



CHILD PROTECTION POLICY (rev. 10.2015)

Introduction

It will be the unequivocal policy of Arminda hotel and SPA that child abuse, in any form, will not be tolerated.

The UN Convention on the Rights of the Child states that:

- All children have equal rights to protection from abuse and exploitation
- Everybody has a responsibility to support the care and protection of children.
- The duty bearers are accountable to eradicate child abuse.

Definitions

- A child means every human being below the age of eighteen years.
- Child abuse means sexual abuse or other physical or mental harm deliberately caused to a child.
- Child Protection Policy is a statement of intent that demonstrates a commitment to protect children from harm, and clearly defines what is required to protect the children located in Arminda hotel and SPA or participating in any functions related to Arminda hotel and SPA.

Statement of Commitment

While providing a quality vacations to the guests of Arminda hotel and SPA, the first priority will be protecting the safety of the children. Arminda hotel and SPA is committed to ensure that the children are not exposed to abuse, exploitation, violence or neglect.

Best Interests of the Child

All decisions and actions concerning a child will take the best interest of the child as the most important consideration.

Non-Discrimination

It will be the policy of Arminda Hotel and SPA to enforce a policy of non-discrimination at all. All children will be treated with respect and will be treated with equal consideration.

Participation and Self Determination

Arminda hotel and SPA abides by the principle that a child has the right to have his or her views taken into account in accordance with their age development in decisions affecting their life. They will be given the opportunity to express their ideas and views and be heard on matters affecting them. Arminda hotel and SPA will in all cases give serious consideration to the child's wishes (and those of their legal guardians where appropriate) throughout the decision making process. The guidelines in this Child Protection Policy protect both the child from abuse and adults from false accusation.

It will be the policy of Arminda hotel and SPA to:

- Respect the rights and dignity of the children, families and communities with whom we work, and always act according to the best interest of children.
- Demonstrate commitment to actively preventing child abuse.

- Take positive action to prevent child abusers becoming involved with Arminda hotel and SPA, and will enforce stringent measures against any associate of Arminda hotel and SPA who commits child abuse.

To ensure the above commitment, Arminda hotel and SPA is committed to upholding the:

- United Nations Convention of the Rights of the Child.
- The National and EU current and future laws and tools on child rights.

Policy Participants

This policy applies to all associates of Arminda hotel and SPA including all staff of the hotel, the guests and any other person that is located in the premises of Arminda Hotel and SPA. Arminda hotel and SPA will appoint a Child Protection Officer (CPO) who is responsible for ensuring that the Child Protection Policy is distributed and understood by all associates of Arminda hotel and SPA. All employees of Arminda hotel and SPA shall receive a copy of the current policy and will be informed of their responsibilities under the policy. The management and the Child Protection Officer will advise and assist all employees of Arminda hotel and SPA about the child protection policies. Management and the CPO will be responsible for the effective implementation of the policy.

The guests to Arminda hotel and SPA will be informed by the staff of the hotel for the existence of the current policy and the policy will be available for them to read at any time.

Personnel Recruitment, Screening and Orientation

- All prospective employees will be informed of Arminda hotel and SPA's Child Protection Policy.
- Screening of applicants will include a personal interview and receipt of a valid form of identification. During the interview process, applicants will be asked about previous work with children.
- Where possible and permissible by local law, applicants for positions as a staff member are requested to give permission for a criminal record or police check for any conviction related to child abuse or other relevant offences. Expatriates will be subject to the same background checks as possible and permissible by law in their home countries.
- Arminda hotel and SPA reserves the right to terminate a contract if reference checks (and background check in the future) reveal that the person is not suitable to work with children or for any reason that may put children at risk.
- The Child Protection Policy will be reviewed during new staff orientation as well as in regular internal training, and the CPO shall ensure all new personnel acknowledge and understanding of the policy.

Code of Conduct for Arminda hotel and SPA Personnel

A code of conduct gives guidelines deemed to be appropriate and proper behavior for Arminda hotel and SPA associates when interacting with children. They are primarily designed to protect children but are also intended to protect personnel from false accusations of inappropriate behavior or abuse.

