



## STANDARDS FOR THE PROTECTION OF MINORS IN NOSALOWY DWÓR Sp. z o.o.

### Preamble

In ensuring that our Hotels are safe spaces for everyone, especially the youngest guests, and to protect children from any form of harm, Nosalowy Dwór Sp. z o.o. adopts these Standards, which serve as a model of conduct for the employees and collaborators of the Company to ensure the safety of all minors staying at our Hotels.

This document constitutes a set of principles and procedures applied in case of suspicion that a child staying at our facility is being harmed, as well as to prevent such risks, taking into account the situation of disabled children and children with special educational needs.

### 1. Preliminary Provisions

- These Standards for the Protection of Minors in the Hotels and Apartments of Nosalowy Dwór Sp. z o.o. constitute a model of norms, principles, and procedures aimed at ensuring the respect of children's rights and the prevention of any form of harm to them.
- All employees and collaborators of the Company, regardless of the legal form of cooperation with the Company, are obliged to comply with these principles.
- These Standards are subject to periodic review and evaluation, at least once every two years, to ensure they are adapted to current needs and applicable regulations. The conclusions of the aforementioned review will be documented in writing.

### 2. Definitions

The following terms shall have the meanings assigned to them in these Standards:

- 2.1. **Minor/child** - any person who has not yet turned 18;
- 2.2. **Child's guardian** - the child's legal representative: parent or guardian; foster parent; temporary guardian (i.e., a person authorized to represent a minor Ukrainian citizen staying on the territory of the Republic of Poland without adult supervision);
- 2.3. **Stranger** - any person over 18 years of age who is not the child's parent or legal guardian.
- 2.4. **Harm** - any action or omission that negatively impacts a child, especially in the form of physical or psychological violence, sexual abuse, or neglect of the child, constituting a crime against the child; any intentional or unintentional action/inaction by an individual, institution, or society as a whole and any result of such action or inaction that violates the rights, freedoms, and personal well-being of children and/or disrupts their optimal development.
- 2.5. **Physical violence** - intentional actions causing physical injuries to the child, e.g.,

pushing, pulling; signs of physical violence include bruises and marks on the child's body, swelling, fractures, dislocations, burns, including spot burns, as well as fear of undressing, inappropriate clothing for the weather (long sleeves), wearing dark glasses, apathy/aggression;

2.6. **Psychological violence** - intentional actions or omissions involving inappropriate, negative interactions with the child, e.g., emotional neglect, blackmail, insults, threats, humiliation, shaming, blaming, slandering, rejecting, developmentally inappropriate or inconsistent interactions with the child, failure to recognize or acknowledge the child's individuality and psychological boundaries between parent and child.

2.7. **Sexual violence** - involving a minor in sexual activity when they cannot give informed consent due to their level of development, e.g., showing pornographic content to minors, proposing/forcing intimate relations, rape, forcing other sexual acts; signs of sexual violence may include: somatic symptoms of unknown origin, signs of physical violence, difficulty walking/sitting, fears, phobias, depression, hyperactivity, aggression. Sexual exploitation occurs when such activity takes place between a child and an adult or between a child and another child if, due to age or development, these individuals are in a relationship of care, dependency, or authority. Sexual exploitation can also take the form of sexual exploitation, i.e., any actual or attempted abuse of a position of vulnerability, power, or trust for sexual purposes, including but not limited to financial, social, or political gains from sexual exploitation of another person. The risk of exploitation is especially high during humanitarian crises. This risk exists for both children and their guardians (definition per UN Bulletin ST/SGB/2003/13).

2.8. **Child neglect** - long-term or incidental failure to meet the basic needs of the child by those responsible for their care, e.g., failure to maintain the child's hygiene, failure to provide medical treatment, failure to provide appropriate clothing, malnutrition of the child. Neglect occurs in the relationship between the child and the person responsible for their care, upbringing, protection, and well-being.

