

## Child Welfare Guidelines

TUI and its employees have a legal responsibility to promote and safeguard children's welfare and development. This means protecting children from abuse and neglect and adhering to the UN Convention on the Rights of the Child 1991 - An international agreement setting out the minimal standards for protecting children's rights. In relation to safeguarding, it states that:

- Best interests of the child should be primary consideration when action is taken concerning them
- Children are to be protected from all forms of discrimination
- Every child has the inherent right to life, survival, and development
- Children should not be punished cruelly or in a way that belittles them
- Children have the right to be protected from all forms of abuse and neglect and be given proper care by those looking after them
- Children who are victims of abuse are entitled to the care and treatment needed to recover from the effects of their mistreatment

These guidelines support the reporting and welfare support required for both the child and parents or guardian as part of our duty of care to our customers, and work in conjunction with our Child Protection Policy.

## Group Guidelines

All business areas should adhere to the Group Child Welfare Guidelines which include process on :-

- Reporting of an incident
- How to support the child/family in the immediate situation and aftermath
- If the child has been left unattended an Unattended Child Process should be followed
- Reporting to local statutory agencies where the concern is potentially serious or criminal (this includes noncustomer incidents)

Per Source Market/Business once advised of an incident and if within local legislation:-

- Reporting to local agencies for support where appropriate
- Contacting the child's home country embassy
- Reporting the matter to the authorities in the child's home country

## Data Protection

As a business we have a legal responsibility to take particular care with any personal information (e.g. names, addresses, status, personal situations) that is obtained from or about those involved in an incident specifically to:

- Obtain consent for the use of the information, and for where/ when it may be transferred.
- Obtain consent from individuals involved before sharing information with family members, relatives, or other interested parties
- Protect the information from unauthorised access or use.

### **What instances would be classed as Child Protection requiring reporting and welfare**

Child protection incidents could be the following

- Physical Abuse
- Sexual Abuse
- Emotional Abuse
- Neglect
- Exploitation

**Note:** there may be incidents not listed above such as parent or guardian incapacitated e.g. due to illness

### **Child Protection incidents can also be allocated into the following areas**

- **Parent or Guardian Alleged - TUI Customer (under 18)** Parent, guardian, relative or person known to the child / travelling with them.
- **Stranger Alleged - TUI Customer (Not in a TUI Product) (Under 18)** An adult, which isn't related or travelling with them
- **Local Child in Destination - Non-TUI Customer (Under 18)** Not related to any TUI Product
- **TUI Product Related - TUI Customer or Non-TUI Customer (Under 18)** Related to any TUI Product, Supplier or Third-Party Supplier

## **Welfare Support and Ongoing Assistance**

### **TUI MM advise the relevant Source Market Operations Department of a Child Protection case**

- Check for the immediate needs of the child including essential care and arrange emergency services as required
- Ensure each relevant section of the Child Protection Report on JIRA is completed. This must include full names, dates of birth and address for the children and if possible, the parents. Sometimes families are reluctant to provide full details so you may need to check the booking systems.

- Ensure the relevant business is updated in the event of a serious incident there should be a follow up phone call to the relevant Ops Dept
- In some cases, it is in the best interest of the child or family to change accommodation or return to their home country . In these circumstances we could provide alternative accommodation or return flights . Please check with the relevant market if this can be free of charge.
- On occasions it may be necessary for another family member to be contacted and flown out to destination to assume care of the child and escort them home, please liaise with the source market.
- Monitor and ensure the respective business receive daily updates.
- Ensure customers/relatives have been offered medical assistance if required
- Ensure police and consulate are informed if required
- Accompany customers/relatives to the hospital/doctor.
- Providing translators if needed
- Offer trauma support as required
- Private transfers to be organised – accompanied by Rep if required
- Customers to remain in room until departure time/late check out if available
- Customers to be offered medical trauma care or via insurance company
- Resort staff to ask whether we can assist with onward travel on return to destination – advise source market/insurance who will arrange – ensure customers are made aware of arrangements
- Customers to be advised if anyone from TUI will meet them on arrival
- Continue to support both the child and family/parent or guardian as required
- Cases remain open until guests depart resort
- Ensure handling agent are aware and escort to onward transportation
- Ensure flight seats are booked
- If the flight is not full have an additional seat blocked for privacy

#### **Business Area Ops/Customer Care/Welfare**

- Assess the case to see if it needs escalating to local authorities in line with local regulations).
- Urgent cases should be supported by the respective business areas in addition to TUI MM, otherwise monitor until guests are due to return to the home country.
- If the case is property related escalate to Group Health & Safety & Group Security.
- Request Reps Report and further reports from the incident site if not already available
- Feedback any necessary action that needs to be taken to destination

- If the case requires a welfare call this should be diarised for when the guests return to their home country.
- Offer trauma support if it is not already done so
- Ensure onward transport is in place if required
- Advise airline and ensure customers are taken care of on board if required
- Ensure flight seats are booked if required
- If the flight is not full have an additional seat blocked for privacy if required
- Welfare/Customer Care/Service to make contact with the customers/relatives when they return to find out if TUI can assist further.
- SAT to meet on arrival and escort customers to families/onward transport if required
- Ensure the respective PR & Comms areas have been updated
- All property and staff-related cases require a follow-up call.
- If necessary, a call to customers should be made to report the incident within 24 hours of the family's return.
- Cases remain open until guests are fully supported
- Support H&S and Security with any further investigations
- Be prepared to support customers/relatives with any requests to assist with any future criminal court case, including flights and accommodation dependant on the situation

