



POLICY DOCUMENT

Pagoda is fully committed to responsible inclusive global Programmes, that create 'Everybody Wins' outcomes. Our Code of Conduct sets out the standard of behaviour that we expect from our participants. It has been created to enable you to achieve the most out of your time on the Programme in a safe manner. It also ensures that all individuals in the Pagoda Community we work with are treated with respect and consideration. By undertaking the Programme you will be representing not only Pagoda, but also your country of origin and your university or educational institution. Any breach of the Code of Conduct may result in the Programme being terminated.

Code of Conduct. You must:

- Complete the Onboarding and raise any issues regarding the Programme as early as possible.
- Notify your Pagoda Contact and other relevant parties if you will be absent from Key Programme Activities.
- Be on time for all Key Programme Activities, demonstrate a commitment and interest in the Programme and engage with all assignments given.
- Respond to all communications from Pagoda within 48 hours and be aware that repeated failure to attend Key Programme Activities shall be classed a breach.
- Listen to and follow the advice and requests of your Pagoda Contact regarding safety and well-being.
- Abide by the laws and regulations of the country in which the Programme takes place, including internet laws and regulations. Any illegal activity during the Programme will be classed as a serious breach.
- Communicate appropriately, listen and ask questions in a culturally sensitive manner. Keep interactions with the Pagoda Community professional; everyone should feel comfortable with the conversation.
- Avoid requesting sensitive information from other individuals in the Pagoda Community. Open, friendly discussion is encouraged but be sensitive of people's religion, politics, gender and sexual orientation etc.
- Not to use bad language, use common sense and show respect; treat others as you wish to be treated.
- Understand that Pagoda has a zero-tolerance policy towards aggressive or abusive behaviour aimed at Pagoda Staff or the wider Pagoda Community. Physical violence and repeated verbal aggression towards Pagoda Staff or towards another member of the Pagoda Community, will be classed as a serious breach.
- Maintain an open-minded attitude towards business and cultural differences within the Pagoda Community, and to try to make informed judgments where possible.
- Treat sensitive information or intellectual property disclosed to you by host companies, guest speakers or organisers on the Programme as confidential.
- Report any problems during the Programme to your Pagoda Contact or via the complaints form:
<https://pagodaprojects.com/complaints>.
- Abide by Pagoda's policy for bullying, harassment & discrimination which is outlined here:
<https://pagodaprojects.com/toolkit/Pagoda-Projects-Bullying-&Harassment-Procedures.pdf>. Pagoda reserves the right to class such incidents as serious breaches.
- Tell your Pagoda Contact immediately if you feel victimised or uncomfortable during the Programme. Or alternatively, via the complaints form: <https://pagodaprojects.com/complaints>.
- Report any incidents which are outlined in the Prevention of Sexual Exploitation and Abuse and Sexual Harassment (PSEAH) Policy: <https://pagodaprojects.com/toolkit/Pagoda-Projects-PSEAH-Policy.pdf>.
- Take shared responsibility for safeguarding children and vulnerable adults: <https://pagodaprojects.com/toolkit/Pagoda-Projects->



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[Child-Protection-Policy.pdf](#)

- Complete the Programme off-boarding steps when requested by Pagoda.

Additional for In-person Programmes

- Never engage in political demonstrations or illegal protests.
- Respect local attitudes, cultures and beliefs. Including dressing professionally when required.
- Understand that for your safety Pagoda has a zero-tolerance policy towards the possession and use of illegal substances such as prohibited drugs. You will be informed of the local laws and penalties regarding drug use during the Orientation. If you are found in the possession of, or under the influence of illegal substances, it will be classed as a serious breach.
- Avoid drinking more than a small amount of alcohol from Sunday to Thursday during the Programme. Any absence from Key Programme Activities due to excessive drinking or legal drug use will result in a final warning from Pagoda.
- Never take time out of your project in order to undertake personal in-country travel unless you have obtained express permission from your Pagoda Contact.
- Understand that Pagoda has a zero-tolerance towards stealing and any persons found to be thieving from the local community, or from their fellow participants will face serious breach procedures.
- Be aware and respect different cultural attitudes towards sexual relationships and public displays of affection.
- Never allow any person to enter or spend the night in your accommodation bedroom unless you have obtained express permission from your Pagoda Contact.
- Comply with laws, ordinances and regulations of the public authority when using the Accommodation.
- Not make, permit, or allow any noisy or offensive use of the Accommodation which might interfere with the enjoyment of other residents in the building.
- Respect privacy and treat fellow residents politely whilst keeping communal areas clean and tidy.
- Pay in full for any deliberate or accidental damage to the building or items in the Accommodation.
- Use common sense when using gas, water or electricity, in order to keep consumption to a sensible level.
- Report any incidents, such as damage, health & safety or burglary, to Pagoda immediately.
- Not to allow pets or any hazardous items into the Accommodation.
- Allow Pagoda full access to the Accommodation upon request. We reserve the right to give less than 24 hours' notice before accessing the Accommodation in urgent cases.
- Agree that if you are dismissed from a Key Programme Activity or the Accommodation due to behaviour resulting from drug or alcohol use, Pagoda will class this as a serious breach and it will result in the termination of your programme.
- Understand that if you opt to travel by motorbike taxi you must always wear your own helmet, or the helmet provided by the driver as required by local law. You agree to never take a motorbike taxi under the influence of alcohol.

Disciplinary Procedure. Pagoda's disciplinary procedure is as follows:

Although Pagoda will always endeavour to resolve any issues during the Programme, the following disciplinary procedure will apply upon breach of the Code of Conduct:

- Upon the first incident of unacceptable behaviour or a breach of the Code of Conduct, Pagoda will warn you verbally that your



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behaviour is unacceptable and explain to you the reasons why.

- If such behaviour or breach continues, Pagoda will provide you with a written warning stating that any recurrence may result in you being required to leave the Programme early, stop all Key Programme Activities, leave the Accommodation where applicable and if appropriate, leave the country. In these cases, you will not be entitled to any reimbursement of the Deposit or other Programme Payments (where applicable).
- Upon a subsequent repeat of the unacceptable behaviour or upon a serious breach, Pagoda may, at their sole discretion, require that you leave the Programme early, stop all Key Programme Activities, leave the Accommodation where applicable and if appropriate, the country, at your own cost. In these cases, you will not be entitled to any reimbursement of the Deposit or other Programme Payments (where applicable).

In the event that the Disciplinary Procedure is invoked and you are required to leave the Programme then you agree to do so without causing fuss, disturbance or aggravation and at the time specified by Pagoda staff. If at any stage you feel that this procedure is being applied unfairly or without cause, you should raise this directly with your Pagoda Contact and, if you feel the matter has not been resolved to your satisfaction, you may raise a complaint in accordance with our complaints procedure.

Complaints Procedure. If during the Programme you wish to make a complaint, you should inform your Pagoda Contact as soon as possible. More details can be found here: <https://pagodaprojects.com/toolkit/Pagoda-Projects-Complaints-and-Grievance-Policy.pdf>. Pagoda will only deal with complaints made by you, or for minors, your parent or legal guardian.

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