinator is responsible for monitoring and updating the Standards for the Protection of Minors and ensuring their availability to employees, guests and other entities cooperating with the facility.
9. The Coordinator's details are available to all employees and guests of the facility, including children. The data must include information on how to contact the Coordinator (e-mail address, telephone number, availability: working days and hours).

### **Principles of safe employee-child relationships**

1. All Aparthotel Wings Plaza employees as well as other adults who have contact with children on the premises, if such contact takes place with the consent of the facility, are obliged to comply with the following rules.
2. The guiding principle of all actions undertaken by employees who come into contact with children on the premises of Aparthotel Wings Plaza is to treat the child with respect and take into account their dignity and needs.
3. It is unacceptable for employees and other adults to use violence against child in any form.

#### **A. *Behaviours and practices expected of employees***

- Be patient and respectful when communicating with a child.
- Listen carefully to a child and give answers appropriate to his or her age and the situation. When communicating with a child, try to keep your face at the level of his or her.
- Reassure a child that if he or she feels uncomfortable with a situation, he or she can tell you or another designated person and get help.
- Inform a child where the Standards for the Protection of Minors are located in the facility in a version he or she can understand (Aparthotel reception). Assure him or her that if he or she have any questions, they can come to you or another designated person.
- Ensure equal treatment of children regardless of their gender, sexual orientation, ability/disability, social, ethnic, cultural, religious status and worldview.
- Make sure to provide a safe space. If there are children in the area where you work, make sure that equipment and supplies are used as intended and that the surroundings are safe (look for window and stair guards, restricted access to busy roads, open water, etc.).
- If you see a child/children left unattended and the situation may indicate a threat to the child's safety, take steps to locate the parent/guardian.

#### **B. *Unacceptable behaviour and practices by employees towards children in the facility***

- You must not shout at, embarrass, humiliate, disrespect or insult a child.
- You must not hit, poke, push or in any way violate the physical integrity of a child unless there is a threat to the child's health or life.



- You must not engage in any romantic or sexual relationship with a child or make any inappropriate propositions. This also includes sexual comments, jokes, gestures, and sharing erotic and pornographic content with children in any form.
- You are not allowed to 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 or herself. This also applies to enabling third parties to record images of children. The exception is when the child's image is only a detail of a whole, such as a gathering, landscape, or public event, in which case the consent of the child's parent/guardian is not required.
- You are not allowed to contact a child through private communication channels (private telephone, email, instant messaging, social media profiles) or meet a child outside of the workplace.
- You must not offer a child alcohol, tobacco products or illegal substances.
- Never touch a child if he or she does not want to be touched or in a way that may be considered indecent or inappropriate.

**If you witness any of the above-mentioned behaviours and/or situations from other adults or children, always inform the person in charge of implementing and monitoring the Standards for the Protection of Minors at the facility or your immediate supervisor:**

Contact details of the Coordinator for Standards for the Protection of Minors at the Facility:

Monika Łukasik – Coordinator for the Protection of Minors at the Wings Plaza Aparthotel,  
 Dominika Gawron – Deputy Coordinator for the Protection of Minors at the Wings Plaza Aparthotel,  
 tel.: +48 696-401-601, e-mail: dominika.gawron@wingsplaza.pl.  
 Opening hours: 8am to 4pm.

## **Chapter II**

### **Child identification procedure during registration at the reception desk**

1. One of the effective ways to prevent child abuse is to establish the identity of the child staying in the Facility and his or her relationship to the adult with whom he or she is staying in the Facility. An adult arriving at the Wings Plaza Aparthotel with a minor is required to complete a registration card at the facility also for the minor.
2. The receptionist takes all possible steps to identify the child and his or her relationship with the adult accompanying the child.
3. To identify a child and his or her relationship to the person with whom he or she is staying at the facility, you must:
  - a. ask for the child's ID or other document confirming that the adult has the right to care for the child. Examples of documents that can be used for identification include: ID card, school ID card, mObywatel application, Online Patient Account, court decision. If you do not have an ID document or refuse to present it, please ask for the child's details (name, surname, address, PESEL number).

- b. In the absence of documents indicating the relationship between the child and the adult or refusal to present them, the child's details should be asked and the relationship between the adult and the child should be established. An example of a conversation with an adult and a child is described in Appendix No. 2.
- c. If the adult is not the parent or legal guardian of the child, he or she should be asked to present a document, e.g., a notarial consent from the parent for that person to travel with the child or a consent signed by the child's parent, including the child's details, address, telephone contact details for the parent and the ID number/PESEL number of the person to whom the parent has entrusted the care of the child. **If the adult does not have any of the above-mentioned documents, please ask them to complete an appropriate declaration, using the template provided by the facility. The declaration should include details of the child and the details 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, he or she should declare that the parents/legal guardians have consented to the care of the child. The templates for the above-mentioned declarations form Appendix No. 13 to the Standards.**
4. 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 intended to ensure the safety of children using Aparthotel Wings Plaza and that, in accordance with the provisions of the Act of 13 May 2016 on counteracting the threat of sexual crime and the protection of minors (Journal of Laws of 2015 item 862) and the Act of 28 July 2023 amending the Act - Family and Guardianship Code and certain other acts (Journal of Laws of 2023 item 1606), the Facility's employees must comply with the above-mentioned provisions regarding children's rights. Once you have explained the matter in a positive way, thank them for the time they have taken to ensure that a child is well cared for.
5. If the conversation does not dispel any doubts regarding the suspicion against the adult and his or her intention to harm the child, especially if he or she refuses to show an ID document or the child does not have such a document, and also refuses to submit a written statement, the supervisor and security staff (if they are on the premises at the time) should be discreetly notified in such a way as not to arouse suspicion (for example, you can refer to the need to use the equipment at the back of the reception desk, asking the adult to wait with the child in the hall, restaurant or other place).
6. From the moment the first doubts arise, both the child and the adult should, whenever possible, be within the sight of a facility employee and should not be left alone.
7. The supervisor, who has been notified of the situation, takes over the conversation with the adult to obtain further explanation.
8. If the conversation confirms the belief that a crime has been attempted or committed against a child, the superior notifies the police. The procedure for circumstances indicating harm to a child is then followed (see Chapter III).
9. If employees from other departments, e.g. cleaning service, room service, bar and restaurant staff, relaxation zone staff, security staff, etc., witness unusual and/or suspicious situations, they should immediately notify their supervisor, and in the event of their absence, the decision-maker who will take appropriate action (see points 7 and 8 above).