2.9. **Crime** - an act prohibited by law under threat of punishment, socially harmful to a degree greater than negligible;

2.10. **Crime against the child** – all crimes that can be committed against adults may also be committed against children, along with crimes that can only be committed against children (e.g., sexual exploitation under Article 200 of the Penal Code). Due to the nature of tourist facilities, where it is easy to find opportunities for isolation, crimes most likely to occur on their premises include crimes against sexual freedom and decency, in particular rape (Article 197 of the Penal Code), sexual exploitation of incapacity and helplessness (Article 198 of the Penal Code), sexual exploitation of dependency or critical position (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 via remote communication methods - Article 200a of the Penal Code), violation of bodily integrity (Article 217 of the Penal Code), and the crime of abuse (Article 207 of the Penal Code).

2.11. **Other forms of child harm than committing a crime against the child** – all forms of violence against the child that do not meet the criteria for a crime prosecuted ex officio (e.g., shouting, humiliation, pulling, insulting, neglecting needs, etc.).

2.12. **Company** - Nosalowy Dwór sp. z o.o., with its registered office at: 34-500 Zakopane, Balzera Street 21 d, registered in the District Court for Krakow Śródmieście in Krakow, 12th Commercial Division, under the KRS number 0000398651, NIP: 7361714598, REGON: 122423387;

2.13. **Hotels** - Hotels and Apartments operated by the Company - i.e., Nosalowy Dwór Resort & Spa, Nosalowy Park Hotel & Spa, and Park Residence by Nosalowy;

2.14. **Employee** – a person employed by the Company under an employment contract;

2.15. **Collaborator** - a person cooperating with the Company under a civil law contract;

2.16. **Employee employed to work with children** - any person performing tasks or delegated to perform tasks related to the upbringing, education, recreation, treatment, providing psychological counseling, spiritual development, sports, or other interests of minors, or caring for them, including a person employed under an employment contract, civil law contract, intern, trainee, or volunteer, regardless of the citizenship and age of that person.

### 3. General Principles

3.1. The Company conducts its operations with the utmost respect for human rights, including the rights of children, who are particularly vulnerable to all forms of harm, both physical and psychological. In all its actions, the Company ensures respect for the dignity of the child and takes steps to protect them from harm inflicted by adults.

3.2. While conducting its business, the Company ensures a safe environment for everyone on the premises of its Hotels, paying close attention to and responding to any concerning signals, particularly regarding the safety of minors. The Company's response may include reporting any suspected criminal activity against minors to law enforcement authorities. Nosalowy Dwór emphasizes the importance of the legal and social duty to report any suspicion of crimes against children and commits to training its employees in this regard.

3.3. These Standards are part of the Company's business model, which operates in a socially responsible manner and promotes desired social behaviors and values through its actions.

### 4. Responsibilities of Hotel Staff

4.1. Any form of discrimination against minors is strictly prohibited. Employees and collaborators are required to treat children in a fully professional manner, with due respect, and to treat them equally to other Guests.

4.2. Employees and collaborators, while fulfilling their duties, pay special attention to the needs of children with disabilities and those with special educational needs, provided that such information is voluntarily disclosed by the children or their legal guardians to the hotel staff.

4.3. Hotel employees and collaborators are required to behave appropriately towards minors, in accordance with professional standards. They are obliged to adhere to the following principles:

- **Expected Behaviors and Practices:**
  - Maintain patience and respect in communication with children.
  - Listen attentively to the child and provide age-appropriate responses based on the situation. When communicating, try to ensure your face is at the same level as the child's.
  - Assure the child that if they feel uncomfortable with any situation, they can tell you or another designated person and receive help.
  - Inform the child where the Standards are located within the premises in a manner they can understand, and assure them that they can approach you or another designated person with any questions.
  - Adhere to equal treatment of children regardless of their gender, sexual orientation, ability/disability, social status, ethnicity, cultural background, religion, and worldview.
  - Ensure a safe environment. If children are present in your working area, ensure that equipment and facilities are used appropriately and that the surroundings are safe (pay attention to window and stair safety, limited access to busy roads, open water, etc.).
  - If you see an unattended child, and the situation may indicate a threat to the child's safety, take action to locate the parent/guardian.
- **Prohibited Behaviors and Practices:**
  - Do not shout, humiliate, belittle, dismiss, or insult the child.
  - Do not hit, shove, push, or in any way violate the physical integrity of the child, unless there is a threat to the child's health or life.

