

# CHILD PROTECTION AT DER TOURISTIK



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**DER**  
Touristik

## ABOUT DER TOURISTIK

A large, faded, light red logo of 'DER Touristik' is centered on a light gray background. The logo features a stylized 'D' with a horizontal bar above it, followed by 'ER' in a bold, sans-serif font. Below this, the word 'Touristik' is written in a smaller, lowercase, sans-serif font.The logo for 'DER Touristik' is located in the bottom right corner. It consists of the word 'DER' in a bold, red, sans-serif font, with a stylized horizontal bar above the 'D'. Below 'DER', the word 'Touristik' is written in a smaller, lowercase, red, sans-serif font.

# ABOUT DER TOURISTIK



# DER TOURISTIK AND THE CODE

## **DER Touristik pursues a proactive and preventive approach to protect children**

- It is important for the entire tourism industry to take action.
- Based on this, the German travel association "Deutscher ReiseVerband" (DRV) has committed itself to implement the "Tourism Child Protection Code" on behalf of its members, including DER Touristik in 2001.



- The resulting responsibility was taken very seriously by DER Touristik and all of the six criterias of the Code were implemented.
- To underline the importance of Child Protection within our company, Sören Hartmann, the CEO of DER Touristik Group, signed the Code of Conduct in March 2016 at the ITB Berlin international travel trade show.

# DER TOURISTIK AND THE CODE

**The signatories of the Code at the ITB in March 2016:**



# IMPLEMENTATION OF THE CRITERIA AT DER TOURISTIK

## One example of implementation:

The second criteria of the Code:

### **Train Employees**

In children's rights, the prevention of sexual exploitation and how to report suspected cases



# CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS

In order to raise awareness and ensure adequate training of the employees in the holiday destinations, the Sustainability Department of DER Touristik with the the commissioner on Child Protection regularly conducts workshops on child protection in the hotels of DER Touristik.



# CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS

Child Protection Workshops of the hotel management at  
DER Touristik Hotels:

- Club Calimera



- lti hotels



- PrimaSol





# CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS

Child Protection Workshops of the hotel management at  
DER Touristik Hotels:

Our new hotels:

**COOEE**  
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# CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS

These workshops are very important because hotels can facilitate exploitation of children unless mechanisms are in place to stop it from happening.



# CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS

- ✓ To make sure these mechanisms are effective hotels need a clear child protection policy which is well known and signed by every member of the staff.
- ✓ You will find our child protection policy hanging at the reception or in the lobby of DTH Hotels as well as an information for our guests.



## Child-Protection-Policy

Our industry has an impact on the lives of children. Their rights must be protected as tourism develops. We take that responsibility serious. That is why the protection of children in any manner is one of our highest priorities. This includes the children of the country as well as the children of our guests.

- From our companies' point of view, related to the international understanding of childhood, every person below 18 is a minor and has to be treated like this.
- In any case the relation between an adult and a minor is suspicious, the situation needs clarification! Our policy is to keep our eyes open regarding the safety of children.
- We do not allow minors who are not guests of our hotel to stay on our premises. Check their IDs!
- DER Touristik Hotels are fully against sexual exploitation of children in tourism and refuse to conduct business with any person or company who is engaged or associated with this type of exploitation.
- All personal contacts where minors are involved and which seem to be based on financial or other benefits are to be reported!
- Any intimate relation between a staff member and a minor guest is forbidden. If this rule is not followed, the staff member will be released immediately and, in case, police will be informed.



# CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS



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# CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS

Furthermore every member of the staff needs a clear strategy how to react if there is any suspicion on child abuse.



That is why the DTH-Hotels do „train-the-trainer“-workshops on Child Protection with the hotel management in the destinations.

# CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS

After each workshop all managers receive a certificate and material to teach their own staff.

With these “train the trainer” workshops, we want to ensure that every member of the staff knows the child protection policy and knows how to react in a case of child abuse



**Certification**

Mr. /Mrs. \_\_\_\_\_

participated successfully in the Train-the-Trainer Workshop  
**„Raising Awareness on Child Abuse in Tourism”**

\_\_\_\_\_  
Place, Date

\_\_\_\_\_  
Signature Trainer (ECPAT)

\_\_\_\_\_  
Signature (DER Touristik)





# CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS

## **I. Topics of the workshops:**

- Where does sexual abuse of minors in tourism happen?
- Who are the offenders and what kind of tourism infrastructure do they use?
- Who are the victims and what are the consequences for them and the society in which they live?

# CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS

## **II. Topics of the workshops:**

- What are the national, what are the international laws concerning sexual abuse of minors? And what means our policy?
- What can the tourism industry do in general?
- What can each employee of the hotel do in detail in his or her daily work to prevent sexual abuse of minors in tourism from happening?

# CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS

**The workshops focus on the practical implementation of the learned.**



# CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS

## 1. Example: Working in teams:

### Question:

**“What can you and your staff look out for at work to prevent children from possible offenders?”**

The participants work in groups to discuss potential problems that may occur in daily work

## CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS



# CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS

## 2. Example: Role plays

**A case of possible child abuse is not easy to deal with.**

**This is why all members of the staff should be well prepared.**



## CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS



# CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS

We did our workshops in some destinations in which it was not easy to open a discussion about our topic.



Yet, even when our participants sometimes were critical at the beginning we managed to arouse their interest and initiated fruitful discussions.

# CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS

## Our main goals are

- leaving the hotels with a clear strategy on
  - ✓ how to prevent child abuse,
  - ✓ how to recognize a possible case
  - ✓ how to deal with it appropriately
  - ✓ and how to report it correctly without any delay.



# CHILD PROTECTION WORKSHOPS AT DER TOURISTIK HOTELS

- DER Touristik is the first German travel and tourism company to conduct such trainings at holiday destinations. The success of these measures was not only confirmed in the trade press, but above all through the positive feedback of the hotel staff.
- It has been shown that it is an important aspect to address each destination individually and discuss possible child protection problems with the tourism professionals on spot.
- DER Touristik aims to take effective preventive measures to ensure that travelling remains an untroubled experience for all parties involved.





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