

Child Protection Policy

Policy Summary

Policy Summary: The Child Protection policy outlines the company's standards which are in place to safeguard children both customers and local in destinations.

The policy outlines Thomas Cook's commitment to provide adequate training, information and support to customers and employees, reporting processes and investigation procedures in order to protect children from harm.

Policy Scope: This policy applies to the Thomas Cook Group

This policy is non-contractual and does not form part of employees' terms and conditions of employment, and may be amended at any time.

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Policy

1. Overview

At Thomas Cook Group, we are fully committed to respecting children's rights as set out by the United Nations Convention on the Rights of the Child. This Convention states that all children have the right to be protected from being hurt or mistreated, in body or in mind.

We believe that our employees, customers, partners and suppliers all have a responsibility to promote and safeguard children's welfare and development. For us this means protecting all children, both local to our holiday destinations and those travelling with us, from abuse, neglect and any form of exploitation.

2. Our commitment

As one of the world's leading travel companies we operate a zero tolerance policy against any form of abuse, neglect or exploitation. We recognise that the welfare and safety of children cannot be achieved by one organisation or a single business area alone. Instead, child protection is the responsibility of us all.

Our strategy on preventing any forms of exploitation or abuse and creating awareness on how employees can address concerns are outlined in our employee Code of Conduct.

As part of our commitment to safeguarding children we will;

- Appoint a designated Group Child Protection Officer and Coordinators in each group market/business.
- Document procedures to manage concerns when a child's welfare may be at risk. Including escalating concerns and reporting cases to either a local authority, child protection organisation or a non-governmental organisations.
- Communicate our zero tolerance policy on any form of abuse, neglect or exploitation of children to all customers.
- Support, collaborate and engage stakeholders in the prevention of all forms of exploitation of children.
- Work with external partners to develop the necessary tools to help us achieve our goals.
- Report annually on our progress.

3. Our employees

Our employees who work directly with children will be qualified, have completed relevant training and have undergone background checks.

We will continue to promote this policy and train our employees who interact with our customers on the importance of child protection, child safety, how to recognise symptoms of abuse and how to report these incidents.

4. Our Suppliers

We will communicate our Supplier Code of Conduct to all suppliers, stating the practices and behaviours which are unacceptable, in order to protect all children.

All of our contracts with suppliers maintain a clause, stating a common repudiation of any form of exploitation of children

We will terminate business with any supplier engaged in or associated with the exploitation or abuse of children.

5. Reporting and Investigating cases

We will continue to monitor and report internally on child protection cases, identifying trends in destinations we operate to, within our products, services or suppliers.

We will lead or assist in any required investigation as a result of a reported child protection case in conjunction with any Group Security policies.

All of our employees and suppliers have the ability to report any legitimate concerns through the **Speaking out Policy**.