

# CHILD PROTECTION PROCEDURES AT UTC Tour Operator Sp. z o.o.

## Preamble

Bearing in mind the contents of the United Nations guiding principles on business and human rights and the Act on Counteracting Threats of Sexual Crimes and Protecting Minors of May 13, 2016 (Journal of Laws 2016 item 862), hereinafter referred to as the "Act".

The following Standards for the Protection of Minors are introduced in our company.

1. UTC Tour Operator Sp. z o.o. conducts its operational activity with the highest respect for human rights, in particular child rights as persons particularly vulnerable to abuse.
2. UTC Tour Operator Sp. z o.o. recognizes its role in conducting socially responsible business and promoting desired social attitudes.

On the basis of the regulations of the Act on Counteracting Threats of Sexual Crimes and Protecting Minors of May 13, 2016 (Journal of Laws 2016 item 862) UTC Tour Operator Sp. z o.o. introduces the following standards for the protection of minors, hereinafter referred to as "SPM".

## Definitions of Terms Used in This Document

- **Organizer** – means UTC Tour Operator Sp. z o.o.
- **Tour Leader** – a person performing duties provided for by the Act of August 29, 1997, on Hotel Services and Services of Tour Leaders and Tourist Guides (Journal of Laws 2007 No. 50 item 331).
- **Guardian** – means a person exercising care over a minor during a tour on the basis of the regulations of the Family and Guardianship Code or the Education Law Act. This will be either the actual legal guardian of the minor or a guardian designated on behalf of the educational institution ordering the organization of the trip.
- **SPM** – standards for the protection of minors.
- **Employee or Personnel** – every person accepted to perform duties listed in point 1 of

Section 1 of the SPM, including a person employed based on a civil law contract, an apprentice, a trainee, and a volunteer, regardless of that person's citizenship or age.

## **Section 1. SPM. Employment**

In the area of employing persons to work with children, it is established that:

1. Every employee employed by the Organizer for works related to education, recreation, and care of children is checked in the Register of Sexual Offenders. Checking a person in the Register takes place via printing to a pdf file the search results for the person in the Register with limited access.
2. All employees employed to work with children, including persons who may have potential contact with children, present a certificate of non-conviction from the National Criminal Register to the extent provided for by the Act before establishing an employment relationship.
3. During the employment of employees who are foreigners, the regulations of the Act apply.
4. Templates of documents valid in the procedure provided for by this section constitute Annex No. 5 to the SPM.

### **Within the Scope of Fulfilling Art. 22c of the Act, It Is Established as Below:**

**Ad. Art. 22c point 1.** rules ensuring safe relationships between a minor and the Organizer's personnel, and in particular conduct prohibited towards minors are defined in Annex No. 1 to this SPM;

**Ad. Art. 22c point 2.** rules and procedure for undertaking intervention in a situation of suspected abuse or having information about abuse of a minor and **Ad. Art. 22c point 3.** procedures and persons responsible for submitting notifications of suspected commission of a crime to the detriment of a minor; are defined in Annex No. 2 to this SPM, examples of flowcharts of procedure in case of the suspicions described above are defined in Annexes No. 3 and 4.

**Ad. Art. 22c point 4. rules of review and update of standards;**

Review and update of the introduced SPM occurs at maximum every 2 years and has the form of a written report. The body responsible for drawing up the report is the company's management

board.

**Ad. Art. 22c point 5. scope of competencies of the person responsible for preparing the Organizer's employees to apply SPM, rules of preparing employees to apply them, and the method of documenting this activity;**

The preparation of personnel to apply these standards rests with the company's management board. The scope of the preparation process includes familiarization with internal Standards for the Protection of Minors. Familiarization is documented via submission of a statement by the employee.

**Ad. Art. 22c point 6. rules and method of making standards available to parents or legal or actual guardians and minors for the purpose of familiarizing themselves with them and applying them;**

The Standards for the Protection of Minors of the Organizer are published on the website in the full version and the abridged version intended for minors.

**Ad. Art. 22c point 7. persons responsible for accepting notifications of events threatening a minor and providing them with support;**

The tour leader or Organizer's representative under the phone number: + 48 790 400 948 is responsible in the first instance for accepting notifications of events threatening a minor and providing them with support. The company's management board is responsible for the course of the procedure.

