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Activity	Situation	Existing measures to prevent this	Standard procedure if the situation arises	Reporting Procedure	Useful information
ARRIVAL					
Arrival	Flight Delay	N/A	<ol style="list-style-type: none"> 1. Always check flight prior to heading to airport/ferry port and offer to support participant remotely via phone call and/ WeChat (in China)/or Line (in Taipei)/ Facebook Messenger/ WhatsApp (in Vietnam & Mexico). 2. If delay is significant, i.e. more than five hours, consider adjusting onboarding schedule and orientation to allow participant to rest. 	For significant delays (5 plus hours), member of staff conducting participant pickup should report issue to Branch Manager once aware.	<p>We can use Google.com, Baidu.com to check flight details for flights arriving.</p> <p>Apps may provide more accurate timings on delays: 飞常准, FlightAware Flight Tracker or Flightradar24.</p>
Arrival	Cancelled or missed flight connection	N/A	<ol style="list-style-type: none"> 1. Support participant remotely via phone call and/or WeChat (in China)/WhatsApp (in Vietnam & Mexico)/Line (In Taipei) to inform them of their rights, options and any applicable insurance cover. 2. If participant was at fault for missing connection, provide advice on suitable alternative flights that can be purchased. 3. Assist the participant in arranging suitable temporary accommodation in a hotel if required. 	Member of staff conducting participant pickup should report issue to Branch Manager immediately if participant is uncomfortable or overwhelmed by situation. If comfortable, the member of staff can provide support and inform Branch Manager the following day. Branch	Passenger rights can be found online and vary depending on law (i.e. EU law) and airline policy.



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			<ol style="list-style-type: none"> 4. Inform UK office depending on time zone / when you might not be able to respond in office hours. 5. Inform necessary parties (host company) in country if there will be a delayed start to the programme. 	<p>Manager will inform emergency contacts / UK office if necessary.</p>	
Arrival	Luggage lost by airline	N/A	<ol style="list-style-type: none"> 1. Before arrival, inform participant about what to do if bag goes missing, and how to report it before meeting staff. 2. If at the airport, staff will go to the airline's counter with the participant and make enquiries and get appropriate form. If not at the airport, staff will look up the airline's contact number and call them to enquire. 3. In all cases, staff will make sure the airline has an address to which they should send the luggage when found, typically the company office address. 4. Ensure the participant has completed all necessary paperwork with the airline for lost luggage. Staff to assist with interpreting and translation. 5. Staff will support participant with their insurance claim and confirm amount they can expect to receive. 6. Staff will accompany participant to shops where they can buy any required clothes, toiletries and other essentials which are missing with the luggage. 7. Follow up to ensure the luggage is returned and compensation is sought from the airline/ insurance company. 	<p>Member of staff conducting participant pickup should report issue to Branch Manager during working hours.</p>	<p>Airline Customer Care Numbers are stored on our CRM system.</p> <p>Advise students about carrying personal medication/ change of clothes/ power charges in hand luggage.</p> <p>In China, each airport has one place to report missing luggage, and they contact their airlines. – this desk is before the exit, and before participants meet staff – hence the need for information pre-arrival.</p>
Arrival	Cannot find participant at pickup location	Make sure the participant has contact details of staff responsible for pick-up and check flight	<ol style="list-style-type: none"> 1. Enquire with the airline to see if the flight has arrived and passengers have disembarked and cleared customs. 2. Pickup staff will attempt to call participant and send an SMS/WeChat (in China)/email in case their phone is off/out of battery and let them know exactly where member of staff is waiting for them. 	<p>If the pickup is unsuccessful, inform Branch Manager immediately.</p> <p>Branch Manager should report incident to Senior</p>	<p>Participant's arrival data is available on internal CRM system. Staff must ensure that it is kept up to date and double-check details</p>



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		<p>status online before going to the airport. Check in with participant during connection (if necessary) to make sure they make next flight. Pre-arrival, staff to provide a clear meeting point at airport/ train station/ ferry terminal.</p>	<ol style="list-style-type: none"> If no response, member of staff will continue to wait in the arrivals area or at the agreed meeting point for up to two hours after agreed meeting time. Pickup staff check CRM system to ensure that the arrival details haven't recently changed – always use the screenshot / flight details attached to the CRM. Pickup staff will check emails and WeChat (in China), Line/Whatsapp (in Vietnam/ Taipei/ Mexico) in case the participant has made contact over those channels. If the flight or ferry has arrived, and all passengers have come through with no communication from the participant, immediately raise issue with Branch Manager. Branch Manager will contact participant's emergency contacts to ensure that participant boarded their flight. If participant definitely boarded but cannot be located, they may have missed our arrival staff and left the pickup point independently. If address details were previously provided, check accommodation or get in touch with housemates/ host family. 	<p>Management (Paul Yeandle & Clare Harding via WeChat) immediately if participant whereabouts remain unknown for more than two hours after expected arrival.</p> <p>Staff should contact the participant's university or other funding body and emergency contacts if they have not made contact within 5 hours of scheduled arrival.</p> <p>If participant has boarded successfully and there is no contact after 24 hours and participants' whereabouts are still unknown, a member of Senior Management should report to police and Embassy/Consulate.</p>	<p>and CRM data entry time zones before scheduling the pick-up. If a participant isn't forthcoming about details i.e. a missed connection/ferry transfer, staff should attend the pickup on a 'best guess' basis.</p>
Arrival	Participant arrives in daytime, and host family are not around to welcome to student until later that day.	Staff to communicate with host families in advance to reduce risk of this situation.	<ol style="list-style-type: none"> If the delay is less than three hours, take participant to office and rest in office If the delay is more than three hours, take participant to available spare prepared bedroom in apartment accommodation, participant to rest in apartment room until family are ready. If delay is three hours or more, and there are no available spare bedrooms, staff to book clean, safe 	Staff conducting the pickup to notify Branch Manager once delay is confirmed.	Programme Support Managers in each branch will maintain a shortlist on our CRM system of appropriate hotels in their city that accept foreign guests.