- Do not engage in any romantic or sexual relationships with the child or make inappropriate proposals. This includes sexual comments, jokes, gestures, and sharing erotic or pornographic content with children in any form.
- Do not record or photograph the child for personal or business purposes without the consent of the child's parents/guardians and the child. This also applies to allowing third parties to record the child's image. An exception is made when the child's image is merely part of a larger context, such as a gathering, landscape, or public event, where parental/guardian consent is not required.
- Do not establish contact with the child through private communication channels (private phone, email, messaging apps, social media profiles) or meet with the child outside of work.
- Do not offer the child alcohol, tobacco products, or illegal substances.
- Never touch the child if they do not want it or in a way that could be considered inappropriate or indecent.
- Do not allow a situation where an employee is alone with a minor in a Hotel room, except when leaving the minor alone could significantly jeopardize their welfare, particularly their health or life. Whenever possible, ensure the presence of another adult, surveillance cameras, or plan duties so that you can return when the situation allows.
- Any interactions between hotel staff and minors in the hotel should be limited to those justified by the staff's professional responsibilities.

4.4. Any inappropriate behavior (including behavior that may indicate child abuse, especially the use of violence against children) by a staff member or another adult towards a minor should be immediately reported to a supervisor or the designated responsible person mentioned in Section 10. All individuals who witness inappropriate behavior (e.g., other employees, collaborators, Guests, children, contractors, etc.) are authorized and obliged to make such reports.

4.5. In cases specified in Section 4.3.2, the employee or collaborator, depending on the severity of the offense, may face disciplinary or contractual consequences, including termination of their contract with the Company. If the behavior of a staff member constitutes a criminal offense, the Company will report the incident to law enforcement authorities (police).

4.6. Employees and collaborators of the Company are required to take actions that do not violate the interests of minor children and to prevent abuses against them, as well as to respond to any identified or suspected violations in accordance with these Standards.

4.7. If an employee or collaborator fails to fulfill the obligations set forth in these Standards, particularly if they do not respond appropriately to cases of child abuse, they will bear contractual liability according to the provisions outlined in their agreement or disciplinary liability based on labor code regulations.

## **5. Responsibilities of the Company**

5.1. The Company is obligated to train every employee or collaborator on the principles and responsibilities arising from these Standards. Employees or collaborators should receive training and clear guidelines from the employer regarding:

- Identifying circumstances that may indicate abuse of a minor;
- Swiftly responding to the circumstances outlined in Section 5.1.1;
- Conducting conversations with minor children and individuals claiming to be their guardians;
- Verifying the identity of adults and minors, as well as assessing the adult-minor relationship;
- Conveying relevant information about their suspicions to superiors or Company management;

- Situations in which their suspicions must be reported to law enforcement or other appropriate government services.

5.2. The Company implements the aforementioned education through various training formats, including external and internal training, e-learning, educational materials developed by the hotel and made available to employees, and free educational materials produced by other organizations.

5.3. The Company commits to familiarizing every employee or collaborator at the Hotel with these Standards before they begin their duties. This obligation applies to all employees, regardless of position or scope of duties. The Company recognizes that any employee or collaborator may witness or suspect child abuse and should be informed about the appropriate course of action. Employees or collaborators confirm their familiarity with these Standards by signing a relevant declaration, the template of which is provided in Appendix No. 1 to the Standards.

5.4. Given that, due to the nature of the Company's operations, almost every employee or collaborator may have contact with children, the Company is committed to informing all job candidates about these Standards and conducting detailed discussions with candidates during the recruitment process regarding their previous experience working with children and the scope of their responsibilities in this regard.

5.5. In cases required by law, the Company is committed to requesting criminal record certificates from candidates for positions involving direct contact with children and to checking the candidate's background to the extent permitted by law, particularly regarding the details described in point 9 of these Standards.