**Ad. Art. 22c point 8. method of documenting and rules of storage of disclosed or reported incidents or events threatening the well-being of a minor.**

Incidents or events threatening the well-being of a minor reported by employees are entered into the register of events kept online. The company's management board is responsible for keeping the register of events.

This SPM enters into force on 14.08.2024.

## **Annex No. 1 to the SPM.**

### **Rules Ensuring Safe Relationships Between a Minor and Personnel, Conduct Prohibited Towards Minors**

The overriding principle of all actions undertaken by personnel is acting for the well-being of the child and in their best interest. Personnel treat the child with respect and take into account their dignity and needs. It is inadmissible to use violence against a child in any form.

Rules of safe personnel relationships with children apply to all employees, trainees, and volunteers. Knowledge and acceptance of the rules are confirmed by signing a statement.

#### **Personnel Relationships with Children**

You are obligated to maintain a professional relationship with children and to consider each time whether your reaction, communication, or action towards a child is adequate to the situation, safe, justified, and fair towards other children. Act in an open manner, transparent for others, to minimize the risk of misinterpretation of your behavior.

#### **Communication with Children**

In communication with children, maintain patience and respect.

Listen carefully to children and provide them with responses adequate to their age and the given situation.

You must not embarrass, humiliate, disregard, or insult a child. You must not shout at a child in a situation other than resulting from a threat to the child's safety or the safety of other children. You must not disclose sensitive information regarding a child towards unauthorized persons, including other children. This covers the child's image, information about their family, economic, medical, custodial, and legal situation.

While undertaking decisions regarding a child, inform them about it and try to take into account their expectations.

Respect the child's right to privacy. If it is necessary to depart from the confidentiality rule to protect the child, explain this to them as soon as possible. If a necessity to talk with the child in

private appears, request a guardian on behalf of the Client to be present. If the situation requires immediate conversation and the guardian is not nearby, ensure that you are within sight of other tour participants.

You must not behave in an inappropriate manner in the presence of children. This includes using vulgar words, gestures, or jokes, making offensive remarks, referring to sexual activity or attractiveness in statements, nor utilizing relations of power or physical advantage towards the child (intimidation, coercion, threats).

### **Actions with Children**

Appreciate and respect the contribution of children to undertaken actions, actively involve them, and treat them equally regardless of their gender, sexual orientation, ability/disability, social, ethnic, cultural, religious status, or worldview. Avoid favoritism of children.

You must not establish any romantic or sexual relations with a child nor make proposals of an inappropriate nature to them. This also includes sexual comments, jokes, gestures, and sharing erotic or pornographic content with children, regardless of their form. You must not fix the child's image (filming, voice recording, photographing) for private needs. This also applies to enabling third parties to fix children's images if consents from parents/legal guardians and children themselves have not been obtained.

You must not propose alcohol, tobacco products, nor illegal substances to children, as well as use them in the child's presence.

### **Physical Contact with Children**

Every violent action towards a child is inadmissible.

However, there are situations in which physical contact with a child may meet the principles of safe contact, e.g., be a response to the child's needs at a given moment. However, a universal appropriateness of every such physical contact cannot be determined, as behavior appropriate towards one child may be inappropriate towards another. Be guided always by your professional judgment, listening, observing, and noting the child's reaction, and maintaining awareness that even with your good intentions, such contact may be misinterpreted by the child or third parties.

You must not hit, shove, push, nor in any way violate the physical integrity of a child. Never touch a child in a way that can be considered indecent or inappropriate. Always be prepared to explain your actions.

Do not engage in activities such as tickling, mock fights with children, nor brutal physical games. Exercise particular caution towards children who have experienced abuse and harm, including sexual, physical, or neglect. Such experiences may sometimes cause the child to seek to establish inappropriate or inadequate physical contact with adults. In such situations, you should react with sensitivity, yet firmly, and help the child understand the meaning of personal boundaries.