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			private bedroom in short-term hotel until the family is ready.		
Arrival	Homestay Participant's flight arrival is delayed until late in the evening and the participant will not arrive at the family until after midnight.	N/A	<ol style="list-style-type: none"> 1. If we have spare, available, prepared bedrooms in our shared apartments, we will accommodate the participant in the bedroom for their first night. 2. Once staff are aware that the flight will arrive late that evening and there is no available apartment space, staff will book a safe, clean hotel room (private room, not dorm) for the participant for their first night. 3. Pickup staff will let the participant know the situation in advance and take them to the accommodation, helping them to check in and showing them where they are on the map as well as the plan for following day. 	Staff member conducting the pickup should notify the Branch Manager once it is confirmed that it isn't possible to transfer the participant to the host family before midnight.	Some host families will insist on waiting for the participant but may not understand that delays can be very uncertain. Staff will reassure them that it is our responsibility to look after the participant in this situation.
Arrival	Delayed ferry/buses due to weather, political or humanitarian action (Zhuhai only)	Ensure participants are aware of any potential typhoons or protests that have the potential to disrupt their crossing to Zhuhai before they fly to Hong Kong.	<ol style="list-style-type: none"> 1. If the delay is under two hours, staff remain at the pickup point and remain in contact with the participant. 2. If the delay is over two hours, return to office/home and come back later to complete the pickup. 3. If all ferries are cancelled, staff will refer to up to date CRM for on-land transport options via Shenzhen or assist student in booking accommodation in Hong Kong and ensure contact has been made with their families. 4. Staff will contact the participant with the updated pickup plan. 	<p>Pickup staff will inform Branch Manager immediately that the ferry/ buses have been cancelled.</p> <p>Branch Manager and Programme Support Manager are responsible for making enquiries to stay up to date on any international political action or public events that might affect the bridge or the ferry crossing.</p>	Guangdong provincial government will issue colour-coded alerts and text message warnings for typhoons and other significant weather risks.
Arrival	Participant is quarantined/detained by immigration	Ensure staff have access to the contact numbers for entry/exit	<ol style="list-style-type: none"> 1. Staff should attempt to speak with the participant directly or over the phone to reassure them and gain a full understanding of the situation. 	Pickup staff are to inform Branch Manager if the delay is over 30 minutes.	Entry/Exit Control phone numbers: Chengdu: 028 86407769 Zhuhai: 0756-8640525



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	workers before clearing border control	bureau (in useful info on the CRM). Ensure the participant's emergency contacts are in the H&S workspace on the CRM.	<ol style="list-style-type: none"> If no information is available about the participant's situation, or immigration staff do not wish to cooperate with us, pickup staff should inform the Branch Manager. Preferably Leo Wang or another member of Management should speak to the immigration staff and attempt to resolve any uncertainty about the participant's visit. If Branch Manager is unable to resolve directly, contact the consulate for the participant's home country for assistance in communication with entry/exit authorities. If delay is sustained by over 5 hours, inform the participant's emergency contact to keep them updated. (Inform the Manchester office who may want to handle this call). If refused entry, attempt to resolve and liaise with participant directly/via phone. If participant is issued with a fine/penalty, participant will be responsible for paying the penalty. If they cannot afford to pay, staff to support participant to contact emergency contacts. 	<p>Branch Manager to make a WeChat group with Leo Wang, Paul Yeandle & Clare Harding if the Branch Manager is unable to resolve the situation and participant is detained for an extended period.</p> <p>If participant is refused entry to the country, inform the relevant member of Senior Management for the programme and contact participant's university or other funding body. Depending on the situation, Senior Management may then contact the participant's embassy/consulate.</p>	<p>Qingdao: 0532-96567 Dalian: 0411-96600 Taipei: +886-3-398-5010 Guangzhou: 020-36066622 Shanghai: 021-63577925 Beijing: +86-10-96158 Hong Kong: +852 28246111 or +852 2949 8141 Macau: +853 8898 1317 Mexico City: 5133-2384 HCMC: (+84) 4 8264026</p> <p>(More details on immigration are stored on the CRM system)</p>
Arrival	Participant does not receive Visa on Arrival (Vietnam Specific)	Ensure staff have contact for visa agency and for participant emergency contacts. Be aware which nationalities are allowed a time frame of visa free entry.	<ol style="list-style-type: none"> Staff should attempt to speak with the participant directly or over the phone to reassure them and gain a full understanding of the situation. Staff should speak to the visa agency and get a full understanding of why visa has not been received. If no information is available about the participant's situation, or agency cannot explain, pickup staff should inform the Branch Manager. If Branch Manager is unable to resolve directly, contact the consulate for the participant's home country for assistance in communication with entry/exit authorities. 	<p>Pickup staff are to inform Branch Manager if the delay is over 30 minutes.</p> <p>If the Branch Manager is unable to resolve the situation and participant is detained for an extended period, inform Senior Management (Paul Yeandle & Clare Harding), who then make the decision to</p>	Some nationalities have a certain time frame of visa free entry which they are able to enter the country on and then apply for a visa extension in country.



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			<ol style="list-style-type: none"> If delay is sustained by over 5 hours, inform the participant's emergency contact to keep them updated. If refused entry, attempt to resolve and liaise with participant directly/via phone. 	<p>contact the participant's consulate.</p> <p>If participant is refused entry to the country, inform Senior Management and contact participant's university or other funding body.</p>	
Arrival	Participant is quarantined/detained by customs workers before leaving the airport	Ensure staff have access to the contact numbers for entry/exit bureau (see useful info) and for the participant's emergency contacts.	<ol style="list-style-type: none"> Staff should attempt to speak with the participant directly or over the phone to reassure them and gain a full understanding of the situation. Staff should speak to the customs staff and attempt to resolve any uncertainty about items. If no information is available about the participant's situation, or customs staff do not wish to cooperate with us, pickup staff should inform the Branch Manager. If Branch Manager is unable to resolve directly, contact the consulate for the participant's home country for assistance in communication with authorities. If delay is sustained by over 5 hours, inform the participant's emergency contact to keep them updated. If refused entry, attempt to resolve and liaise with participant directly/via phone. If participant is issued with a fine/penalty, participant will be responsible for paying the penalty. If they cannot afford to pay, staff to support participant to contact emergency contacts. 	<p>Pickup staff are to inform Branch Manager if the delay is over 30 minutes.</p> <p>If the Branch Manager is unable to resolve the situation and participant is detained for an extended period, inform senior management and participant's consulate.</p> <p>If participant is refused entry to the country, inform senior management and contact participant's university or other funding body.</p>	<p>Customs phone numbers:</p> <p>Qingdao: (86)0532-96567</p> <p>Zhuhai: 0756-7771111</p> <p>Hong Kong: (852) 2116 4130</p> <p>Chengdu: 028-85391114</p> <p>Dalian: 0411-96600</p> <p>Taipei:</p> <p>T1: 03-3982307 ; 0800-311-006</p> <p>T2: 03-3983386 ; 0800-016-801</p> <p>Taipei Shongshan Airport: 02-25460274</p> <p>HCMC: 84-8-3829 1422</p> <p>Mexico City:</p> <p>T1: 50-36-07-00 ext. 55450</p> <p>T2: 5802-0000 Ext. 63384</p>