5.6. Before the arrival of Guests who have booked stays with minor children, the Company sends them a communication informing them of the following matters:

- The enforcement of Child Protection Standards within the Hotel, along with a link to the content of this document;
- Information that, to ensure the highest standard of safety, it is recommended to possess documentation confirming the right to care for the child, e.g., the child's identity document indicating kinship, a civil status record, a court ruling, and, in the case of an unrelated adult, a notarized consent from the parent for the adult to travel with the child or consent signed by the child's parent indicating the child's details, home address, parent's contact number, and the identity document number/PESEL number of the person to whom the parent has entrusted the child's care.

## **6. Procedure for Identifying a Child's Identity During Check-In at the Reception**

6.1. Employees and collaborators of the Company, regardless of their position, should remain vigilant and respond to any irregular or questionable circumstances that may indicate that a child is being abused.

6.2. Employees and collaborators, particularly those responsible for reception services (check-in, check-out of Guests), with the welfare of children in Hotels in mind and respecting the privacy of all Guests, should take actions aimed at establishing:

- The identity of the child and
- Their relationship with the adult accompanying them in the Hotel.

6.3. In situations where an employee or collaborator observes unusual behavior or circumstances, particularly those indicated in Appendix 3, which may suggest the abuse of a child, they must conduct an identification of the minor child and their relationship with the adult. The employee must immediately inform the Coordinator mentioned in Section 10 or their deputy, who should, whenever possible, be present during the conversation.

6.4. To identify the child and their relationship with the adult they are with in the facility, the following steps should be taken:

- First, inform the Guest that the Hotel has implemented these Standards to ensure the safety of children on the premises, as mandated by law.

- Then, inquire about the child's identity and their relationship with the adult they arrived with or are currently with in the facility. To this end, you may request a child's identity document or another document confirming that the adult has the right to care for the child on the premises. Examples of documents that may serve for identification include: an ID card, school ID, MObywatel application, Internet Patient Account, or court ruling. If no identity document is available, you may ask for the child's details (name, surname, address).
- If there are no documents indicating kinship between the child and the adult, the adult and the child should be asked about this relationship.
- If the adult is not the parent or legal guardian of the child, ask whether they have a document evidencing parental consent for the adult to travel with the child (e.g., written declaration, notarized consent for care).
- Regardless of the above, if the adult does not possess any of the aforementioned documents, they should be asked to fill out the appropriate declaration, the template of which is provided in Appendix No. 2. The declaration should include the child's details and those of the adult accompanying the child, indicating the relationship between the child and the adult. If the adult is neither the parent nor the legal guardian, they should declare that the parents/legal guardians consented to the care of the child.

6.5. If the adult resists showing the child's document and/or disclosing the relationship, explain that this procedure is in place to ensure the safety of children using the Hotel and was developed in consultation with NGOs working in this area.

6.6. After addressing the matter positively, thank the adult for their time in ensuring the child is under proper care and emphasize again that the procedure is aimed at ensuring children's safety.

6.7. If the conversation does not dispel doubts regarding the adult's intentions to harm the child, discreetly notify the Coordinator mentioned in Section 10 or their deputy, the supervisor (if they were not present during the conversation), and the security personnel (if present on the premises at that time). The employee or collaborator should ask the adult to wait with the child in a specified area (e.g., in the lobby).

6.8. From the moment the first doubts arise, both the child and the adult should be under constant observation by the staff and should not be left alone. The priority of the Hotel staff in such situations is to ensure the safety of the minor.

6.9. The Coordinator mentioned in Section 10 or their deputy, who has been informed of the situation, will engage in a conversation with the adult to obtain clarifications or decide whether to notify law enforcement (the police).

6.10. In cases where employees from other Hotel departments (e.g., housekeeping, room service, bar and restaurant staff, relaxation area, security, or others) witness unusual and/or suspicious situations, they should immediately inform the Coordinator mentioned in Section 10 or their deputy, who will decide on the appropriate actions.

6.11. Depending on the situation and location, the Coordinator mentioned in Section 10 or their deputy will verify the validity of the suspicion of child abuse. To this end, they will select appropriate measures to clarify the situation, which may include taking steps to establish the identity of the child and their relationship with the adult (if this has not been previously determined) or deciding to notify law enforcement (the police).