Physical contact, if it occurs with a child, must never be unannounced or hidden, involve any gratification, nor result from a relation of power. If you are a witness to any of the behaviors and/or situations described above on the part of other adults or children, always notify the responsible person about it and/or proceed in accordance with the applicable intervention procedure. In situations requiring care and hygiene activities towards a child, avoid physical contact with the child other than essential. This applies especially to helping the child in dressing and undressing, eating, washing, diapering, and using the toilet. Ensure that another person assists you in every custodial and hygiene activity.

During tours, it is inadmissible to sleep with a child in one bed or in one room.

### **Contacts Outside of Working Hours**

As a rule, contact with children should occur solely during working hours and concern custodial purposes provided for by the assignment, as well as educational or upbringing purposes.

You must not invite children to your place of residence nor meet with them outside of working hours. This also includes contacts with children via private communication channels (private phone, e-mail, instant messengers, social media profiles).

If such a necessity occurs, official channels (e-mail, work phone) are the proper form of communication with children and their parents or guardians outside of working hours.

If a necessity of meeting with children outside of working hours occurs, the children's parents/legal guardians must consent to such contact. Maintaining social or family relationships

(if children and their parents/guardians are persons close to the employee) requires maintaining confidentiality of all information regarding other children, their parents, and guardians.

### **Online Safety**

Be aware of digital threats and risk resulting from recording your private network activity by applications and algorithms, but also your own actions on the internet. This applies to liking specific pages, using dating applications where you may meet tour participants, observing specific persons/pages in social media, and privacy settings of accounts you use.

If your profile is publicly accessible, children and their parents/guardians will have insight into your digital activity.

You must not establish contacts with minor participants of tours via accepting or sending invitations on social media.

### **Annex No. 2. Procedure in Case of Suspected Child Abuse**

1. Whenever possible, identification of the child and their relationship with the adult they are staying with at the tour should be performed.
2. In unusual and/or suspicious situations indicating a possible risk of child abuse, identification is obligatorily performed by the tour leader or the Organizer's representative present on site.
3. In order to identify the child and their relationship to the person they are staying with at the tour, one should:
  - a. Ask about the child's identity and the child's relationship to the person they are staying with at the tour. For this purpose, one can ask for the child's identity document or other document confirming that the adult has the right to exercise care over the child. In case of absence of an identity document, one can ask for the child's data (name, surname, address).
  - b. In case of absence of documents indicating kinship of the child and the adult, one should ask the adult and the child about this relationship.

- c. If the adult is not the child's parent or legal guardian, one should ask if they have a document certifying parental consent for a joint trip of the adult with the child.
  - d. If the adult does not have a parental consent document, one should ask for the phone number of above-mentioned in order to call and confirm the child's stay in the facility with an unrelated adult with the knowledge and consent of parents/legal guardians.
4. In case of resistance from the adult regarding showing the child's document and/or indicating the relationship, one should explain that the procedure serves to ensure the safety of children using the tour.
  5. After clarifying the matter in a positive manner, one should thank them for the time devoted to ensuring that the child is under good care and emphasize once again that the procedure aims to ensure safety for children.
  6. In case the conversation does not dispel doubts regarding suspicion towards the adult and their intentions to harm the child, one should discreetly notify the person designated on behalf of the Organizer; contact data is located in the tour schedule.
  7. From the moment the first doubts appeared, both the child and the adult should be under constant observation.
  8. The person designated to accept notifications on behalf of the Organizer, who has been notified about the situation, undertakes a decision about notifying the police or, in case of doubts, takes over the conversation with the suspicious adult in order to obtain further explanations.
  9. In case the conversation confirms the conviction of an attempted or committed crime to the detriment of the child, the person supervising notifications notifies the police about this fact.
  10. In case subcontractors of tourist services during the tour, e.g., guides, animators, or personnel of accommodation facilities, are witnesses to unusual and/or suspicious situations, they should notify the tour leader immediately, who decides about undertaking appropriate actions.
  11. Depending on the situation and place, the tour leader, in consultation with a superior,

verifies to what extent the suspicion of child abuse is justified. For this purpose, they select appropriate means leading to clarification of the situation or undertake a decision about conducting intervention and notify the police.