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(More details on customs are stored on the CRM system)

HOMESTAY ISSUES

						(More details on customs are stored on the CRM system)
Homestay Issues	Culture shock	Give the participant as much information as possible prior to arrival to manage expectations.	<ol style="list-style-type: none"> Staff to support the participant to feel comfortable and assure participant that what they are feeling is normal. Ensure interview process is carried out and these things are highlighted. Branch Manager will arrange to meet directly and introduce to other participants and/or visit the family and the participant to help facilitate communication and fix misunderstandings. Staff to explain possible cultural differences, their origins and how this may affect participant experience. Inform participant about popular 'western-friendly' restaurants, cafés or bars so that they are in familiar surroundings. Encourage them to talk about what exactly they are finding difficult. If issue persists offer private room in shared apartment with other participants. 	<p>Bookings Staff should make a call on suitability of the participant for homestay.</p> <p>Staff should inform Branch Manager upon signs of culture shock.</p> <p>If Branch Manager is unable to resolve the situation, create an Extra Support entry on the CRM system and contact Senior Management. Inform participant's university or other funding body.</p>	<p>Counselling services available through both staff management team and external parties.</p> <p>Apartment / Hotel always an option so try to make this clear.</p>	
Homestay Issues	Participant staying out too late on a regular basis.	<p>Participants who like to regularly go out late are advised to stay in our shared apartments.</p> <p>Explain host family etiquette</p>	<ol style="list-style-type: none"> Interview process used to vet participants about this and make a suggestion of non-homestay if participant enjoys going out too much. Remind the participant of their responsibilities to the family. Encourage the host family to be patient and staff to support family and participant to agree on a compromise (i.e. one or two late nights per week) between them. 	<p>Staff to inform Branch Manager once aware of the situation.</p> <p>If poor behaviour continues, Branch Manager should inform Senior Management and participant's university or other funding body.</p>	<p>Apartment / Hotel always an option so try to make this clear.</p>	



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		prior to departure and remind during orientation.	<ol style="list-style-type: none"> If a compromise can't be reached or an agreement isn't honoured by the participant, issue a final warning. If participant continues to breach the behavioural code of conduct, homestay will be cancelled, whereby alternative accommodation in shared apartment is arranged at participant's expense. 		
Homestay Issues	General disagreements, personality clashes or friction between host family and participant	Visit the host families prior to participant's arrival and manage cultural expectations on both sides.	<ol style="list-style-type: none"> Staff to liaise with the participant and the family to see whether the situation can be improved. If no behavioural terms have been breached by the participant, look to offer alternative host family. If available, participant can move into apartment accommodation on a short-term basis until a new family is found. If participant is at fault, provide alternative accommodation in shared apartment at participant's expense. 	<p>Staff to inform Branch Manager once any issues are raised.</p> <p>Branch Manager or senior management to keep university or other funding body up to date with situation.</p>	For participants residing with a homestay family, staff should actively reach out as not all participants will feel comfortable to raise an issue.
Homestay Issues	Participants being shy and disconnected (staying in their rooms/ lack of communication with families)	<p>Mention the expected courtesy/Chinese community culture in orientation.</p> <p>Encourage participant to get involved in family life.</p>	<ol style="list-style-type: none"> Interview process used to vet participants about this and make a suggestion of non-homestay if participant seems too introverted / bad communication skills. Staff to discuss any potential issues with the participant directly if a family raises this problem. Provided there are no underlying issues, encourage the participant to engage more. If little or no progress, offer to sit down to have a talk with both the participants and family together. If experience continues to be negative, look for opportunities to influence the participant to move into a private room in one of our shared apartments. 	<p>Staff to inform Branch Manager once aware of situation.</p> <p>If accommodation situation doesn't improve or changes, inform participant's university or other funding body.</p>	<p>Families can also be quite quick to judge. Encourage them to be patient with the participant and help them to understand what a challenge it can be for a young person to live abroad.</p> <p>Apartment / Hotel always an option so try to make this clear.</p>



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INTERNSHIP ISSUES

Internship Issues	Participant isn't satisfied with their internship.	<p>Ensure host organisation meets our Internship Quality Policy expectations.</p> <p>All participants to interview with host company; encourage them to engage prior to departure.</p>	<ol style="list-style-type: none"> 1. Branch Manager to discuss root causes of the issues with participant (begin to consider options for alternative positions in case a resolution isn't possible). 2. If situation is subjective or resolvable, Branch Manager will advise participant on how to independently resolve (i.e. communication issues). 3. If participant cannot resolve, Branch Manager to reach out to company supervisor to understand the situation from the host company perspective and advise. 4. If necessary, arrange and chair meeting with all parties involved to suggest solutions. 5. Offer participant alternative host company if situation cannot be resolved. 	<p>Branch Manager to attempt to independently resolve.</p> <p>If resolution is not possible, Branch Manager to inform senior management and inform the student's university or other funding body.</p>	<p>Tutorials and guidelines available for staff on Training Platform.</p> <p>Always remind the participant of the options on the table, how we will find a solution and set (and keep) to deadlines for progress.</p>
Internship Issues	Host organisation complains about a participants' conduct	<p>Behavioural terms and conditions are detailed in booking form.</p> <p>Remind participant of conduct during orientation.</p>	<ol style="list-style-type: none"> 1. Branch manager to discuss issues with the host company supervisor and provide recommendations on how to independently resolve (i.e. one to one meeting). 2. Consult the participant and ask for their interpretation of their behaviour and actions. 3. If unable to resolve independently, offer to have a sit-down talk with both parties. 4. If participant is at fault and unable to improve, provide official warning. 5. Decide whether to cancel internship in case of code of conduct being consistently breached or seek to place the participant elsewhere if due to subjective reasons. 	<p>Branch Manager to attempt to independently resolve.</p> <p>If resolution is not possible, Branch Manager to inform senior management and inform the student's university or other funding body regarding company change, official warning or cancellation.</p>	<p>Code of conduct in terms and conditions of Participant Booking Form are a useful frame of reference for discussions with participant.</p>
Internship Issues	Participant reports abuse or	Ensure host company meets our Internship	<ol style="list-style-type: none"> 1. Branch Manager to discuss issue with participant immediately and if any doubts put internship on hold and begin to consider options for alternative positions. 	Branch Manager to attempt to independently resolve if issue is subjective or minor.	If in doubt, a safety-first approach is taken in that we will support



