



ACCOMMODATION QUALITY POLICY

This policy applies to all Pagoda programmes that include the provision of accommodation as part of the programme services listed in the Programme Agreement.

1. RISK ASSESSMENT

Our on-site team conducts a risk assessment for each apartment we rent and/or homestay family we partner with. We include images of each accommodation on our system after every initial viewing, measure risks at the time of viewing and any action points needed to bring the accommodation to our minimum requirements are listed for action.

Minimum Requirements for Longer-term Programmes

- Located in an area of the city that has a good reputation, within easy access to Pagoda's most common Internship Host Company office locations or the location of Key Programme Activities
- Within reasonable distance of public transport links (if available in the city)
- Private bedroom with adequate storage for clothing and other personal items
- Sheets and bedding included
- Shared living room with sofa
- Shared bathroom with western toilet and hot shower
- Shared washing machine within the building or apartment
- If a washing machine is not available within the building for stays of over 2 weeks, Pagoda will cover the costs of a laundrette load every 2 weeks
- Provision of fans, air conditioning or central heating where applicable
- Wi-Fi
- Basic cleaning products available or regular cleaning services
- No physical hazards identified

The following requirements will also be prioritised when Pagoda selects accommodation providers, however they cannot be guaranteed in some locations and circumstances:

- Shared kitchen with basic cooking utensils and either gas or electric hobs

Minimum Requirements for Shorter-term Programmes (1 or 2 weeks)

- Located in an area of the city that has a good reputation, within easy access to the location for Key Programme Activities
- Within reasonable distance of public transport links (if available in the city)
- Shared bedroom or dorm room with adequate storage for clothing and other personal items
- Sheets and bedding included
- Shared communal area with sofas or chairs
- Shared bathroom with western toilet and hot shower
- Provision of fans, air conditioning or central heating where applicable
- Wi-Fi
- Regular cleaning services
- No physical hazards identified

The following requirements will also be prioritised when Pagoda selects accommodation providers, however they cannot be guaranteed in some locations and circumstances:



ACCOMMODATION QUALITY POLICY

- Central safes or lockers available for valuable items (wherever possible)
- Shared kitchen with basic cooking utensils and either gas or electric hobs (wherever possible)
- Shared washing machine available within the building (wherever possible)
- Breakfast options for dietary requirements (e.g. halal, vegan and free-from etc, wherever possible)

2. ACCOMMODATION TYPES

Pagoda Projects sources accommodation in suitable areas of the cities in which we deliver programmes.

For longer-term programmes, most instances will be a 2 or 3-bedroom apartment, but occasionally we may opt to rent studio apartments or private rooms for groups of participants within a residential block. We sublet apartments to participants, including their names on the lease contract for the duration of their stay.

For shorter-term programmes, most accommodation will be a hotel or a hostel with double rooms or shared dorms.

Safety & Security

Our minimum standards for all apartments, hotels and residential blocks include:

- Fire escape route clearly marked
- Instructions in English for using electrical appliances
- Both fire alarm and carbon monoxide alarm are set up and in good working order
- Up-to-date fire extinguishers and or fire blankets available
- Cleaning is carried out before each new participant moves into their room

And, for longer-term programmes:

- Bedrooms within apartments roughly of equal size where possible
- A support ticketing system is available via the Pagoda Portal for quick time response to any issues or maintenance regarding participant's accommodation

3. PERSONAL REQUESTS

Pagoda's decision on the location or type of accommodation may be influenced by any of the following factors:

- The proximity of participants to each other
- Commute times to Internship Host Company or Key Programme Activities
- Safety reputation of areas of the city

Pagoda will provide general information about the accommodation as soon as possible before the start of the programme. However, specific information such as location-specific photos, accommodation address, housemates and availability of private or en-suite bathrooms will usually be shared with the participants 1 week before the programme start date.

Participants may make special requests regarding any of the following via the Participant Registration process:

- Sharing with friends
- Private bathrooms



ACCOMMODATION QUALITY POLICY

- Commute times/proximity to Internship Host Company/Key Programme Activities
- Proximity to other Participant accommodations in the City
- Area of the City

However, requests will only be considered if they are submitted before the participant signs their Programme Agreement. Pagoda reserves the right to decline these requests if the request is not reasonably possible or the request is not in the best interests of the group of Participants as a whole.

4. UTILITIES INCLUDED

The cost of general utilities such as electricity, gas and wifi are always included with Pagoda accommodation.

However, Pagoda operates a fair usage policy for utilities, and a fair usage allowance will apply to ensure that participant's energy and water utility usage is not excessive and kept within reasonable and sensible limits. Should participants exceed the fair usage allowance, Pagoda will issue a warning the first time. If the excessive use of gas/electricity continues, Pagoda reserves the right to apply a supplemental charge to cover the amount by the utilities allowance was exceeded. Any supplemental charges will be divided equally by the number of participants in the accommodation and deducted from the Deposit. More details can be found in the Participant Programme Agreement terms and conditions.

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