## **7. Procedure in Case of Suspected Child Abuse**

7.1. An employee who has reasonable suspicion that a child staying at the facility is or has been abused must immediately notify the Coordinator or their deputy, who is responsible for determining the facts of the situation and, if warranted, informing the police.

7.2. If there is an immediate threat to the child's safety, the employee who has reasonable suspicion of abuse must immediately notify the police by calling 112, describing the circumstances of the incident.

7.3. Regardless of the above, the employee must notify the Coordinator about the incident.

7.4. Reasonable suspicion of child abuse exists when:

- The child has disclosed to an employee or collaborator of the Hotel that they have been abused,
- A third party (e.g., another Guest) has disclosed to an employee or collaborator of the Hotel a suspicion of child abuse, and the employee's or collaborator's observations have confirmed this suspicion with high probability,
- The employee or collaborator has observed abuse or circumstances indicating a high likelihood of abuse, e.g., the child bears signs of abuse (marks of physical violence, such as scratches, bruises), and when asked, responds inconsistently and/or chaotically and/or becomes confused, or other circumstances suggest abuse, such as the discovery of pornographic materials involving children in the room of an adult. (Additional circumstances are outlined in Appendix No. 3.)

7.5. After notifying the police, Hotel staff should ensure that the minor and the adult who may have committed the crime do not leave the Hotel before the police arrive, and that potential evidence of the crime is not destroyed (e.g., by securing footage from security cameras).

7.6. In all cases, the safety of the child must be ensured, as it is the top priority. The child should remain under the care of a Hotel employee or collaborator until the police arrive.

7.7. In cases of reasonable suspicion that a crime involving the child's contact with the perpetrator's biological material (semen, saliva, skin) has occurred, efforts should be made to prevent the child from washing or eating/drinking until the police arrive. The child should be explained why these restrictions are necessary.

7.8. After the child is taken by the police, surveillance footage and other relevant evidence (e.g., documents) related to the incident should be secured and handed over to the Coordinator, who will provide copies to law enforcement upon request, with a receipt for the handover.

7.9. The Coordinator will record the incident in a register.

7.10. If the Company receives information regarding potential child abuse after the child's stay at the Hotel has ended (e.g., discovering evidence of violence against the child after their departure), this information must be immediately forwarded to the Coordinator mentioned in Section 10, who will take steps to evaluate and report the facts to law enforcement.

7.11. In justified cases, the Coordinator is also obligated to consider and consult with the Company's Legal Department about notifying the family court (the so-called civic duty notification).

7.12. If a Hotel employee witnesses physical violence against a child (e.g., slapping, pulling, yelling, or other forms of physical violence defined in the policy), they should attempt to stop the abuse and intervene. This provision also applies if the perpetrator of the physical violence is a parent, legal guardian, or another adult with whom the child is staying.

7.13. In cases where a child under seven years of age is left unattended, the employee who becomes aware of the situation should inform their supervisor. The supervisor, once informed of the situation, will decide on further action, taking into account the circumstances of the case. Depending on the findings, the supervisor will attempt to locate the parent/legal guardian or another adult with whom the child is staying in the facility and explain that the child cannot be left unattended. If it is not possible to find the parent/legal guardian or another adult, or if the parent/legal guardian/other adult refuses or is unable to take responsibility for the child, the supervisor must notify the police. In all cases, the safety of the child must be ensured.

## **8. Procedure in Case of Child Harm by an Employee or Another Third Party**

8.1. In the case of suspected child harm by an employee, contractor, or another adult who is not directly employed by the Company but by an external entity, the person who obtains this information must immediately inform the Coordinator, referred to in Section 10, or their deputy.

8.2. If the life or health of the child is in danger, the person who obtains this information 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. They should also notify the Coordinator, as referred to in Section 10, or their deputy, or another decision-making person, who will inform the child's guardians/parents. The person who obtained the information should also inform the Coordinator, at least by phone and email.