10. Depending on the situation and location, the supervisor 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**

#### **Intervention procedure in the event of the disclosure of circumstances indicating that a child is being harmed by an adult**

1. There is reasonable suspicion of child abuse when:
  - a. the child disclosed the fact of abuse to a Facility employee,
  - b. the employee observed the abuse,
  - c. the child shows signs of abuse (e.g. scratches, bruises) and when asked, the child responds in an inconsistent and/or chaotic manner and/or becomes confused, or there are other circumstances that may indicate abuse, e.g. finding pornographic materials involving children in an adult's room.
2. An employee who has a reasonable suspicion that a child staying in the Facility is being or has been harmed should immediately notify their supervisor/decision maker, who will then notify the police. In the event of a threat to a child's safety, an employee who has a reasonable suspicion that a child has been harmed shall immediately notify the police by calling 112 and describing the circumstances of the incident. Regardless of the above, the employee notifies the Coordinator about the incident.
3. Efforts should be made to make it difficult or even impossible for the child and/or any person suspected of harming the child to leave the facility.
4. In the case specified in the Penal Code, a citizen's arrest of a suspected person may be made. In such a situation, until the police arrive, the detained person remains under the supervision of security staff or other hotel employees who can perform such activities without endangering their health or life.
5. In every case, ensure the child's safety. If possible, the child should be under the care of an employee until the police arrive. Where possible, you should try to support the child in accordance with the guidelines set out in **Appendix No. 10**.
6. If there is a reasonable suspicion that a crime has been committed involving a child's contact with the perpetrator's biological material (sperm, saliva, epidermis), the child should, if possible, not be allowed to wash or eat/drink until the police arrive. It is important to explain to the child why such restrictions have been imposed on him or her.
7. Once the child has been taken into custody by the police, the CCTV footage and other relevant evidence (e.g. documents) relating to the incident should be secured and forwarded to the Coordinator, who, at the request of the services, will forward a copy by registered mail or in person to the prosecutor or the police.
8. After the intervention, the incident should be reported to the Coordinator, who will describe it in an event log or other document intended for this purpose.

**Chapter IV**  
**Procedure in case of suspicion or confirmation**  
**harm to a child by an employee/another adult**

1. In the event of a suspicion of child abuse by an employee or other adult who is not directly employed by Aparthotel Wings Plaza but by a third party, the person who received this information should immediately inform the Coordinator and, in his absence, another person designated for this purpose.
2. If a child's life or health is at risk, the person who has received information about this should immediately notify the police by calling the emergency number 112, providing their own details, the child's details (if possible), the child's location and a description of the circumstances of the case, and notify their superior/decision-maker, who will then notify the child's guardians/parents. The person who becomes aware of the incident also informs the Coordinator, at least by e-mail/in writing.
3. If an employee has committed a form of abuse against a child other than committing a crime to their detriment, the Coordinator, after receiving information, should investigate all circumstances of the case, in particular by interviewing the employee suspected of the abuse and other witnesses to the event.  
In a situation where the violation of a child's well-being is significant, in particular where there has been discrimination or a violation of the child's dignity, the Coordinator should recommend to the person managing the facility appropriate personal actions towards that employee.
4. If the person who committed the harm is not directly employed by Aparthotel Wings Plaza, but by a third party (e.g. outsourcing), then it should be recommended that they be banned from entering the premises of Aparthotel Wings Plaza and, if necessary, the contract with the third party should be terminated.

**Chapter V**  
**Procedure in the event of other forms of violence being used against a child by a**  
**parent/guardian/other adult**

1. If it is discovered that a child is being harmed by a parent/legal guardian or other adult with whom the child is staying in the facility, any employee who witnesses such harm should react decisively.
2. If a child's life or health is at risk, the person who has received information about this should immediately notify the police by calling the emergency number 112, providing their own details, the child's details (if possible), the child's location and a description of the circumstances of the case, and notify their superior/decision-maker. The person who becomes aware of the incident also informs the Coordinator, at least by e-mail/in writing.
3. If a facility employee witnesses physical violence against a child (slapping, pulling, shouting, other things mentioned in the definition of physical violence), he or she should try to stop the abuse and react. Possible forms and ways of responding to harmful behaviour of a parent/guardian/other adult towards a child can be found in **Appendix No. 11**.

4. If a child under 7 years of age is left unattended, the employee who becomes aware of such an event should notify their supervisor. The superior who has been notified of the situation decides on further proceedings, taking into account the circumstances and the context of the provisions of the Penal Code and the Code of Petty Offences <sup>4</sup>. Depending on this, the supervisor will attempt to locate the parent/legal guardian or other adult with whom the child is staying on the premises and explain that the parent/legal guardian cannot leave the child unattended. If it is impossible to locate the parent/legal guardian or other adult with whom the child is staying in the facility, or the parent/legal guardian/other adult is unwilling and/or unable to take care of the child, the supervisor shall notify the police. In every case, ensure the child's safety.