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	discrimination at their internship	Quality Policy prior to receiving participants.	<ol style="list-style-type: none"> If situation is subjective or resolvable, Branch Manager will advise participant on how to independently resolve (i.e. communication issue). If participant cannot resolve, Branch Manager to reach out to company supervisor to understand the situation from the host company perspective and advise. If necessary, arrange and chair meeting with all parties involved to suggest solutions. Offer participant position with alternative host company if situation cannot be resolved and if company is at fault, discontinue placing participants. 	If issue is serious or resolution is not possible, Branch Manager to inform senior management and the student's university or other funding body.	<p>the participant and ensure they are not in an 'at-risk' situation whilst the matter is fully understood and resolved.</p> <p>Remind participant of PP's stance of Zero tolerance towards discriminatory behaviour</p>
Internship Issues	Participant takes time off for holidays / travel during internship period.	<p>Remind participants of their responsibilities to their host company in orientation.</p> <p>Make sure they know where to find the 'Independent Travel' webform.</p>	<ol style="list-style-type: none"> Participants should fill in the 'Independent Travel' webform to inform us if/for how long they are leaving the city during their programme. Branch Manager to check with funding body and host company as to whether holiday is permitted. If permitted, inform participant on what is deemed suitable by afore-mentioned parties. If not permitted, inform participant. If not permitted but holiday has already been arranged/paid for then Branch Manager issues official warning. If breached in a second occasion inform funding body and discuss next steps and potential cancellation of programme between host company and funding body. 	<p>Branch Manager to attempt to independently resolve with participant.</p> <p>If official warning is required, inform participant's university or funding body.</p>	
VISA ISSUES					
Visa Issues	Participant doesn't apply for	Provide visa application advice and	<ol style="list-style-type: none"> If participant applies for inappropriate visa or doesn't leave enough time to apply for fast-track service, suggest they rebook flights with appropriate contingency. 	Branch Manager informs company supervisor and	Use Visa saved views on our CRM to check progress.



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	(appropriate) visa in time.	invitation letter at least 4 weeks prior to departure.	<ol style="list-style-type: none"> Branch Manager to inform company supervisor regarding rescheduling the internship dates and homestay family (if relevant) and adjust accommodation arrangements. Advise participant that final decisions regarding the visa come down to the embassy or consulate concerned. 	university or funding body regarding arrangements.	Participants who are due to begin their programme with 3 weeks should be marked as 'Rush Visa'.
Visa Issues	Host families fail to register participants when changing address or receiving new visa.	Provide guidance to host families prior to arrival. Ensure participants re-register when changing address or visa.	<ol style="list-style-type: none"> Operations Manager to communicate directly with the appropriate authorities. Branch Manager to liaise with participant regarding any actions required. 	Operations and Branch Managers coordinate regarding appropriate action depending on city and circumstances.	It is the law for all foreigners to be registered in China and Vietnam to the address in which they reside. This does not apply to Mexico.
Visa Issues	Participant isn't eligible for appropriate visa	Check visa rules for participants nationality and country of application.	<ol style="list-style-type: none"> If contrary to our expectations a participant's visa application is rejected (occasionally circumstances can change due to political reasons) and through no error of the participant, inform the host company and refund the participant/university/funding party the programme fees. 	<p>Operations Manager informs relevant Branch Manager about the visa application being rejected.</p> <p>Branch Manager will inform university or funding party.</p>	Applications will be screened at an early stage for visa feasibility, but staff should double check for any changes in visa circumstances before participants sign the Booking Form.

PARTICIPANT MISHAPS

Participant Mishaps	Participant loses or has their belongings stolen	Remind participants to take care in public places and	<ol style="list-style-type: none"> Reassure and comfort the participant. If necessary, call the police to report the loss or theft as soon as possible. If lost in a taxi, call the taxi company first. 	Branch Manager will support the participants with any mental anguish as well as the process of recovering items and insurance.	Often items must be formally reported missing or stolen within a limited period of time, advise staff to
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		to keep taxi receipts.	<ol style="list-style-type: none"> 3. Remind participant to communicate with family and cancel any bank cards (use company phone if necessary). 4. Escort to/advise to go to police for insurance claim. 5. Support participant with the insurance claim. 		report as soon as possible.
Participant Mishaps	Participant runs out of money	Ensure students are aware of the expected budget they would require in our FAQ section.	<ol style="list-style-type: none"> 1. Discuss the potential for the participant to contact their parents/guardians contacts to send them money. 2. Inform them that whatever they do is their own decision, and these are suggestions. 3. As a last resort, money can be transferred to a Pagoda Projects account and transferred across to our local teams. Participant should be made aware that this will take a few days and they will have to bear the costs of any transfer charges. 	Report to UK team for assistance in communicating with emergency contacts where appropriate.	<p>Bank transfer, currency cards or Western Union are not convenient for participants in China.</p> <p>Remind staff (local) not to lend their own personal money to participants.</p> <p>Transferwise is usually the best option.</p>
Participant Mishaps	Lost passport	<p>Remind participants to take care in public places and to keep taxi receipts.</p> <p>Advise participants to keep a photo of the passport data page on their phone and keep</p>	<ol style="list-style-type: none"> 1. Review up to date lost passport information on internal system and: 2. Report to the local police and get a police report document. 3. Inform the embassy/consulate of the participants' home country and seek advice on procedure to replace or obtain temporary travel documents. 4. Advise participant accordingly. 5. Support participant in process of getting replacement travel documents and/or visas. 	Staff to support the participant in recovering a temporary or new passport and inform university or funding body if travel is affected.	<p>Always check for up to date information relating to lost passports as it is liable to change.</p> <p>Reference: British Passports in China guide from UK Foreign and Commonwealth Office</p> <p>Reference: UK help and services in Mexico</p>



