



CHILD PROTECTION POLICY

Xenios Operations works within relevant legislation and existing codes of good practice in Greece. The Children Act says that children have a right to basic standards of care, nurture and upbringing. The United Nations Convention on the Rights of the Child, which states that children have the right to be protected from violence and harmful treatment. The Children Act (2004) says that children have a right to basic standards of care, nurture and upbringing. Xenios 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 supporting children and young people to get the most out of life.

We aim to:

- provide an environment where children are safe from abuse;
- ensure that all members of the Overseas team are able to recognise and know how to act upon indicators that a child's welfare or safety is at risk;
- develop good practice in observation and record keeping and liaise with other professional people;
- work in partnership with parents/carers and young people to ensure the safety and welfare of the child;
- have good systems in place which will support good practice in observation and record keeping;
- Provide training for the resort staff.

To achieve the above we will:

- explain how Xenios Operations handles security to parents/carers when they first use our childcare services with their child;
- always supervise children as they leave the setting;
- never let a child leave with anyone other than the usual named carer, unless by prior agreement;
- make sure that visitors to the setting are signed in and out and are not left unsupervised with children;
- ensure that personal care is always appropriate e.g. provide privacy during toileting, respect privacy when dressing, encourage independence in personal care routines;
- ensure that all our Kids' Club staff have been checked by the Criminal Records Bureau;
- provide training to ensure that all Xenios staff recognise the signs and indicators of possible physical abuse, neglect, emotional abuse and sexual abuse;
- provide training opportunities to ensure that all Xenios staff know how to respond if an individual child spoke to them about possible harm;
- follow the Local Safeguarding Children Board procedures covered by the area of the head office for Xenios or by following the DOH (Department of Health) Working Together to Safeguard Children document upon which each procedure is based;
- keep all concerns and investigations confidential; only parents/carers of the child/ren involved and appropriate professionals should be informed, unless the allegation is against a family member, in



which case advice should be taken from Social Services prior to discussing this with the parents/carers;

- ensure that at all Welcome Introductions, parents/carers are made aware of the Child Protection policy ahead of their child(ren) using the service; -
- any concerns that a member of staff has about a child should be reported to their line manager & GM who has additional responsibilities in the area of child protection. The member of staff with the concerns must write down their concerns on an Incident Report Form and date and sign it.

Manager to keep accurate and confidential records of any incidents, disclosures or observations at the time they occur using the Incident Report forms and Diary Logs. These documents should be written accordingly. These concerns could include:

- (a) any suspicions that a colleague is abusing or has abused a child in the care of Xenios;
- (b) any suspicions that a supplier/contractor/shop owner/franchise is abusing or has abused a child in the care of Xenios;
- (c) a family member/named carer is abusing or has abused a child in the care of Xenios;
- (d) full detailed record of events, dated and signed that is to be returned to Customer Relations, line manager & Overseas Support on a daily basis.

Reporting procedures

If a member of staff suspects that a colleague is abusing or has abused a child in the care of Xenios, they must write down their concerns on an Incident Report Form, date and sign the notes and report concerns as soon as possible to their local hotel manager.

If a member of staff suspects a supplier/contractor/shop owner/franchise/another holiday maker/anyone of child abuse they must write down their concerns on an Incident Report Form, date and sign the notes and report concerns as soon as possible to their local hotel manager.

If a member of staff is accused of child abuse by a parent/carers or child they must not answer any questions unless they are accompanied immediately by their local hotel manager and access support from a relevant person.

If a member of staff suspects a child's family member of abuse they must write down their concerns on an Incident Report Form, date and sign the notes and report concerns as soon as possible to their local hotel manager.

Members of staff can ask their Hotel Manager what steps they intend to take following the information that has been given to them. If a member of staff does not feel that satisfactory action is being taken, then they can escalate to the head office.

The above policy has been read and understood by all members of the Xenios team.

A review of this policy will take place each year.

Approved and agreed by: Mr Kostoglou Georgios

Date: 15.04.2021