## **Chapter VI**

### **Monitoring and Evaluation of Standards for the Protection of Minors**

1. The Entrepreneur appoints a Coordinator responsible for the Standards for the Protection of Minors applied at the Aparthotel Wings Plaza and places his or her contact details in a place easily accessible to employees and guests of the Aparthotel, including children.
2. The entrepreneur determines the scope of tasks and competences of the Coordinator in terms of preparing employees to apply the provisions of the SPM, the principles of preparing employees to apply them and the method of documenting these activities.
3. The Coordinator referred to in the preceding point monitors and evaluates the SPM once every two years.
4. Monitoring and evaluation include verifying the implementation of the Standards, responding to signals of violations of rules and procedures, and proposing changes to the document, especially in terms of adapting them to current needs and compliance with applicable regulations.
5. The Coordinator conducts a survey among Aparthotel Wings Plaza employees every two years to monitor the level of SPM implementation. The survey template is attached as **Appendix No. 6**. In the survey, employees can propose changes and indicate violations of SPM policies and procedures in the facility.
6. The Coordinator processes the questionnaires completed by employees and prepares a monitoring report based on them, which is then forwarded to the entrepreneur. The entrepreneur introduces the necessary changes to the document and announces the new wording of the Standards for the Protection of Minors to employees.

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4 Penal Code, Article 160, paragraphs 1 and 2; Article 210, paragraph 1; Petty Offences Code, Article 106

### **Final provisions**

1. The Standards for the Protection of Minors enter into force on 2 June 2025.
2. The Standards for the Protection of Minors are made available to all employees by posting them on the Aparthotel Wings Plaza website and are available at the reception desk.
3. The Standards for the Protection of Minors are made available to guests by posting them on the Aparthotel Wings Plaza website and at the reception of the facility.
4. The Standards for the Protection of Minors are made available in an understandable and abbreviated version for children staying at Aparthotel Wings Plaza in a place accessible to them (reception). The abridged version of the Standards for the Protection of Minors forms **Appendix No. 14** to these Standards.

## **List of annexes to the Standards for the Protection of Minors:**

1. **Appendix No. 1** - Declaration of familiarisation with the Standards for the Protection of Minors.
2. **Appendix No. 2** - Sample outline of a conversation with an adult and a child during identification.
3. **Appendix No. 3** - Scope of data for checking a person in the Register of Sexual Offenders.
4. **Appendix No. 4** - Template of the declaration of countries of residence.
5. **Appendix No. 5** - Template of the declaration of no criminal record.
6. **Appendix No. 6** - Survey monitoring the level of SPM implementation.
7. **Appendix No. 7** - Examples of situations that may raise suspicion or indicate child abuse.
8. **Appendix No. 8** - Sample list of employee positions in the facility subject to verification in the context of child protection.
9. **Appendix No. 9** - Template of a declaration regarding the use of SPM for outsourcing companies employed by the facility.
10. **Appendix No. 10** - How to talk to a child who has been a victim of a crime – tips for facility employees.
11. **Appendix No. 11** - Ways of responding to harmful behaviour of a parent/guardian/other adult towards a child.
12. **Appendix No. 12** - Guidelines for the standards of protection of minors, including the situation of minors with special educational needs, including disabilities.
13. **Appendix No. 13** - templates of the declarations for the identification of a minor
14. **Appendix No. 14** - abridged version of the Standards for the Protection of Minors

**Appendix No. 1. Declaration of familiarisation with the Standards for the Protection of Minors.**

Place, date .....

I declare that I have become familiar with the Standards for the Protection of Minors in force at Aparthotel Wings Plaza and undertake to comply with them.

Date and signature (employee's name and surname)



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

1. When talking to an adult, stay calm, be polite, and patient.
2. At the beginning of the conversation, it is worth informing the adult that the Wings Plaza Aparthotel has Standards for the Protection of Minors and that it is the employee's responsibility to verify the child's identity and the relationship between the child and the adult accompanying the child. This is also in line with the Act on the Protection of Minors.
3. There may be situations in which an adult feels uncomfortable and expresses opposition or dissatisfaction. This does not necessarily mean that he or she is a potential criminal.

### ***Example of a conversation with a guest:***

At Aparthotel Wings Plaza, the Standards for the Protection of Minors apply, therefore, at the time of registration, we ask you to present the identity documents of the child and the person accompanying him or her. Does the child have an identity document with them? (ID, passport, other document that allows the child to be identified).

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 ask the adult the following questions to help assess the situation:

- What is the child's name and how old is he?
- Are you the child's legal guardian? Or is the child related to you? Do you have a document authorising you to care for a child?
- Do you have a certificate from the child's parents that the child is under your care?
- Can you or your child please call your parents/guardians so we can confirm this?  
May I know the purpose of your and your child's travel?

### ***Sample conversation with a child:***

Welcome to our Aparthotel.

My name is .....and I am responsible for .....

I would like to ask you a few questions:

- What's your name, how old are you? Where do you live?
- Who is the person you came/are staying/traveling with?

- Do you know this gentleman/lady well?
- Where are your parents? We would like to contact them, do you have their phone number?
  
- If an adult is responsible for a child, we inform them that we wish to speak directly with the child.
- In every situation where we are unable to establish the identity of the child and the relationship between the child and the adult accompanying him/her, we ask the adult to complete the declaration referred to in Chapter II, point 3, subpoint c.
- If an adult makes contact with a child difficult, refuses to provide the child's details or complete a declaration, the adult should be offered a conversation with a supervisor.
- If an adult wishes to cancel the accommodation service due to required procedures and leave the facility with a child, the receptionist should try to smooth things over and offer to register the adult with the child without the need to submit a declaration and provide any data. At the same time, after the registration process is completed and the adult leaves the room, the guest reports this situation to the supervisor, as there is a risk that a child may be harmed on the premises. The supervisor decides on further action: observing the adult or calling the police, who may identify and verify the adult and the child with whom they are staying.