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		their passport in a safe place.			Reference: UK help and services in Vietnam
Participant Mishaps	Participant receives counterfeit currency	<p>Recommend to always take a receipt from taxis.</p> <p>Avoid paying with big bills (like 100 RMB in China/ 500 Pesos in Mexico)</p> <p>Make participants aware of this risk during orientation.</p> <p>Advise participants to only withdraw/exchange cash at reputable outlets (banks etc)</p>	<ol style="list-style-type: none"> 1. Reassure and comfort the participant. 2. If loss is significant to the participant call the police to report the crime. 3. Escort to police station to file a report for insurance details. 4. Advise participants to use cash cards (UK = Monzo, Starling etc.) or local payment Apps (Alipay or WeChat Pay) where possible to avoid using cash. 	<p>Branch Staff to liaise with student regarding the reporting and insurance claim process.</p> <p>If a serious amount of currency is involved, Branch Manager to discuss with participant directly.</p>	<p>It is becoming increasingly difficult to exchange foreign currency at banks in China as a foreigner. Local staff should assist with this where necessary.</p>
Participant Mishaps	Participant is victim of theft or scam	Make participants aware of this	<ol style="list-style-type: none"> 1. Reassure and comfort the participant. 2. Call the police to report the crime. 3. Remind participant to communicate with family and cancel bank cards if necessary. 	Staff to liaise with participant directly. If a serious loss has occurred, inform senior management and	Try to make participants aware of common scams



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		<p>danger during orientation.</p> <p>Mexico: provide spare/decoy wallet for all participants.</p>	<ol style="list-style-type: none"> 4. Take to/advise to go to police to get case report for any insurance claim. 5. Provide ongoing pastoral care to the participant. 	<p>university/funding body contacts.</p>	<p>without causing anxiety.</p> <p>Common scams in Mainland China: tea ceremony / art show / English language exchange.</p> <p>Common scams in Mexico: forced ATM withdrawals/ public taxis.</p> <p>Common scams in Vietnam: motorbike phone thefts.</p>
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PARTICIPANT WELLBEING

Participant wellbeing	Dietary issues	<p>Ensure participant has access to allergy/dietary cards in local language.</p>	<ol style="list-style-type: none"> 1. Ensure that participant can confidentially disclose health and dietary information prior to their arrival. 2. Branch Manager will be made aware of pertinent issues to discuss with participant in confidence and individual escalation plan where relevant. 3. Participants to have access to our online 'Dietary and Allergy Cards' to show restaurants. 4. Branch staff to be aware of participants' dietary needs in order to order relevant dishes at Thursday dinner and provide restaurant recommendations. 5. Monitor the situation on an ongoing basis. 	<p>Branch Manager to confirm that the participant has appropriate support for their dietary and allergy needs and local staff to inform homestay family where appropriate.</p>	<p>Allergy/dietary cards can be send both electronically or printed from the CRM system in all languages.</p>
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Participant wellbeing	Long-term sickness	<p>Ensure participants are aware of the recommended clinic/hospital address on their emergency card.</p> <p>Request prior-medical conditions are disclosed before the programme.</p>	<ol style="list-style-type: none"> 1. Branch Manager to discuss issues with participant in confidence. 2. Introduce participant to international clinic or local hospital (depending on time) and ensure the level of care is appropriate with access to all required medication. 3. Monitor the situation on an ongoing basis. 4. Staff to provide continuous extra pastoral support. 5. If the issue persists, inform participants' emergency contacts, university and/or funding body and facilitate early departure to home country as a last resort. 	<p>Branch Manager to liaise with participant regarding health issues.</p> <p>If early termination of programme is required, Branch Manager to inform host company, emergency contacts and senior management and ensure the participant's university and/or funding body are aware.</p>	<p>Not all international clinics are open 24 hours a day. Programme Support Managers can advise on best municipal/international hospitals to use as an alternative.</p>
Participant wellbeing	Long-term absence from internship	N/A	<ol style="list-style-type: none"> 1. Branch Manager to discuss issues with participant in confidence. 2. Branch Manager to support participant in liaising with host company to work through any issues. 3. If there is no way to resolve the situation, support participant to move to new host company. 4. If participant wants to go home, staff to support participant to return home. 	<p>Branch Manager to liaise with participant regarding internship issues.</p> <p>If early termination of programme is required, Branch Manager to inform host company, emergency contacts and senior management and ensure the participant's university and/or funding body are aware.</p>	
Participant wellbeing	Sexual health issues	During orientation, remind students about being mature and responsible.	<ol style="list-style-type: none"> 1. Branch Manager or senior manager of the same sex to discuss issues with participant in confidence. 2. Support participant with an introduction to the international clinic and ensure they have access to all required medication and treatment. 	<p>Branch Manager or branch staff with whom the participant confided will liaise with participant directly.</p> <p>One male and one female member of our Senior</p>	Confidentiality is key. Disclosure should always be limited to as few staff as possible.



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			<ol style="list-style-type: none"> 3. Branch Manager or responsible staff member to provide continuous pastoral care. 	<p>Management team is available as a confidential contact person for all participants, in order to provide additional support (Clare Harding & Paul Yeandle).</p>	
Participant wellbeing	Unexpected pregnancy	During orientation, remind students about being responsible.	<ol style="list-style-type: none"> 1. Branch manager or senior manager of the same sex to discuss with participant in confidence. Crucial not to influence the decision of the participant. 2. Encourage participant to contact a close family member or friend back home for support, and direct them to available counselling services if the decision is proving difficult & distressing. 3. Direct participant to appropriate medical services based on their decision. Accompany them or ask if there is a friend in the city that they would like to accompany them for support. 4. With the participant's permission, inform their university so that they can access university-provided counselling services during and after the programme. 5. Discuss the possibility of the intern wishing to return home early. 6. Inform the host company that the intern may need to leave early or take time off without specifying the reason. 	<p>Branch Manager or branch staff with whom the participant confided will liaise with participant directly.</p> <p>One male and one female member of our Senior Management team is available as a confidential contact person for all participants, in order to provide additional support (Clare Harding & Paul Yeandle).</p>	<p>Confidentiality is key. Disclosure should always be limited to as few staff as possible.</p>
Participant wellbeing	Physical Health/ Disabilities	Provide general country accessibility and disability information on dedicated website.	<ol style="list-style-type: none"> 1. All participants can choose to disclose information relating to physical health prior to departure and coordinate a support plan if required. 2. Staff are trained by and can refer to Abroadwithdisabilities for advice on a case by case basis. 	<p>Branch Manager, Senior Management or other trained staff can liaise with participant to discuss the challenges and solutions to expected obstacles that participant may face in-country.</p>	<p>See the person not the disability.</p>