### **Procedure in Case of Circumstances Indicating Child Abuse**

1. Having a justified suspicion that a child staying at the tour is being abused, one should notify the police immediately, calling number 112 and describing the circumstances of the event. Depending on the dynamics of the situation and circumstances, the call is made by the person who is a direct witness of the event (employee/superior). If the notifier is an employee, they inform their superior about the event simultaneously.
2. Justified suspicion of child abuse occurs when:
  - a. the child disclosed the fact of abuse to an employee,
  - b. an employee observed abuse,
  - c. the child has marks of abuse on them (e.g., scratches, bruises), and when asked, responds inconsistently and/or chaotically and/or falls into embarrassment, or other circumstances occur that can indicate abuse, e.g., finding pornographic materials featuring children in the adult's room.
3. In this situation, the child and the person suspected of abusing the child must be prevented from leaving.
4. In every case, one should care for the child's safety. The child should stay under the employee's care until the arrival of the police.
5. In case of a justified suspicion that a crime has been committed connected with the child's contact with the perpetrator's biological material (semen, saliva, epidermis), one should, to the extent possible, not allow the child to wash themselves and eat/drink until the arrival of the police.
6. Monitoring material and other significant evidence (e.g., documents) regarding the event should be secured and passed to the prosecutor or police.
7. After intervention, the event should be described in the event journal or other document designated for this purpose.

### **Annex No. 3: Examples of Situations That May Raise Suspicions or Indicate Child Abuse**

**ATTENTION!** The occurrence of some indicators does not automatically mean that abuse of a minor is occurring. It is important to maintain vigilance and pay attention to situations that may raise concern. A concerning situation will also be one in which the relationship of the adult and child does not seem spontaneous and caring.

Location / Situation	Indicators of Concern
<b>RESTAURANT / BAR</b>	<ul style="list-style-type: none"> <li>● Adult behaves in a sexually implicit manner towards the child – it is not a natural and caring relationship.</li> <li>● Adult gives alcohol to the child.</li> </ul>
<b>IN THE ACCOMMODATION FACILITY</b>	<ul style="list-style-type: none"> <li>● "Do not disturb" hanger constantly visible on the door of the room where children are staying.</li> <li>● Lack of consent for cleaning the room during the guest's entire stay.</li> <li>● Children left unsupervised for a long time in the room or not leaving the room at all (e.g., food is brought to them).</li> <li>● A large number of computers, mobile phones, card readers noticed in the room.</li> <li>● Adult and children not often leaving the room, hardly leaving at all, or leaving only during hours when few guests are moving around the facility.</li> <li>● Large amount of alcohol or drugs noticed in the room where an adult registered with a child.</li> </ul>

Location / Situation	Indicators of Concern
	<ul style="list-style-type: none"> <li>● In a room where an adult registered only with a child/children, condoms, etc., are located left in a visible place.</li> </ul>
<b>DURING THE TOUR</b>	<ul style="list-style-type: none"> <li>● Adult behaves in a brutally or sexually implicit manner towards the child – it is not a natural relationship.</li> <li>● Adult punishes the child physically or mentally.</li> </ul>

**Annex No. 4: Template Flowchart of a Conversation with an Adult and with a Child During Identification**

During a conversation with an adult, maintain calm, be polite and patient.

At the beginning of the conversation, it is worth informing the adult that child protection procedures are applicable during the tour, and in connection with this, an employee may ask additional questions to verify the child's data or the relationship connecting them with the adult.

Situations may occur in which the adult will feel uncomfortable, express their opposition, or dissatisfaction. This DOES NOT have to mean that they are a potential perpetrator.

**Example Conversation with a Client:**

*"Child protection procedures apply on our tours, therefore, we have an obligation to check the identity documents of all persons being on the tour with children. Does the child have an identity document with them?"* (school ID, passport, other).

If the child does not have a document or after checking it, there is no certainty that the adult is the legal guardian of the child, we can ask the following questions that will help determine the situation:

- What is the child's name, how old are they?

- Are you the legal guardian of the child? or Is the child related to you? Do you have a document authorizing you to exercise care over the child?
- Do you have a certificate from the child's guardians that they are staying under your care?
- Do you have a phone number for the child's guardians so we can confirm this?
- For what purpose are you traveling with the child?