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

Name and surname: .....

Date of birth: .....

Pesel: .....

Family name: .....

Father's name: .....

Mother's name: .....

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

To obtain information from the restricted access register, you must create an organization profile.

#### **Appendix no. 4. Template of the declaration of countries of residence**

....., date ..... .....

##### **DECLARATION OF COUNTRIES OF RESIDENCE**

I declare that over the last 20 years I have lived in the following countries, other than the Republic of Poland and the country of which I am a citizen:

...

...

Concurrently, I am submitting information from the criminal records of these countries obtained for the purposes of professional or voluntary activities related to contact with children/information from criminal records/declaration of no criminal record.

I am aware of the criminal liability for perjury.

Legible signature

## Appendix No. 5. Template of the declaration of no criminal record

place and date

### Declaration of no criminal record

I, ..... PESEL no. .... /passport no.

.....

declare that the state of ..... does not maintain a criminal record/does not issue information from the criminal record [*cross out the unnecessary*]. I declare that I have not been legally convicted in the state of ..... for prohibited acts corresponding to the offences specified in Chapter XIX and XXV of the Penal Code, in Article 189a and Article 207 of the Penal Code and the Act of 29 July 2005 on Counteracting Drug Addiction, and no other judgment was issued against me stating that I had committed such prohibited acts, and that no obligation was imposed on me resulting from a decision of a court or any competent authority or under statutory law, to comply with a prohibition regarding holding any or specific positions, performing any or specific professions or activities related to upbringing, education, recreation, treatment, providing psychological advice, spiritual development, practicing sports or pursuing other interests by minors, or caring for them.

I am aware of the criminal liability for perjury.

Legible signature

**Appendix No. 6. Survey monitoring the level of implementation of the Standards for the Protection of Minors.**

Question content	yes	no	notes
1. Do you know the content of the document Standards for the Protection of Minors from Abuse?			
2. Do you know what situations may indicate that a child is at risk of harm?			
3. Do you know the procedures for responding to suspected or confirmed child abuse on the premises?			
4. Have you ever observed a violation of the principles contained in the Standards for the Protection of Minors from Abuse?			
a) If so, what rules were violated? (Descriptive answer)			
b) Did you take any action: if so, what, if not, why? (descriptive answer)			
5. Do you have any suggestions for changes to the Standards for the Protection of Minors from abuse? (descriptive answer)			

## Appendix No. 7. Examples of situations that may raise suspicion or indicate child abuse

NOTE! The occurrence of certain events does not automatically mean that a minor is being harmed. It is important to remain vigilant and pay attention to situations that cause you concern. Another worrying situation is when the relationship between the adult and the child does not seem relaxed and caring.

### RECEPTION DESK

The guest does not want to provide his or her personal data or that of his or her child.	The guest takes the child directly to the room and gives the impression that he or she does not want the child to make contact with the person working at the reception desk.
The guest states that he or she does not have his or her and/or his or her child's documents; he or she does not want to provide any explanation.	A guest who checks in with a child is inviting other people who are not guests of the property (such people may appear for a short time).
A guest with a child pays in cash or by prepaid card. He or she pays daily (he or she doesn't know how long he or she will stay) or asks someone else to pay for his or her stay.	A guest with a child rents a room by the hour or for the entire day; or rents a room for a very long period.
The guest has with him or her gadgets or items that can be given to children as gifts.	A guest arriving with a child has no luggage or arrives with very little luggage (a handbag/briefcase).
A guest arrives at the facility with a child with whom he or she has not previously checked in at the reception desk.	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 who is not a parent of a child rents a room with fewer beds than the number of people registered – e.g. a double bed.	The child is dressed inappropriately for the weather or inappropriately for the adult with whom he or she came to the facility.
During registration, the child appears anxious, stressed, or compelled to stay in the facility with an adult.	Children selling small items or begging in front of the facility.

The child arrives at the facility late at night or at a time when he or she should be at school.	The child does not know where he or she is or gives inconsistent answers when asked about the destination.
An adult checking in with a child does not allow the receptionist to make direct contact with the child – he or she is responsible for the child and does not allow the child to speak.	The child appears to be under the influence of drugs or alcohol (disturbed and erratic vision, difficulty maintaining balance, slurred speech, lack of response to stimuli).

## RESTAURANT and BAR

A guest comes to a bar or restaurant with a child with whom he or she was not registered at the facility.	People from outside, not registered at the facility, seem to be looking for clients and offering them something (it is possible that they will want to act as intermediaries in providing contact information to children).
A guest inquires about sexual services for adults, including with young people (e.g., an overheard conversation in a bar or restaurant).	Teenagers wait at a table or bar for an adult to pick them up who does not appear to be their parent or guardian (perhaps a client, pimp, or human trafficker).
Children who appear to be unattended ask for food, drinks or money.	Cash exchange between an adult and a child (the exchange may raise suspicion 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 behaving in a sexual manner towards a child is not a natural and caring relationship.	An adult gives a child alcohol.



## FLOOR SERVICE

The “Do Not Disturb” sign is still visible on the door of the room where the children are staying.	No consent to cleaning the room throughout the guest's stay <sup>5</sup> .
Lots of banknotes/cash observed in the room (may indicate illegal payments).	Children left unattended in a room for a long time or do not leave the room at all (e.g. food is brought to them).
A large number of computers, mobile phones, and payment card readers were noticed in the room.	Adults and children do not leave the room often, they hardly ever leave, or they only leave at times when there are few guests 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 facility are in the lobby, appearing to observe the area and interacting with a guest of the facility who is with a child.
A large amount of alcohol or drugs was observed in a room where an adult was checking in with a child.	In a room where an adult checked in only with a child/children, there are condoms, drugs, etc. pornographic materials left in a visible place.