- No child is to be taken on an employee's motorbike or car without making prior arrangements with the child's legal guardian.
- No child is to be taken to any employee's accommodation.
- Arminda hotel and SPA's employees and guests are not permitted to take any child to a café, restaurant or buy them food, unless permission has been given by the management or CPO and their legal guardian.

- No presents are to be bought for the children without prior approval from the management or the CPO and the legal guardian.
- Arminda hotel and SPA's employees and guests should not act in ways intended to shame, humiliate, belittle or degrade children or perpetrate any form of emotional abuse
- Arminda hotel and SPA's employees and guests must display appropriate language, actions and relationships with children at all.
- Arminda hotel and SPA's employees and guests must take extreme care when interacting physically with the Children. Members of the staff must not fondle, hold, kiss, hug or touch minors in an inappropriate or culturally insensitive way. Under no circumstance should any physical contact be or have the appearance of being sexual in any way.
- Arminda hotel and SPA's employees and guests must not exert inappropriate physical force when dealing with the Children. This includes pushing, shoving, hitting, slapping or any other action that could cause fear, intimidation or distress.
- Arminda hotel and SPA's employees and guests are responsible for their actions and reactions to children at all. The adult is always considered responsible for his or her actions regardless of how a child behaves towards them.
- Where possible and practical staff should implement the 'two-adult' rule, whereby two or more adults supervise all activities with Children. If for any reason an individual conversation or counseling session is warranted with a child, another adult must be within visual contact.
- Inappropriate conduct toward children, including failure to follow the behavior standards stated above, is grounds for discipline, up to and including dismissal from employment and/or police notification and legal action.

Reporting and Investigating Abuse or Suspected Abuse

Arminda hotel and SPA takes child abuse very seriously. Child abuse in any form including physical, emotional or sexual abuse is a serious offence. Any infringements of this type will be prosecuted to the full extent of law. Child abusers are not likely to remain in an environment where workers are trained to identify and report suspicious behavior. For these reasons, all personnel are responsible for reporting suspected child abuse or exploitation of any kind.

Any person who has knowledge of, suspects, or has witnessed a potential child protection issue involving Arminda hotel and SPA personnel should immediately contact the CPO or the management. A report should be made immediately, within 24 hours, to allow for early intervention and a prompt investigation. This verbal report should be followed with a written statement within a further 48 hours. Failure to report suspected child abuse or misconduct may result in disciplinary action.

On receipt of the report, the CPO or the management will begin an internal investigation and where appropriate file a complaint with the relevant Police and/or Authorities. Full cooperation will be afforded them during any external investigation.

The internal investigation will be launched within 48 hours of receipt of the complaint and will be carried out by the manager and CPO. The owners of the Arminda hotel and SPA shall also be notified of the investigation.

The rights and welfare of the child is of prime importance to Arminda hotel and SPA and, therefore, any investigation will aim to respect the privacy and safety of the child and to make the investigation as child friendly as possible.

Response to Internal Investigation Findings

1. At the conclusion of the investigation, the associate, the child and/or his or her family as appropriate should be informed of concerns or allegation, the results of the investigation and what corrective action, if any, will be taken.
2. In the event an allegation is proven to be untrue, or even fabricated, appropriate steps will be taken for follow-up with the person who has been accused, the child, and the person who reported the incident. Efforts will be made to provide assistance to an associate accused of abuse with children, including counseling or other appropriate forms of support.
3. If abuse is proven by the investigation, every effort will be made to assist the child in coping with any physical or emotional trauma he or she may be experiencing. This may include medical treatment, psychological counseling or any other form of assistance deemed necessary and appropriate.
4. If the investigation concludes that child abuse has occurred which is not subject to criminal prosecution, staff will be subject to disciplinary action within Arminda hotel and SPA, up to and including dismissal.
5. If the investigation concludes that abuse has occurred which is subject to criminal prosecution according to national laws, all findings will be reported to the relevant national police authorities and full cooperation afforded them during an external investigation.
6. In the event an associate is discharged for proven child abuse, Arminda hotel and SPA will disclose such information as requested by police, a prospective employer, etc. Such disclosures will be made in accordance with applicable law.

General Manager