8.3. If an employee has caused harm to a child in a way that does not constitute a criminal offense against the child, the Coordinator, upon obtaining the information, should investigate all the circumstances of the case, especially by hearing the employee suspected of harm and other witnesses to the incident. In cases where the harm to the child is significant, particularly if it involves discrimination or violation of the child's dignity, the Coordinator should recommend appropriate personnel actions regarding the employee.

8.4. If the person who caused the harm is not directly employed by the Company but by an external entity (e.g., outsourcing), the Company will notify the appropriate employer about the suspicion regarding their employee and recommend banning the person from entering the Hotel premises and taking consequences corresponding to the proven offense.

## **9. Hiring Individuals to Work with Children**

9.1. When hiring individuals to work with children, the Hotel conducts an interview regarding the individual's previous employment related to working with children, as well as their experience and education in this field. The Hotel particularly pays attention to whether the individual's employment history indicates any prior harm to a child.

9.2. Every person employed/delegated by the Company to work directly with minors, in connection with education, recreation, sports, or other child-related activities or care, must be checked in the Register of Sexual Offenders. The check is performed by printing the search results from the restricted access section of the Register, which is then placed in the personnel file of the checked individual or in other relevant documentation related to the person. The employee's/contractor's/intern's statement regarding the obligation to be checked in the Register of Sexual Offenders is included in Annex No. 5.

9.3. Additionally, every person referred to in Section 9.2., employed/delegated to work directly with children, must provide the Company with information from the National Criminal Register regarding offenses specified in Chapters XIX and XXV of the Penal Code, in Article 189a and Article 207 of the Penal Code, and in the Act of July 29, 2005, on Counteracting Drug Addiction (Journal of Laws 2023, item 172, and 2022, item 2600), or for prohibited acts corresponding to these offenses under foreign law.

9.4. A person referred to in Section 9.2., who is a citizen of a country other than the Republic of Poland, must also provide the Company with information from the criminal register of their country of citizenship obtained for the purpose of professional or voluntary activities related to contacts with children.

9.5. A person referred to in Section 9.2. must submit a statement to the Company about the country or countries they have resided in during the last 20 years, other than the Republic of Poland and the country of their citizenship, and at the same time, they must provide the employer or other organizer with information from the criminal registers of those countries obtained for the purpose of professional or voluntary activities related to contacts with children.

9.6. If the law of the country referred to in Section 9.4. does not provide for the issuance of information for the purpose of professional or voluntary activities related to contacts with children, information from that country's criminal register must be provided.

9.7. If the law of the country from which the information referred to in Sections 9.4.-9.6. is to be provided does not foresee its issuance or if no criminal register is maintained in that country, the person referred to in Section 9.1. must submit to the Company a statement of this fact along with a declaration that they have not been legally convicted in that country for offenses corresponding to those specified in Chapters XIX and XXV of the Penal Code, in Article 189a and Article 207 of the Penal Code, and in the Act of July 29, 2005, on



Counteracting Drug Addiction, and that no other judgment has been issued against them stating that they have committed such prohibited acts, and that they are not subject to any court order, decision of another authorized body, or legal requirement prohibiting them from holding any or specific positions, performing any or specific professions or activities related to education, recreation, healthcare, psychological counseling, spiritual development, sports, or other interests of minors, or caring for them.

9.8. The statements referred to in Sections 9.5. and 9.7. are made under criminal liability for providing false statements. The following declaration must be included under the statements made under criminal liability: "I am aware of the criminal liability for providing false statements." This declaration replaces the official's instruction regarding criminal liability for making false statements.

9.9. The Company attaches the information and statements referred to in Sections 9.3.-9.7. to the employee's personnel file or documentation related to the person authorized for such activities.

9.10. When using the services of external entities, the Company includes a provision in the contract with the entity that allows for the enforcement of an appropriate standard for checking the safety of employees in relation to children. This provision allows the Company to control the fulfillment of the obligation under the threat of immediate contract termination and contractual penalties or other sanctions related to the non-compliance with the contract conditions in this regard. The template of the child protection standards statement for outsourcing companies employed by the Hotel is provided in Annex No. 6.

## **10. Responsible Person**

10.1. The supervision over the application of the Standards is carried out by the President of the Company's Management Board.