**Example Conversation with a Child:**

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

If the adult answers for the child, we inform them that we want to talk to the child. If the adult obstructs contact with the child, we can emphasize that in a situation where it is impossible to establish the child's identity, we will have to notify the police.

**Annex No. 5. Section 1. SPM. Employment.**

**Doc 5.1. Statement on Familiarization with the Standards for the Protection of Minors**

I, the undersigned, declare that I have familiarized myself with the documentation constituting the Standards for the Protection of Minors applicable at UTC Tour Operator Sp. z o.o. and I commit to comply with its provisions.

*(date, LEGIBLE signature OR signature via trusted profile)*

**Doc. 5.2. Rules of Safe Relationships Tour Leader - Child (Excerpt from SPM)**

Rules of safe relationships of tour leaders (male/female) with children performing assignments for UTC Tour Operator Sp. z o.o., hereinafter referred to as the Organizer.

The overriding principle of all actions undertaken by tour leaders is acting in respect of the

well-being of the child.

The tour leader treats the child with respect and takes into account their dignity and needs.

It is inadmissible to use violence against a child in any form.

The tour leader, realizing these goals, acts within the framework of applicable law, provisions of the Standards for the Protection of Minors (hereinafter referred to as SPM) applicable at the Organizer, and their competencies.

The rules of safe relationships of the tour leader with children apply throughout the entire duration of the tour, taking into account the provisions of the SPM.

Knowledge and acceptance of the rules are confirmed by signing a statement.

### **Relationships: Tour Leader with Children.**

You are obligated to maintain a professional relationship with children and to consider each time whether your reaction, communication, or action towards a child is adequate to the situation, safe, justified, and fair towards other children. Act in an open manner, transparent for others, to minimize the risk of misinterpretation of your behavior.

### **Communication with Children**

1. In communication with children, maintain patience and respect.
2. Listen carefully to children and provide them with responses adequate to their age and the given situation.
3. You must not embarrass, humiliate, disregard, and insult a child. You must not shout at a child in a situation other than resulting from the safety of the child or other children.
4. You must not disclose sensitive information regarding a child towards unauthorized persons, including other children. This covers the child's image, information about their family, economic, medical, custodial, and legal situation.
5. While undertaking decisions regarding a child, inform them about it and try to take into account their expectations.
6. Respect the child's right to privacy. If it is necessary to depart from the confidentiality rule to protect the child, explain this to them as soon as possible.

7. If a necessity to talk with the child in private appears, leave the door to the room ajar and ensure that you are within sight of others. You can also ask another employee to be present during such a conversation.
8. You must not behave in the presence of children in an inappropriate manner. This includes using vulgar words, gestures, and jokes, making offensive remarks, referring to sexual activity or attractiveness in statements, and utilizing relations of power or physical advantage towards the child (intimidation, coercion, threats).
9. As far as the situation on the tour requires it, assure children that if they feel uncomfortable in any situation, towards a specific behavior or words, they can tell you or a designated person (depending on the intervention procedures adopted by the school) about it and can expect appropriate reaction and/or help.

### **Actions with Children**

1. Appreciate and respect the contribution of children to undertaken actions, actively involve them, and treat them equally regardless of their gender, sexual orientation, ability/disability, social, ethnic, cultural, religious status, and worldview.
2. Avoid favoritism of children.
3. You must not establish any romantic or sexual relations with a child nor make proposals of an inappropriate nature to them. This also includes sexual comments, jokes, gestures, and sharing erotic and pornographic content with children regardless of their form.
4. You must not fix the child's image (filming, voice recording, photographing) for private needs. This also applies to enabling third parties to fix children's images if the Organizer was not informed about it, did not express consent for it, and did not obtain consents of parents/legal guardians and children themselves.
5. You must not propose alcohol, tobacco products, nor illegal substances to children, as well as use them in the presence of children.
6. All risky situations that include infatuation with a child by a subcontractor of services or with a subcontractor by a child must be reported to the Organizer. If you are a witness to them, react firmly, but with sensitivity, to preserve the dignity of the persons concerned.