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		<p>Staff to receive disabilities training from Abroad with-disabilities.</p> <p>Participant welfare officer to contact all participant who raise a physical disability for more details prior to start of the programme.</p>	<ol style="list-style-type: none"> Discuss the most relevant internship placement for the participant if the disability will limit placement options (e.g. many do not have suitable wheelchair access). Staff to liaise with host company to support them to make appropriate adjustments for participant. Monitor the effectiveness of the support plan whilst participant is on place, with frequent check-ins. 	<p>One male and one female member of our Senior Management team (Clare Harding & Paul Yeandle) are available as a confidential contact person for all participants, in order to provide additional support.</p>	
Participant wellbeing	Mental Health issues	<p>All participants receive a self-care plan to identify instances of culture shock or social withdrawal to help prevent issues escalating.</p> <p>Participant welfare officer to contact all participant who</p>	<ol style="list-style-type: none"> All participants can disclose information relating to mental health prior to departure to coordinate a health care plan which can involve their support network from home such as recognised support groups and parents/guardians as well as in-country support and accessibility of medication. All participants receive information about in-country counselling services in their welcome packs (i.e. Lifeline Shanghai). Self-care plan should be referred to or created, should the participant not already have a plan in place. Branch Managers have training and support materials relating to how to identify mental health issues, 'red flag' 	<p>Bookings administrator or designated staff who is party to sensitive participant information informs Branch Manager of any relevant mental health considerations declared by a participant.</p> <p>One male and one female member of our Senior Management team (Clare Harding & Paul Yeandle) are available as a confidential contact person for all</p>	<p>Counselling services available through management team and external parties.</p> <p>The Self-Care Plan is a useful resource for all Branch staff as a frame of reference for all discussion or pastoral support offered to a participant in these circumstances. However professional</p>



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		raise a mental health issue for more details prior to start of the programme.	<p>issues that require escalation and their own responsibilities in terms of offering support.</p> <ol style="list-style-type: none"> All instances of mental health should be treated on a case by case basis. A monitoring plan should be established and fulfilled whilst participant is on place. 	participants, in order to provide additional support.	counselling should always be advised where necessary.
PARTICIPANT MISBEHAVIOUR					
Participant Mis-behaviour	Participant is detained or arrested by police	Remind participants that they need to follow our Code of Conduct and local laws/customs.	<ol style="list-style-type: none"> Branch Manager will discuss the situation with the student and police, supported by local branch staff. Operations Manager will be made aware and provide advice, Branch Manager will communicate with the participant to offer support and visit them in person. Branch staff to aid with translation only where appropriate. For serious matters professional interpreters should be found. Especially in cases where the interpreter will be required to sign their name on an official enquiry. Inform emergency contacts if participant will be detained overnight or issue cannot be easily resolved. Inform embassy/consulate of the participants' home country to assist with communications if situation is not resolved in 24 hours. 	<p>Branch Manager to inform Operations Manager, Operations Manager to provide advice.</p> <p>Report to university and/ or funding body if issue is ongoing beyond 24 hours</p> <p>Branch Manager or Senior Management to report to emergency contacts if issue is not resolved (at discretion of university/funding body).</p>	<p>Issues to be raised to Senior Management via Extra Support button on our CRM system immediately.</p> <p>Professional translation help can be arranged either through the participant's embassy/consulate or the Pagoda Projects insurance emergency hotline.</p>
Participant Mis-behaviour	Frequent 'one-night stands' or boyfriend/girlfriend/friend staying in Pagoda	Behavioral guidelines included in booking terms and conditions, and also mentioned	<ol style="list-style-type: none"> Speak to participant involved and their flat mates – ensure situation is not ongoing and deal with any conflicts. If situation is ongoing provide official warning and tell participant's guest must leave or programme will be terminated. 	<p>Branch manager to liaise directly with offending participant and housemates.</p> <p>Issues to be raised to Senior Management via Extra Support button on our CRM</p>	Alternative accommodation should be arranged in situations where de-escalation is not possible.



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	Projects accommodati on	during orientation.		system. University or funding body to be informed if issues escalate.	
Participant Mis-behaviour	Apartments not being kept clean	Cleaner is always arranged prior to new participant arrivals. Include maintaining apartment/room cleanliness in orientation.	<ol style="list-style-type: none"> 1. If apartments are discovered to be too messy or housemates complain about cleanliness, arrange a cleaner with the cost to be split between housemates and suggest maintenance plan going forward. 2. Branch Manager to speak to everyone involved to help manage any conflict. 	<p>Branch manager to liaise directly with offending participant and housemates in serious disagreements.</p> <p>Issues to be raised to Senior Management via Extra Support button on our CRM system. University or funding body to be informed if issues escalate.</p>	Ensure cleaning happens in communal areas not just the bedroom.
Participant Mis-behaviour	Find that a participant is completing paid work on inappropriate visa	Mention that it is both illegal and breach of contract to do paid work without appropriate visa during orientation.	<ol style="list-style-type: none"> 1. Branch Manager discusses the issue of paid work directly with the participant. 2. If participant has been completing paid work on inappropriate visa, issue official warning and inform the host company if one of our partners is also at fault. 3. If participant ignores the warning, terminate the programme. 	<p>Branch Manager liaise with the participant directly once it becomes apparent that paid work is being conducted illegally.</p> <p>Branch Manager also informs supervisor regarding the risks and illegality if they are responsible.</p> <p>If participant continues to do illegal paid work, inform Senior Management via Extra Support button to inform the university/ funding body and terminate the programme.</p>	



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<p>Participant Mis-behaviour</p>	<p>General breaches of behavioural or internship code of conduct.</p>	<p>Codes of conduct are included in booking terms and conditions, and also mentioned during orientation.</p>	<ol style="list-style-type: none"> 1. If the participant breaks the code of conduct it will be treated on a case by case basis but will often result in a formal warning depending on the severity of the matter. 2. For severe breaches of the code of conduct, typically those which affect the wellbeing of other participants on place, the reputation of our company or the safety of the participant themselves we may terminate the placement without warning. 	<p>The Branch Manager will liaise directly with the participant.</p> <p>For instances where the participant receives a formal warning, Senior Management as well as the university and/or funding body are informed.</p> <p>For severe breaches, senior management will be informed immediately by the Branch manager as will the participant's university and/or funding body.</p>	<p>Issues to be raised to Senior Management via Extra Support button on our CRM system</p>
<p>Participant Mis-behaviour</p>	<p>Participants sharing accommodation have major differences or escalated disagreements</p>	<p>Provide expectations about common courtesy and respecting each other during orientation.</p>	<ol style="list-style-type: none"> 1. Staff to find a quiet, private environment to discuss issues and suggest ways to resolve disagreements. 2. If not possible to resolve, look to relocate participant to apartment with others where there are no issues. 3. If differences are the result of a breach of the code of conduct, provide formal warning to participant. 	<p>Branch manager should liaise with the housemates directly.</p> <p>If unable to resolve (i.e. no available alternatives or result of breach in code of conduct) inform Senior Management and university and/or funding body.</p>	<p>Issues to be raised to Senior Management via Extra Support button on our CRM system</p>
<p>Participant Mis-behaviour</p>	<p>Cause damage or problems in the accommodation or public areas of their</p>	<p>Remind participants when they arrive at their accommodation that all damage</p>	<ol style="list-style-type: none"> 1. Provide formal warning to the participant and highlight any costs that will be taken from their deposit. 2. Local Branch staff to communicate with the management office of the neighborhood. 3. If behavior happens again respond according to the severity of the issue. 	<p>See procedure to the left.</p>	<p>Issues to be raised to Senior Management via Extra Support button on our CRM system</p>