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<sup>5</sup> The facility may include information in the guest regulations that, for the safety of all guests, the staff may request access to the room in any situation that requires it.

**Appendix No. 8: Sample list of employee positions in a facility subject to verification in the context of child protection.**

**Position categories:**

1. an employee works **DIRECTLY** with children, e.g. conducts classes and takes care of minors in the facility - **the employee is required to be verified in the Register of Sex Offenders and a certificate from the National Criminal Register in Poland and from other countries is required, if applicable.**
2. an employee has **INDIRECT** contact with a minor in the facility – **there is no obligation to verify.** It is recommended that the employee voluntarily declare that he or she has no criminal record for sexual offences listed in the National Criminal Code.

POSITION DESCRIPTION	CATEGORY	SCOPE	COMMENTARY
an employee performing work related to care and organizing free time for children in the facility	<b>DIRECTLY</b>	MINOR - GUEST	In the case of a B2B contract, a declaration from the company owner is required (in accordance with Appendix No. 9)
internship supervisor	<b>DIRECTLY</b>	MINOR - TRAINEE	takes over responsibility for the trainee
receptionist	INDIRECTLY	MINOR – GUEST/TRAINEE	only in the case of providing information to a minor, e.g. the child has left his or her parent/guardian (got lost)
employee of the technical and economic department	INDIRECTLY	MINOR – GUEST/TRAINEE	in the event of a breakdown in the room during the guests' stay (the child can be in the room, but a parent/guardian is always with them)
housekeeping department employee	INDIRECTLY	MINOR – GUEST/TRAINEE	in the case of service performed in the room during the stay of guests (the child can be in the room, but a parent/guardian is always with him or her)
kitchen worker	INDIRECTLY	MINOR – GUEST/TRAINEE	while serving a dish in the dining room (the minor is under the care of a parent/guardian)
catering worker (bar/cafe/restaurant)	INDIRECTLY	MINOR – GUEST/TRAINEE	during the catering service (the child is under the care of a parent/guardian)
administrative and office worker (marketing, sales, accounting, secretarial)	INDIRECTLY	MINOR – GUEST/TRAINEE	employees with access to sensitive data who do not have direct contact with the minor
Management/owner	INDIRECTLY	MINOR – GUEST/TRAINEE	in the case of acting as a host
security	INDIRECTLY	MINOR – GUEST/TRAINEE	in emergency situations requiring security intervention

**Appendix No. 9: A template of the declaration regarding the application of the standards for the protection of minors for outsourcing companies employed by the facility.**

Place and date

Company details (Name, address, Tax Identification Number)

**DECLARATION**

I declare that\*:

- ☐ Employees and associates employed by Aparthotel Wings Plaza to work with children have been verified for criminal record in the Sex Offenders Register and have provided the required certificate from the National Criminal Register in Poland and from other countries (if applicable). At the request of the facility/hotel/chain, I agree to make the above-mentioned documents available for inspection.
- ☐ Employees and associates who will be carrying out work on the premises have become familiar with and will comply with the Standards for the Protection of Minors in force at the facility.
- ☐ Aparthotel Wings Plaza has implemented its own Standards for the Protection of Minors, which are binding on the company.

*\* please mark the points that concern the scope of cooperation*

## **Appendix No. 10. How to talk to a child who has been a victim of a crime – tips for facility employees.**

If an intervention occurs in the facility to save a child's health or life, or a situation in which the child himself or herself discloses abuse, **the child's safety must be ensured first and foremost**. Until the police or other emergency services arrive, the child should be under the care of an employee.

This situation can cause severe stress in the child and lead to various reactions, such as:

- agitation and panic,
- escape behaviours aimed at distracting attention from a difficult situation: downplaying the situation, laughing, other behaviours that seem inappropriate,
- aggression, auto-aggression, regressive behaviour (rocking, clenching hands),
- feeling disoriented or lost,
- feeling withdrawn, being quiet, little or no movement,

**Every contact with a child who has been harmed requires gentleness and empathy.**

A child who has experienced a lot of harm from adults is very distrustful. For a long time, the child may have experienced a strong sense of threat to his or her life, may feel that he or she has no control over his or her own fate, is helpless and afraid.

A child who has experienced sexual abuse is often convinced that other adults will not believe their story and is afraid of being blamed and considered a “bad” person. Additionally, the child feels to some extent responsible for being abused, which causes him or her to feel great guilt.

As a result of manipulation by the perpetrator, the child perceives him as a person with exceptional influence from which no one can protect the child.

It sometimes happens that perpetrators threaten a child that if he or she testifies against them, "something bad" may happen to him or her or someone close to him or her. Perpetrators often entangle the child in a conspiracy of silence. They use arguments that make the child feel guilty, convincing them that they are co-responsible for what happened, or convince them that if they reveal the abuse, no one will believe them and the perpetrator will avoid punishment.

A child – a victim of trafficking – often witnesses violence and crimes, and is often forced to commit them. The perpetrator takes advantage of this by scaring the child that he or she will be punished by law enforcement. Therefore, the child, frightened, defends and explains the perpetrator. In cases of extreme life-threatening situations, the victim may develop Stockholm syndrome. This syndrome is the result of psychological reactions to severe stress, which may cause the child to cooperate with the perpetrator of the abuse or even begin to treat him as his guardian.