*Don't ask yourself "What if I'm wrong", ask yourself "What if I'm right"*

### **Assuming Care of a Child**

There are times when TUI staff have to assume care of children. This is a high-risk situation for the company, so we need to ensure that the procedures are followed correctly, and the necessary paperwork is completed in a timely manner. This includes the Assuming Care of a Child checklist and Questionnaire and ensuring that there are two colleagues supporting a child. Ideally the staff members looking after the child must be trained childcare staff. Naturally these situations have a big impact on staff and resources so if it looks to be an ongoing situation, we need to arrange for a family member or friend to fly out from the home country to support the child. If necessary, we can offer flights free of charge, or at a reduced cost. We should also consider repatriating the children in care of a relative in the home country.

### **Supporting a Child – Key Points**

It is important when supporting a child that we understand their needs and the below points will support.

- Do not be alone with a child, you must be accompanied by their parent or guardian, or another colleague
- Go down to the level of the child (especially for small children) kneel or sit with them
- A person should be responsible for the child as consistently as possible for the care - If now unaccompanied are their kid's reps available to assume care.

- Formulate clear and simple sentences to give courage
- Praise their coping strategies
- Give small tasks
- Redirecting attention, e.g. on buses going by
- In small children: ensure they have toys etc
- Ensure they continue to talk
- If alone ensure they can talk to someone from home – and ensure that person knows who you are

## Assuming Care of a Child Checklist

In exception circumstances, due to a situation or an incident it may be decided that in the best interest of the child, that TUI employees should assume care of a child.

This checklist provides details on all of the actions which should be considered

|   | Action for consideration                                                                                                                                                                                                                                                                                                                                                                                 | Completed |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1 | <b>Notify the Next of Kin</b><br>If the parent or guardian are unable to care for the child, the Next of Kin should be notified. Depending on the incident or situation, this might be need to go via the Foreign Ministry.                                                                                                                                                                              |           |
| 2 | <b>Establish the Child's Needs</b><br>The parent, guardian or Next of Kin where possible should always provide full details of any medical or dietary requirements of the child. The document 'TUI Assuming Care of a Child Form' must be completed to ensure that all colleagues know what needs the child has. It must also be sent and saved by the relevant Duty Office/Child Protection Coordinator |           |
| 3 | <b>Contact relevant Consulate</b><br>Contact should already have been established before TUI employees assume care of a child, to gain advise and recommendation on what action should be taken. The consulate must be advised if the final decision is that a TUI employee will assume care of a child.                                                                                                 |           |
| 4 | <b>Gather Written Consent</b><br>Depending on the type of situation or incident the parent or guardian may be in a position to provide written consent that they authorise TUI employees to care for their child on a temporary basis. Alternatively, if the Next of Kin has been advised of the situation, they should be asked to provide written consent by email or text etc                         |           |
| 5 | <b>Suitable Employees to assume care?</b><br>A minimum of 2 employees should be with the child at all times, this is to protect the child and the employee. Where possible suitably trained or security checked employees would be of a preference, such as Kids Reps.                                                                                                                                   |           |
| 6 | <b>Report full details &amp; updates internally</b><br>TUI MM should report using the usual process, which will ensure that the Duty Office/Child Protection Coordinator in the business is advised.<br>It is the responsibility of the Duty Office/Child Protection Coordinator to report the case to the relevant authorities in the home country, based on the respective legal responsibilities.     |           |
| 7 | <b>Diarise &amp; Record all actions &amp; decisions</b><br>Complete the 'TUI Assuming care of the child- diary log' regularly ensuring that all actions and decisions are documented.                                                                                                                                                                                                                    |           |
| 8 | <b>Establish a Plan</b><br>Assuming care of a child should only be a temporary measure, with the aim to have the child returned to suitable family or Next of Kin care as soon as possible. The source business will work with TUI MM and liaise with the relevant Foreign Ministry and authorities to ensure a plan is put into place for the child.                                                    |           |

## TUI Assuming Care of a Child - Child Welfare Questionnaire

(To be completed during a Child Protection issue, to establish key facts ahead of assuming responsibility for a child. A separate form must be completed for each child)

|                                                                                                                                                                                                    |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Name of child                                                                                                                                                                                      |  |
| Name that child is usually called                                                                                                                                                                  |  |
| Date of birth                                                                                                                                                                                      |  |
| Ethnic Origin                                                                                                                                                                                      |  |
| Gender                                                                                                                                                                                             |  |
| Parent/Guardian Name                                                                                                                                                                               |  |
| Permanent Address                                                                                                                                                                                  |  |
| Contact Numbers                                                                                                                                                                                    |  |
| Details of care routine e.g. bedtime routine, bath time routine, mealtime routine etc.                                                                                                             |  |
| Please detail the following where necessary:<br>Dietary requirements<br>Food allergies<br>Medication requirements<br>Allergies<br>Phobias<br>Any additional special needs<br>Any other information |  |

**Print Name:** \_\_\_\_\_ (Parent/Guardian)

**Signed:** \_\_\_\_\_ (Parent/Guardian)

**Date:** \_\_\_\_\_