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	apartment complex	or breakages must be reported immediately.			
SERIOUS PARTICIPANT EMERGENCIES					
Unlikely Serious Emergency	Accident or serious illness	Warn about any potential dangers during orientation (everything from poor driving to fake alcohol)	<ol style="list-style-type: none"> 1. If emergency contact is called (i.e. Branch Manager), they will determine whether emergency services are required. 2. Open WeChat group – with relevant senior management plus other appropriate staff. 3. If participant is already in hospital or on the way, the Branch Manager or alternate emergency contact will meet with participant at hospital. 4. Branch Manager will review participants health and safety information on our internal CRM system for any allergies or religious implications. 5. Branch Manager will consult insurance company 24hr emergency number, who can liaise with hospital directly regarding any diagnosis and procedures as well as making payment for inpatient services. 6. Call emergency contacts to inform them and keep them up to date. 7. For extremely serious accident, illness or politically sensitive matters, contact participants’ embassy for assistance with communications and inform their university and, where relevant, funding body. 8. If staying in hospital, bring clothes and comfort/hygiene items from their home and check-in daily in person. 	<p>If emergency contact is not the Branch Manager, they should inform Branch Manager ASAP.</p> <p>Once details are known about the situation and next steps, Branch Manager should inform university/funding body and Senior Management for all serious illnesses or injuries.</p> <p>Inform host company once all above steps are complete.</p>	<p>Health and safety as well as emergency contact information can be found on CRM.</p> <p>If in doubt, always take a safety-first approach.</p> <p>Issues to be raised to Senior Management via Extra Support button on our CRM system.</p>
Unlikely Serious Emergency	Participant is the victim of rape or other	Encourage students to be alert and aware	<ol style="list-style-type: none"> 1. If emergency contact is called (i.e. Branch Manager), they will determine whether emergency services are required. 	<p>If emergency contact is not the Branch Manager, they</p>	<p>Confidentiality is key. Disclosure should always be limited to as</p>



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	<p>serious violent crime</p>	<p>during orientation about any potentially dangerous areas.</p> <p>Ask participants to look out for their fellow participants especially at nighttime.</p> <p>Remind all participants that our Senior Management team (Clare Harding & Paul Yeandle) are available as a confidential contact person.</p>	<ol style="list-style-type: none"> 2. Open WeChat group – Paul Y / Clare H / Jamie B / Branch Manager + other appropriate staff. 3. If participant is already in hospital or on the way, the Branch Manager or alternate emergency contact will meet with participant at hospital. 4. Branch Manager will review participants health and safety information for any allergies or religious factors. 5. Branch Manager will consult insurance company 24hr emergency number who can liaise with hospital directly regarding any diagnosis and procedures as well as making payment for inpatient services. 6. Call emergency contacts to inform them and keep them up to date. If matter is sensitive, discuss with participant wherever possible before reaching out to emergency contacts. 7. For extremely serious accident, illness or politically sensitive matters, contact participants’ embassy for assistance with communications and inform their university and where relevant, funding body. 8. If staying in hospital, bring clothes and comfort/hygiene items from their home and check-in daily in person. 9. For traumatic events, aim to have a member of staff or friendly face to be present or nearby at all times. (Ask the participant if there is a friend on place whose support they would benefit from.) 10. Inform the local police if they are not already aware. Branch Manager should support the participant with the police station visit and statement as well as all follow up requirements. 	<p>should inform Branch Manager ASAP.</p> <p>Once details are known about the situation and next steps, Branch Manager should inform university/funding body and emergency contact.</p> <p>Inform the police once the immediate assistance of the participant has been taken care of.</p> <p>For politically sensitive matters such as rape/serious assault of a foreign national, the participant’s embassy should be informed.</p> <p>Branch Manager to inform senior management for all serious illnesses or injuries.</p> <p>Inform host company on a need-to-know basis once all above steps are complete.</p>	<p>few staff as possible.</p> <p>Emergency information list on our internal CRM system.</p>
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			11. Offer to put victim up in a hotel or alternative accommodation with a friend or fellow participant they trust who will make they feel more safe and secure.		
Unlikely Serious Emergency	Participant is accused of rape or other serious violent crime		<ol style="list-style-type: none"> 1. Branch Manager to inform participant that a serious allegation has been made and ask them to come to the office to write an official statement recording their version of events. 2. Advise participant to seek professional legal and translation advice and consular immediately if the local authorities have already been informed. 3. Inform participant of local criminal laws that may affect them. 4. In situations where local criminal laws are severe, Senior Management will liaise with the participant's university, funding body and emergency contacts to determine the best course of action or support. 	<p>If staff member informed is not the Branch Manager, they should inform Branch Manager ASAP.</p> <p>Once details are known about the situation and next steps, Branch Manager should inform university/funding body and emergency contact.</p> <p>Inform the police once the immediate assistance of the participant has been taken care of. However, for politically sensitive matters such as rape/serious assault of a foreign national, the participant's embassy should be informed first where possible.</p> <p>Branch Manager to inform senior management for all serious illnesses or injuries.</p>	<p>Confidentiality is key. Disclosure should always be limited to as few staff as possible.</p> <p>Pertinent legal advice can be sought either through the participant's embassy/consulate or the Pagoda Projects emergency insurance hotline.</p>