## **Physical Contact with Children**

Every violent action towards a child is inadmissible.

However, there are situations in which physical contact with a child meets the principles of safe contact: it is a response to the child's needs at a given moment, takes into account the child's age, developmental stage, gender, cultural, and situational context. However, a universal appropriateness of every such physical contact cannot be determined, because behavior appropriate towards one child may be inappropriate towards another. Be guided always by the caution of your judgments and have awareness that even with your good intentions, such contact may be misinterpreted by the child or third parties.

1. You must not hit, shove, push, nor in any way violate the physical integrity of a child.
2. Never touch a child in a way that can be considered indecent or inappropriate.
3. Always be prepared to explain your actions.
4. Do not engage in activities such as tickling, mock fights with children, or brutal physical games.
5. Exercise particular caution towards children who have experienced abuse and harm, including sexual, physical, or neglect. Such experiences may sometimes cause the child to seek to establish inappropriate or inadequate physical contact with adults. In such situations, you should react with sensitivity, yet firmly, and help the child understand the meaning of personal boundaries.
6. Physical contact with a child must never be unannounced or hidden, involve any gratification, nor result from a relation of power. If you are a witness to any of the behaviors and/or situations described above on the part of other adults or children, always notify the responsible person about it and/or proceed in accordance with the applicable intervention procedure.
7. In situations requiring care and hygiene activities towards a child, avoid physical contact with the child other than essential. This applies especially to helping the child in dressing and undressing, eating, washing, diapering, and using the toilet. Ensure that another person from the school assists you in every custodial and hygiene activity. By default, you have

no obligation to participate in this type of activities.

8. During trips and tours longer than one day, it is inadmissible to sleep with a child in one bed or in one room.

### **Contacts Outside of Working Hours**

As a rule, contact with children should occur solely during the realization of the tourist event and concern purposes provided for by the assignment of tour leader care over the group.

1. You must not invite children to your place of residence nor meet with them outside of working hours. This also includes contacts with children via private communication channels (private phone, e-mail, instant messengers, social media profiles).
2. If such a necessity occurs, official channels (company e-mail, phone) are the proper form of communication with children and their parents or guardians outside of the days of realization of the tour.
3. If a necessity of meeting with children outside of the days of the tourist event occurs, you must inform the Organizer about it, and the parents/legal guardians of the children must express consent for such contact.

### **Online Safety**

Be aware of digital threats and risk resulting from recording your private network activity by applications and algorithms, but also your own actions on the Internet. This applies to liking specific pages, using dating applications on which you may meet minor participants of tours, observing specific persons/pages in social media, and privacy settings of accounts you use.

If your profile is publicly accessible, children and their parents/guardians will have insight into your digital activity.

1. You must not establish contacts with minor participants of tourist events by accepting or sending invitations in social media.
2. During a tourist event, personal electronic devices should be silenced, and their use limited to a minimum while staying with minors.

**Doc. 5.3. Statement on Familiarization with the Rules of Safe Relationships Tour Leader - Child**

I, the undersigned, declare that I have familiarized myself with the Rules of safe relationships tour leader - child applicable at UTC Tour Operator Sp. z o.o. and I commit to comply with the provisions of these rules.

*(date, LEGIBLE signature OR signature via trusted profile)*

**Doc. 5.4. STATEMENT ON COUNTRIES OF RESIDENCE**

Warsaw, dated ..... 20..... r.

Name and surname: .....

ID document/passport number: .....

I, the undersigned, declare that in the period of the last 20 years, I resided in the following countries, other than the Republic of Poland and the country of citizenship:

1. ....
2. ....

and simultaneously I submit information from criminal registers of these countries obtained for the purposes of professional or voluntary activity related to contacts with children / information from criminal registers.

I am aware of criminal liability for submitting a false statement.

Signature .....

**Doc. 5.5. Statement on Familiarization with the Standards for the Protection of Minors**

I, the undersigned, declare that I have familiarized myself with the documentation constituting the Standards for the Protection of Minors applicable at UTC Tour Operator Sp. z o.o. and I commit to comply with its provisions.

*(date, LEGIBLE signature OR signature via trusted profile)*