

Teardrop Hotels – Child Protection Policy

Teardrop Hotels acknowledges the duty of care to safeguard and promote the welfare of children and is committed to best safeguarding practice, reflecting government guidance and general responsibility.

The policy recognises that the welfare and interests of children are paramount in all circumstances. It aims to ensure that regardless of age, gender, religion or belief, ethnicity, disability, sexual orientation, or socio-economic background, all children are kept safe.

The policy recognises that children should have a positive, enjoyable experience during all activities conducted and services provided by the hotel or its subcontractors in a safe environment and that they are protected from any form of abuse during their stay at the hotel.

Our procedures will include the following:

- Promote and prioritise the safety and wellbeing of children and young people.
- Ensure to protect children from any form of abuse and neglect during their stay with Teardrop.
- Ensure that statutory laws, hotel policies as well as local customs and traditions are followed and respected when taking guests to our properties where interaction with children and young people may occur.
- Ensure appropriate action is taken in the event of incidents/concerns such as reporting any incident to relevant authorities, removal of the person involved from the premises, and support provided to the individuals who raise or disclose the concern.
- Ensure that confidential, detailed, and accurate records of all safeguarding concerns will be maintained and securely stored.
- Prevent the employment/deployment of unsuitable individuals.
- Not employ any person under the legal age (18 years).
- Ensure that no locally sourced product will in any way be purchased, used or promoted if it comes to our knowledge that it has been produced, wholly or in part, with the help of child labour.

Assistance related to matters of social responsibility will be prioritised for local or foreign organisations dedicated to the wellbeing and care of children and young people. The Policy will be widely promoted, and failure to comply by any employee will be addressed without delay and may result in immediate termination. The policy will be reviewed in a year after development and then every three years or in the following circumstances:

- Changes in legislation and/or government guidance
- As required by local organisations
- As a result of any other significant change or event

Reporting & Investigating Abuse/Neglect or Suspected Abuse/Neglect

Teardrop Hotels takes child abuse & neglect very seriously. Child abuse, in any form, including negligence, physical, emotional, or sexual abuse, is a severe offense. The following are examples of common signs that inappropriate behaviour of abuse may have occurred:

- A person's presence significantly changes the behaviour of a child, such as becoming withdrawn, fearful, distressed, or agitated.
- A person is asking to lie or keep secrets.
- A person is initiating private contact with a child in person, online or by telephone.

Any infringements of this type will be prosecuted to the full extent of the law. Child abusers are not likely to remain in an environment where all staff are trained to identify and report suspicious behaviour. For these reasons, all employees 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 should immediately notify the Resident Manager of the respective hotel and/or HR department. A report should be made immediately to allow for early intervention and a prompt investigation.

Staff Training

Child abuse in any form or misconduct may result in disciplinary action, including termination following government law. Teardrop HR department conducts regular training programs for employees to identify and report child abuse and neglect. The Company also uses email and poster awareness programs to educate employees regarding the consequences of involving, hiding, or neglecting child abuse.