

## Child Safety and Protection Policy

(In compliance with the Protection of Children from Sexual Offences Act, 2012 and allied child protection laws in India)

### 1. Policy Title :

**Child Safety and Protection Policy (POCSO Compliance)**

### 2. Policy Statement :

At **ImagicaaWorld Entertainment Limited**, we are fully committed to ensuring a safe, secure and child-friendly environment for all children visiting our parks and facilities.

Children (any person below 18 years of age) are among the most vulnerable members of society and therefore require special care, attention, and protection. As an organization that welcomes thousands of families and children, we recognize our moral and legal responsibility to safeguard them from abuse, neglect, exploitation, or harassment.

This policy establishes the framework to prevent, detect, report, and respond to any form of child abuse, particularly sexual offences, in compliance with Protection of Children from Sexual Offences Act, 2012 (POCSO Act) and Rules thereof.

The organization adopts a Zero-Tolerance Policy toward any form of child abuse or misconduct.

Child safety is not only a legal compliance requirement but also a core organizational value guiding our operations, employee behavior and visitor engagement.

### 3. Legal Framework :

This policy is developed in accordance with:

- Protection of Children from Sexual Offences Act, 2012
- Relevant rules and guidelines issued by Government authorities
- Applicable child protection laws and mandatory reporting provisions in India

Failure to report a suspected offence involving a child is a punishable offence under the POCSO Act.

### 4. Objectives of the Policy :

The objectives of this policy are:

1. To protect children from abuse, harassment, exploitation, or neglect within park premises.
2. To establish clear standards of conduct for employees, vendors, contractors and partners.
3. To create a robust reporting and response mechanism aligned with the POCSO Act.
4. To ensure mandatory reporting of offences to authorities.
5. To sensitize staff, vendors and visitors about child protection responsibilities.
6. To provide child-friendly procedures for responding to incidents.
7. To build a culture of accountability, safety and vigilance.

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## 5. Scope of Applicability :

This policy applies to:

- All permanent employees
- Temporary and contractual staff
- Interns and trainees
- Vendors, contractors and third-party service providers
- Security personnel, housekeeping staff and ride operators
- Franchise partners and event organizers
- Volunteers
- Visitors and guests within the park premises

## 6. Guiding Principles :

The organization is guided by the following principles:

1. **Zero Tolerance:** Any form of abuse or misconduct involving children will not be tolerated.
2. **Best Interest of the Child:** The child's safety and well-being shall always be the primary consideration.
3. **Non-Discrimination:** Protection will be provided irrespective of gender, caste, class, religion, disability, or background.
4. **Confidentiality:** The identity of the child will be protected in accordance with POCSO Section 23.
5. **Child-Friendly Approach:** All complaints and interactions with children will be handled sensitively and respectfully.

## 7. Preventive Measures :

### 7.1 Physical Safety Infrastructure

The organization shall implement the following safety measures:

- Installation of CCTV cameras in common areas
- Adequate lighting in all areas including entry points, corridors and secluded spaces
- Staff monitoring near changing rooms and restrooms
- Child Help Desks at designated locations
- Emergency Public Announcement system to locate missing children
- Color-coded wristbands or identification tags for children where applicable

### 7.2 Child-Friendly Infrastructure

- Dedicated family restrooms and nursing rooms
- Easily accessible help desks
- Trained staff available to assist children and families
- Physical contact with children must be limited strictly to situations necessary for safety, such as securing safety harnesses on rides, guiding children during park activities, or providing first aid when required
- Photographing or video graphing children is strictly prohibited unless prior consent has been obtained from the child's parent or legal guardian

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## 8. Employee and Vendor Code of Conduct :

All employees, vendors and partners must adhere to the following standards:

- Treat children with respect and dignity at all times
- Avoid being alone with a child in isolated areas
- Do not touch children inappropriately or without necessity
- Only permitted physical contact for:
  - Safety harnessing on rides
  - Guiding children for safety
  - Providing first aid
- Do not use abusive, suggestive, or inappropriate language
- Do not photograph or record children without parental consent
- Do not offer gifts or favors to children for personal interaction
- Do not engage in physical punishment or harsh behavior
- Immediately report any suspected misconduct

Violation of this code will attract disciplinary action.

## 9. Mandatory Reporting Mechanism :

In accordance with Section 19 of the POCSO Act, any suspicion or knowledge of child sexual abuse must be reported immediately.

Failure to report such incidents may lead to legal penalties including imprisonment and fines.

All incidents must be reported within 24 hours to relevant authorities.

## 10. Reporting Channels :

Any employee, vendor, or visitor who observes or suspects abuse must report it immediately to:

**Internal Child Protection Committee (ICPC):** The organization will establish an Internal Child Protection Committee responsible for handling child safety concerns.

The committee will include:

- Child Safety Officer (Male)
- Child Safety Officer (Female)
- HR Representative
- Security Representative
- Legal/External Expert (if required)

**Reporting Options:** Reports can be made through:

- Child Help Desks
- Direct reporting to Child Safety Officers
- Complaint boxes
- Emergency helplines

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The ICPC will report cases to: within 24 hours as required by law.

- Local Police
- Special Juvenile Police Unit (SJPU)
- Child Welfare Committee (CWC)

**11. Roles and Responsibilities :**

<b>Management</b>	Approve and enforce the policy
	Provide necessary resources
	Monitor compliance
	Conduct annual review of child safety systems
<b>Human Resources</b>	Conduct mandatory background verification for employees
	Ensure police verification for relevant roles
	Obtain Code of Conduct declarations
	Conduct training programs on POCSO compliance
<b>Internal Child Protection Committee</b>	Receive and document complaints
	Act as first responders
	Coordinate with authorities
	Provide guidance and support to affected individuals
	Maintain confidential records
<b>Employees and Vendors</b>	Follow the Code of Conduct
	Participate in mandatory training
	Report concerns immediately
	Support child safety initiatives

**12. Incident Response Procedure:** In case of a complaint or suspected incident:

1. Ensure immediate safety of the child
2. Provide medical assistance if required
3. Inform the Internal Child Protection Committee
4. Report the incident to police authorities within 24 hours
5. Suspend the alleged employee/vendor (if applicable) during investigation
6. Maintain confidentiality of all involved parties
7. Extend cooperation to law enforcement agencies

**13. Confidentiality and Child Support:** The organization will ensure:

- Protection of child identity as per POCSO provisions
- Psychological first aid where required
- Protection of whistleblowers from retaliation
- Full cooperation with legal authorities

**14. Awareness and Training:** The organization will implement:

- **Mandatory induction training** on child protection
- Periodic **refresher training programs**
- Awareness campaigns within park premises
- Display of emergency helpline numbers

**15. Disciplinary Action:** Violation of this policy may lead to:

- Suspension
- Termination of employment
- Legal reporting under the POCSO Act
- Blacklisting of vendors or contractors

**16. Monitoring and Review:** To ensure effectiveness of this policy:

- Quarterly review by the Internal Child Protection Committee
- Annual audit of child safety systems
- Regular feedback from employees and visitors
- Policy updates based on legal changes

**17. Emergency Contact Information :**

The following contacts will be prominently displayed across the park:

- Childline – 1098
- Nearest Police Station / Special Juvenile Police Unit
- Internal Child Protection Committee Contacts
- Nearest Hospital / Ambulance Services

**Effective Date :**

This policy comes into effect from **01<sup>st</sup> March 2026**. The organization commits to maintaining the **highest standards of child protection and safety** across all its Parks & facilities.

		
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