10.2. The President of the Company's Management Board appoints a person responsible for the implementation of these Standards, hereinafter referred to as the Coordinator (Coordinator).

10.3. The duties of the person referred to in section 10.2. include:

- preparing and implementing this procedure and familiarizing the employees with it;
- training employees on its application and documenting this activity in accordance with the procedures adopted by the Company;
- consulting all doubtful cases and making decisions regarding reporting the matter to law enforcement authorities;
- In justified cases, the Coordinator is obliged to consider and consult with the Company's Legal Department the possibility of notifying the family court (so-called notification as part of the civic duty);
- in the event of reasonable suspicion that a crime has been committed, the Coordinator is responsible for securing evidence, including video surveillance recordings, and providing them upon request to the authorities in the form of copies;
- handling the procedure in situations where a child has been harmed by an employee of the facility or another adult who is not directly employed by the Company but by an external entity;
- preparing reports to law enforcement or family courts;
- maintaining a register of events and documenting interventions, reported incidents related to child harm on the Hotel premises, and the fact of reporting the matter to the authorities;
- monitoring and proposing updates to the Standards if necessary (e.g., changes in law, improvement of procedures, etc.).

10.4. The Coordinator's contact details are available to all employees and Guests, including children. The information includes details on how to contact the Coordinator (email address, phone number, availability: days and hours of work).

10.5. Monitoring and evaluation include verifying the implementation of the Standards, responding to signals of violation of the rules and procedures, and proposing changes to the document, especially to adapt them to current needs and ensure compliance with applicable regulations.

10.6. The Coordinator conducts a survey among Hotel employees and collaborators every 2 years to monitor the level of implementation of the Standards.

10.7. The Coordinator processes the surveys completed by employees, prepares a report based on the monitoring, which is then submitted to the President of the Company's Management Board. The President introduces the necessary changes to the document and announces the new version of the Minor Protection Standards.

## **11. Final Provisions**

11.1. At every stage of the procedures resulting from these Standards, it should be remembered that they may cause inconvenience to Guests, and therefore it is necessary to show understanding for their reactions, explaining to them the factual and legal necessity of conducting these procedures in the Hotel. However, a Guest's reaction cannot be a reason to abandon the procedures.

11.2. All procedures provided for in the Standards should be applied proportionally to the situation and in a reasonable manner.

11.3. In matters not regulated by these Standards, the relevant provisions of the Act of May 13, 2016, on Counteracting Sexual Offense and Protection of Minors (Journal of Laws of 2024, item 560) and the Act of February 25, 1964 – Family and Guardianship Code (Journal of Laws of 2023, item 2809) shall apply.

11.4. The Hotel reserves the right to refuse to provide further services to an adult Guest in the event of non-compliance or reasonable suspicion of non-compliance with these Standards during their stay at the Hotel.

11.5. The Hotel may refuse to accept an adult Guest who violated the Standards during a previous stay, especially by causing harm to a Minor on the Hotel premises or committing a sexual crime against a Minor on the Hotel premises.

11.6. These Standards shall enter into force on February 15, 2024.

11.7. These Standards are available to the Staff, Minors, and their guardians on the Company's website, as well as in a publicly accessible place at the Hotel.

11.8. A shortened version of these Standards, understandable to Minors, is also made available in the manner indicated in section 11.7.

Zakopane, on .....

**Declaration  
of a person staying at the Hotel with a minor**

I, the undersigned

.....  
....., holder of ID card .....  
(series/number), hereby declare that I am staying at Hotel Nosalowy Dwór Resort & Spa /  
Nosalowy Park Hotel & Spa / Apartment Park Residence by Nosalowy\* with the minor child  
.....  
..... (first name, last name), residing at  
.....  
.....

I declare that I am: The child's parent - YES/NO\* The child's legal guardian - YES/NO\* The  
child's factual guardian (the child is under my care), and I am related to the child as  
..... (e.g., grandmother,  
grandfather, aunt, acquaintance, nanny, etc.) and I have the consent of the child's parents  
or legal guardians to take care of the child - YES/NO\*.

..... Signature of the person making  
the declaration

Acknowledged by: .....