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				Inform host company on a need-to-know basis once all above steps are complete.	
Unlikely Serious Emergency	Fatality on placement	Warn about any potential dangers during orientation.	<ol style="list-style-type: none"> Contact senior management. Branch Manager and senior local staff to travel to the hospital to understand circumstances and details. Contact participant's embassy or consulate for assistance. Contact emergency contacts, unless the Embassy is doing this on our behalf. Contact participant's university and/or funding body. Call insurance company. Keep in touch with embassy or consulate general as well as university and/or funding body regarding insurance and repatriation. Staff to provide pastoral care to any other participants affected by the incident. 	<p>Senior Management to be informed immediately.</p> <p>Senior Management or BM to inform participant's embassy or consulate immediately once confirmed.</p> <p>Senior Management to contact Pagoda Projects emergency insurance hotline to get advice regarding repatriation.</p>	
Unlikely Serious Emergency	Participant goes missing (24 hours since last known interaction and unable to contact directly)	<p>Inform the participant on general health and safety tips during orientation.</p> <p>Inform on the importance of keeping the 'emergency card' with contact numbers.</p>	<ol style="list-style-type: none"> Find out any available information from host company, housemates/family. Open WeChat group – Paul Y / Clare H / Jamie B / Branch Manager + other appropriate staff. Make a formal missing person report with the police. Inform participant's embassy or consulate general. Inform participant's university and /or funding body. Call emergency contacts to ask if they have been in contact more recently and to inform them and keep them up to date. Staff to provide pastoral care to any other participant affected. 	<p>Branch Manager to inform senior management following 24 hours with no contact.</p> <p>Once police and participant's embassy have been informed, inform participant's university and/or funding body.</p> <p>Once the above has been completed, Branch Manager or senior management to contact participant's emergency contacts.</p>	



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		Advise participant living in shared accommodation to look out for each other.			
Unlikely Serious Emergencies	Natural disasters i.e. Earthquake (Chengdu, Mexico City), Typhoon (Zhuhai, Taipei)	Provide advice in orientation and Typhoon infographic when alert is raised.	<ol style="list-style-type: none"> 1. For major incidents branch staff call to ensure participants are accounted for and in a safe place. 2. In the event of not being able to use phone networks – branch staff are instructed to ensure environment is safe then visit participants’ accommodation to check-in. 3. Branch Manager to check ‘Independent Travel’ App to make sure of all participants whereabouts. 4. Inform senior management and University if appropriate. 5. Open WeChat group – Paul Y / Clare H / Jamie B / Branch Manager + other appropriate staff. 6. JB / CH use saved view to send mass email out to emergency contacts (especially if telecommunications are down) 7. For high profile events remind participants to check-in with their emergency contacts. 8. In the event of missing participants, injury or death, refer to relevant escalation procedure. 	<p>Branch Manager to inform senior management of event if not already aware.</p> <p>Inform participants’ university and/or funding body.</p> <p>If necessary, inform the participants’ embassy or consulate for prolonged incidents.</p>	In Mexico, earthquake evacuation plans are posted in every office building and earthquake safe meeting points are clearly marked in all public places and on pavements in the cities.
Unlikely Serious Emergency	Terrorist Attack	Explain how important the ‘Independent Travel’ reporting system is if participants out	<ol style="list-style-type: none"> 1. Immediately send group safety information via WeChat/Whatsapp/Line. 2. Open WeChat group – Paul Y / Clare H / Jamie B / Branch Manager + other appropriate staff. 3. Branch staff to contact participants individually by phone to ensure they are safe and provide information. 	<p>Branch staff to contact Branch Manager regarding the incident.</p> <p>Branch Manager to inform senior management.</p>	



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		of town in a situation like this.	<ol style="list-style-type: none"> If serious attack occurs during an event we are facilitating, gather participants together in safe place and remain calm. If the event is prolonged, look for safe opportunities to return participants to their accommodation and instruct them to remain there until danger has passed. Inform senior management. Advise participants to contact their emergency contacts to let them know they are safe. If required, contact participants' embassies or consulates. 	<p>Contact university and/or funding body to provide details.</p> <p>Contact participants' embassies if required.</p>	
Unlikely Serious Emergency	Burglary at participants' accommodation	Remind students about personal safety (locking windows, doors) during orientation.	<ol style="list-style-type: none"> Branch Manager to ensure that all participants in the accommodation are safe. Branch staff to contact police and follow police instructions as soon as possible. Branch staff to arrange the replacement of door/window locks and any other security measures if required. Establish all unaccounted-for items and call/ visit police to make a report. Call insurance companies and where appropriate, emergency contacts, university and funding body. 	<p>Branch Manager to visit participants and inform senior management.</p> <p>Branch manager with local staff to accompany participants to police station to file a report.</p> <p>Branch staff to support participant regarding the insurance claim.</p>	<p>Break ins can happen anywhere and can often cause emotional distress.</p> <p>Make sure participants have the support they need and feel secure at home.</p>
Unlikely Serious Emergency	Civil Unrest	N/A	<ol style="list-style-type: none"> Review Government website recommendations. Branch staff to call each participant on place to ensure they understand the situation and any action required. Typically, once participants are accounted for and safe, the best course of action is to wait out the unrest. However, if evacuation is required, ensure that information is shared quickly and effectively. Branch staff to escort participants from their accommodation to the agreed meeting point for the city (typically the airport) for evacuation. 	<p>Branch Manager to review government recommendations and discuss with senior managements.</p> <p>If escalation is required, inform the university and/or funding body and Branch Manager to liaise with</p>	In Mainland China, emergency shelters are signposted in all major cities.



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			<ol style="list-style-type: none"> Branch Manager to inform senior management regarding the situation and suggested action. Ensure the participants universities and/or funding bodies are informed of the situation and action plan. Keep up to date with participants' embassies or consulates. 	participants' embassy or consulate general.	
DEPARTURE					
Departure	Zhuhai: Bad weather prevents ferry to HK Airport	N/A	Participant should take bus to Huangang station in Shenzhen (3 hours) and from there take airport shuttle (1 hour). If short on time take a private vehicle from Shenzhen Bay costing 150RMB directly to HK airport).	Branch Manager should discuss options with participant.	Up to date details are available on our CRM system.
Departure	Participant overstays their visa and is detained at point of departure	Always take a copy of every participant's most recent visa and enter expiry date on system.	<ol style="list-style-type: none"> Call the entry/exit office and discuss a resolution. Facilitate payment of any applicable fine. If necessary, send branch staff to assist in person. Should issue cause the participant to miss their flight, inform senior management, ensure the participant has informed those expecting them and funding body if relevant. If applicable, contact the airline and insurance company. 	<p>Operations Manager to advise participant.</p> <p>If participant's flight is funded, inform the university or funding body.</p>	