**GENERAL RULES FOR ESTABLISHING CONTACT WITH YOUNGER CHILDREN:**

- Get down to the child's level, i.e. try to be at the child's height (sit opposite/bend down, etc.).
- Address a child by name if possible.
- Speak slowly, in a calm voice, clearly.
- Use simple language.
- Maintain eye contact.
- Observe whether a child understands you.
- In your questions, use the terms a child uses.

**RULES FOR CONVERSING WITH A VICTIMISED CHILD:**

- When approaching a child, first introduce yourself.
- Accept and acknowledge his reactions and feelings. Be attentive to a child's non-verbal expressions of feelings – embarrassment, awkwardness, shame, fear, terror, sadness, guilt.
- Respond to these feelings by helping a child cope with them: "I see you're embarrassed, it's natural in such a situation"; "people are usually embarrassed when they talk about such experiences", "don't hold back your tears, crying helps".
- Inform a child about what will happen next. Don't make things up, don't provide false information, don't give empty guarantees.
- Offer support: "Is there anything I can try to help you with?"
- Ask if he or she wants to contact someone close to him or her.
- Accept rejection.
- Ensure discretion, but inform them that if a crime is committed, there may be circumstances in which you will be obligated to disclose information to the appropriate authorities.
- Show a child interest and kindness, devote time to him.
- Listen more, talk less - it is important to give a child time to express themselves. Don't be afraid of silence, endure it.
- Give him or her space to talk about what he or she wants to talk about.
- Don't ask for details. When asking a question, consider why you are asking it, whether the question is intended to satisfy your curiosity or to deepen the connection or obtain important information needed to provide assistance.
- Let a child know that you believe what he or she says.
- Reassure a child that he or she is not responsible for what happened to him or her.
- Don't judge. Don't ask questions that convey judgment: e.g., "why didn't you call for help/run away?", "why did you believe him/her?", "why did you agree to it if you knew...?", etc. This usually makes the child feel guilty and embarrassed because they often do not understand the reasons for their own and other people's behaviour. Moreover, you do not know the child's situations and experiences that may have influenced his or her behaviour.
- Do not hug the child, do not touch him or her unless he or she asks for it - physical contact can scare him or her and make him or her "close down", touch may have negative associations and awaken traumatic memories, especially in the context of previous abuse.

## **Appendix No. 11: Ways to respond to harmful behaviour by a parent/guardian/other adult towards a child**

If you see violence towards a child by a parent or guardian - is the child being pulled, called names, humiliated, beaten (e.g. slapped)? React!

**Your response to harm restores a child's sense of security and gives them a chance for a better future. It can also protect the health and even life of a child!**

### **How you might react:**

#### **NOTICE**

Signal that you have noticed a situation where a child is being harmed. Establishing eye contact may be a sufficient response to stop violent behaviour by a parent, guardian or other adult accompanying the child. Don't be afraid to observe. You have the right to observe what is happening on the premises or in public spaces.

#### **MAKE CONTACT**

When a parent is so overcome with strong emotions that he or she is unable to stop the violence against his or her child, rational arguments will not reach him or her. If you want to respond effectively, try to lower his tension.

Ask a simple question, for example: "Excuse me, is something wrong?"

You can also refer to your own experiences, for example: "I remember when my children were this age. This is a very difficult time. Can I help you with anything?"

Sometimes it's enough to say it out loud: "I see you are having a hard time" or "Sometimes we have a bad day and then we can't get along."

Just trying to start such a conversation can give a parent something to think about and stop the violence against the child. This may also be the beginning of a further conversation leading to calming down the situation.

#### **NAME THE SITUATION**

Don't criticise or attack, but don't avoid calling things by their name either.

Calmly but firmly talk about what is bothering you – for example: "I see you hit the child," "Please don't hit the child. Please don't ever do this."

## **Appendix No. 12: Guidelines for standards for the protection of minors, including the situation of minors with special educational needs, including disabilities.**

### **I. General rules - for each type of facility**

- 1) Every minor should be treated with due respect and not discriminated against on the basis of any characteristic, including special needs, disability, race, gender, religion, skin colour, national or ethnic origin, language, marital status, sexual orientation, health, age, abilities, political beliefs or social status.
- 2) Show all minors concern for their well-being and development.
- 3) Incorporate universal design, reasonable accommodations and modifications to ensure equal access for individuals with special educational needs, including disabilities.
- 4) Eliminate barriers that hinder minors from functioning independently and expressing themselves, including information and communication, architectural and digital barriers.
- 5) Seek evidence-based work methods that are most appropriate to the identified individual developmental and educational needs of minors.
- 6) Involve the family and local community in the development of minors.

### **II. Employee Recommendations - General Principle:**

- 1) It is recommended that, whenever possible, a person trained and able to provide first aid be present on site.
- 2) Any assistance provided to a minor with special educational needs, including disabilities, must be in accordance with applicable law and take into account the minor's best interests.

### **III. Relationships between employees and minors**

#### **1) Identification of the minor's situation**

The task of the facility's staff is to identify situations, including the special needs of the minor, in order to enable the implementation of tasks of which the child is a beneficiary. Information about the minor provided by parents (guardians) should be taken into account. The justification and scope of collecting and processing the obtained data are specified in separate regulations.

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<sup>6</sup> Regulation of the Minister of National Education of 9 August 2017 on the principles of organizing and providing psychological and pedagogical assistance in public kindergartens, schools and other institutions (Journal of Laws of 2023, item 1798, as amended) **Special educational needs** are also referred to as special needs (see: Act of 19 July 2019 on ensuring accessibility for persons with special needs, Journal of Laws of 2019, item 1696, as amended), individual educational needs, developmental and educational needs, etc. The concept of special educational needs was introduced by Mary Warnock in The Warnock Report. Special Educational Needs published in 1978 in London by Her Majesty's Stationery Office. Warnock proposed a shift from the medical categorization of students and their diagnosed deficits to a more functional language of social understanding of their needs.

**You must:**

- a) Recognise the individual needs of the minor (to a reasonable extent) and the specific nature of his or her functioning, in particular:
  - cognitive, emotional and social functioning, with particular emphasis on the specific nature of the minor's disability;
  - conditions and methods necessary to meet the minor's basic needs (physiological, including sensory, psychophysical, including the need for safety, etc.) and the consequences of his or her deprivation;
  - ways of regulating emotions by a minor<sup>7</sup>;
  - how to react to the physical proximity of other people;
  - the minor's method of communication (language, specific tools and their type);
  - other factors relevant to the minor.
- b) If a high risk of challenging behaviour is identified, including aggressive, auto-aggressive, problematic sexual behaviours, you should:
  - perform a **risk assessment** (determine precisely the factors that may trigger such reactions);
  - develop an **individual intervention procedure**, in cooperation with parents (guardians), based on the needs/characteristics of the minor,
  - then **non-aversive reactive strategies** should be proposed (aimed at reducing emotional tension, including protecting the minor and other people involved in the behaviour).
- c) Develop an understandable form of mutual communication – in the language/method of communication used by the minor – adapted to the minor's psychophysical capabilities and enabling the minor to express his or her will, including acceptance or objection, to certain activities/behaviours, if this is justified by the use of alternative or augmentative methods of communication.
- d) Provide minors with information about their rights and obligations and the possibilities of obtaining assistance in an understandable manner, ensuring that the message is clear and understandable.
- e) Familiarise the minor in an understandable manner with the norms and rules in force at the facility and the consequences of violating them for all parties.
- f) Familiarise the minor in an understandable manner with how he or she should behave in situations that threaten his or her safety and the safety of others.
- g) Familiarise the minor in an understandable way with what behaviours constitute a violation of the privacy/intimacy boundaries of others, what behaviours harm others and cause them pain and suffering.
- h) Ensure that the adult's reaction does not cause other minors to have a negative attitude towards the minor on whose behalf the intervention was undertaken - all minors involved in the incident, including witnesses, should be protected.

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<sup>7</sup> Minors with special educational needs, including disabilities, may have their own very specific ways of regulating emotions, including calming down and soothing themselves. Therefore, it is important to recognize whether these are external regulation strategies (requiring the caregiver's action – such as hugging, lowering, softening the tone of voice, specific touch, enabling isolation, etc.) or passive self-regulation strategies (withdrawal, "cutting off") or active (from thumb sucking, closing eyes, rubbing body parts to increased movement, verbal and auditory activity, crying, screaming, talking, etc.).

Important! It is very helpful when an adult present in a difficult situation remains calm, quiet, and does not react with fear or excessive arousal, because the child's nervous system adjusts to the nervous state of people around them.



### **Creating a safe environment for the development of minors**

- a) The minor's situation should be reviewed – to the extent justified by the duties and functions performed.
- b) Any form of ridicule, discrimination, humiliation, intimidation, slander, exclusion of minors or any other form of psychological, physical or sexual violence must be combated. All such situations, including those involving minors, should be responded to immediately.
- c) Depending on the needs and circumstances, it is advisable to provide information to parents (guardians) about the problems that have occurred and to cooperate with them in this regard.
- d) In the event of suspicion or disclosure of abuse, the minor should always be given the opportunity to speak up and present his or her views/opinions, bearing in mind that this may be the first and only conversation for the minor (the child may not make any further attempts to seek support). It is especially important to:
  - express your concern by declaring that you believe the minor;
  - assure the minor that he or she did the right thing by talking about the harm he or she suffered;
  - explain to the minor that he or she is not to blame for the situation;
  - clearly assess any form of violence negatively, giving a clear signal that it is unacceptable and must be prevented/stopped;
  - the minor should be informed appropriately that the matter will be dealt with by other appropriate persons, including providing information that measures will be taken to ensure his or her safety and that he or she is not to blame for what happened.

### **Prohibited behaviour of employees**

- Discussing the situation of a minor, including his or her family situation, health situation, etc., in the presence of unauthorised persons.
- Devaluing comparisons with others;
- Deliberately provoking the occurrence or escalation of difficult or undesirable behaviour in a minor.
- Disregard or superficial, inattentive treatment of a minor's need for support and assistance.
- Passive attitude of employees in terms of caring for the development and protection of a minor in a situation where his or her well-being is at risk.

### **Procedure for responding to difficult, aggressive or violent behaviour by a minor.**

The purpose of the procedure is to ensure the safety of all minors and adults staying at the facility/institution/activity in the event of a situation threatening the safety, health and life of these persons.

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

- violation of the physical integrity of other persons;

- psychological violence, violation of personal dignity;
- fights, beatings;
- creating a threat to the health and life of oneself and others;
- threats of violence;
- handling a dangerous object;
- destruction of property.

**Scope of responsibility:**

- each employee may notice or be informed about the occurrence of acts of aggression or violence;
- each employee is obliged to react in a situation of aggression or violence (whether witnessing the event or being informed about it), i.e. to try to stop the situation, ensure the safety of the following people: witnesses, the person being harmed, the perpetrator – their isolation;
- the application of the response procedure is carried out by informing the person designated to take intervention actions, who will then deal with the matter in its entirety, or another decision-making person (facility management staff).

Appendix 13: declarations for the identification of a minor



.....  
Place and date

**DECLARATION REGARDING MINORS**

Guest's name and surname: .....

The remaining Guest data is included in the check-in card.

Date of check-in: .....

Based on the procedure for the protection of minors in force pursuant to Article 22c(3)(2) of the Act of 13 May 2016 on counteracting threats of sexual crime and the protection of minors, I provide the names and surnames of the minors accompanying me and the nature of the relationship between me and the minors:

<b>Minor's name and surname Minor's residential address Minor's PESEL number</b>	<b>The nature of the relationship between the Guest and the child</b>

Guest's signature: .....

Providing the above-mentioned data is necessary to check in at the Wings Plaza Aparthotel. The consequence of not providing data may be that the staff of Aparthotel Wings Plaza will be required to identify the minor and his or her relationship with the adult with whom he or she is staying at Aparthotel Wings Plaza and/or may refuse to check in at Aparthotel Wings Plaza. If the above data cannot be identified, the staff of Aparthotel Wings Plaza is also entitled to notify the Police. The above actions are intended to protect minors from harm, please respect the applicable rules.



.....  
Place and date

## DECLARATION REGARDING MINORS

Guest's name and surname:

.....

The remaining Guest data is included in the check-in card.

Date of check-in: .....

On the basis of the procedure for the protection of minors in force pursuant to Article 22c(3)(2). Act of 13 May 2016 on counteracting the threat of sexual crime and the protection of minors, I provide the names and surnames of the minors accompanying me and the nature of the relationship between me and the minors, and I declare that my parents/legal guardians have given their consent to my care for the minors listed below during their stay at the Wings Plaza Aparthotel:

<b>Minor's name and surname, Minor's residential address Minor's PESEL number Telephone contact with the minor's parent</b>	<b>The nature of the relationship between the Guest and the child</b>

Guest's signature:

.....

Providing the above-mentioned data is necessary to check in at the Wings Plaza Aparthotel. The consequence of not providing data may be that the staff of Aparthotel Wings Plaza will be required to identify the minor and his or her relationship with the adult with whom he or she is staying at Aparthotel Wings Plaza and/or may refuse to check in at Aparthotel Wings Plaza. If the above data cannot be identified, the staff of Aparthotel Wings Plaza is also entitled to notify the Police. The above actions are intended to protect minors from harm, please respect the applicable rules.

### PRIVACY NOTICE

I. Personal data controller

The Controller of your personal data is INTER-DEVELOPER spółka z ograniczoną odpowiedzialnością with its registered office in Cracow, at the address: 30-392 Cracow, ul. Czerwone Maki 65, entered in the Register of Entrepreneurs of the National Court Register by the District Court for Cracow Śródmieście in Cracow, Commercial Division XI of the National Court Register under the number: 0000145782, Tax Identification Number (NIP): 9451981507, National Business Registry Number (REGON) 356681040, tel.: +48 728 429 638 (hereinafter referred to as the "Controller" or the "Company").

## II. Data protection contact

Contact regarding personal data protection is possible at the e-mail address: [odo@inter-bud.com](mailto:odo@inter-bud.com) or at the correspondence address indicated in point I.

## III. Purpose and legal basis of processing

Your personal data and the personal data of minors staying with you (hereinafter referred to as Data) will be processed for the purpose of:

- implementation of the procedure for protecting minors against harm, introduced on the basis of Article 22c(3)(2) of the Act of 13 May 2016 on counteracting threats of sexual crimes and the protection of minors (Article 6(1)(c) of the GDPR)
- pursuing the Controller's legitimate interest in demonstrating compliance with the principles of protection of minors referred to above (Article 6(1)(f) of the GDPR).

## IV. Categories of data we process

We process the following personal data: Your name and surname, names and surnames of minors, nature of the relationship between you and the accompanying children, residential addresses, PESEL number of the minor, telephone number of the minor's parents/guardians.

## V. Information on the requirement/voluntary nature of data provision

Providing personal data is necessary to use hotel services. The consequences of not providing data are indicated above.

## VI. Period of data processing

Personal data will be processed for a period equal to the time of processing of the data contained in the registration card (see the information clause on the back of the registration card).

## VIII. Data recipients

The data will not be transferred to third parties, with the exception of bodies authorised to intervene in the protection of minors.

## IX. Rights of data subjects.

You have the right to access your data and the right to request their rectification (if they are inconsistent with the factual state), deletion, restriction of processing (in cases provided for by applicable law). To the extent that the basis for the processing of your personal data is the legitimate interest of the Controller, you have the right to object to the processing of your personal data. To the extent that the basis for the processing of your personal data is consent, you have the right to withdraw consent. Withdrawal of consent does not affect the lawfulness of processing until consent is withdrawn. You also have the right to transfer your personal data, i.e. to receive it from the Controller in a structured, commonly used and machine-readable format. The right to transfer data does not apply to data that constitutes a trade secret, may not adversely affect the rights and freedoms of other persons, including trade secrets or intellectual property, and will be exercised to the extent technically possible. The first copy of data is free of charge. Furthermore, you have the right to receive a copy of the security measures referred to in point XII.

In order to exercise the rights indicated above, please contact the Controller at the correspondence address indicated in point I. or at the e-mail address indicated in point II.

## X. Right to submit a complaint to the supervisory authority

You also have the right to lodge a complaint with the supervisory authority, which is the President of the Office for Personal Data Protection (00-193 Warsaw, ul. Stawki 2, e-mail: [kancelaria@uodo.gov.pl](mailto:kancelaria@uodo.gov.pl))

## XI. Automated decision making

The data you provide will not be used for automated decision-making purposes (including profiling).

## XII. Transfer of data to third countries or international organisations Data will not be transferred outside the EEA.

## **Appendix No. 14: Standards for the Protection of Minors at the Wings Plaza Aparthotel - ABRIDGED VERSION**

### **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 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 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.

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 organisations 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](mailto: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).