



# Participant - Code of Conduct

## Projects in Bali

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Think Pacific is fully committed to responsible cultural exchange.

Our code of conduct sets out the standard of behaviour that we expect from all Think Pacific participants on our projects, placements. It has been created to enable you to achieve the most out of your time in Bali in a safe manner. It also ensures that Think Pacific staff, partners, and the communities we work with are treated with respect and consideration. By undertaking a project, placement or internship in Bali, you will be representing not only Think Pacific, but also your country of origin throughout the entire time you are in Bali.

**On a Think Pacific project, placement or internship you must:**

### Think Pacific Guidelines & Duty of Care

- Always listen to and follow the advice and requests of your Think Pacific Project Leadership team, Project Coordinators and Management
- Persistent misdemeanours shall be deemed misconduct
- Demonstrate a commitment and interest in the project aims and development initiatives being undertaken. A repeated failure to attend a project may be deemed misconduct
- Participants shall remain with the group at all times, and if not possible, then to remain in pairs
- Return to your accommodation/homestay by the 9pm curfew in the evening, with noise to be limited after 9pm in the homestay
- With the exception of free travel weekends, you must remain in the homestay village and/or the pre-arranged location of the team at all times
- Never take time out of your project in order to undertake personal in-country travel unless you have obtained the express prior permission from Think Pacific
- Participants to ensure they have access to the address of their accommodation & the Think Pacific 24/7 base phone number with them at all times
- Participants must have a local Indonesian SIM card, with both data and call/text allowance, and have charged phone with them at all times
- Participants advised to carry funds in-case of emergency and to carry photo ID at all times in Bali. We suggest that a photocopy of a passport is sufficient for this
- If you wish to leave the placement early for any reason, please speak with a member of staff who will support you.

## Alcohol Consumption

- Understand that you are not permitted to drink alcohol within any host Balinese village partner or programme location for the duration of your project or placement. Any breach of this point may result in your contract being terminated immediately
- Understand that you are not permitted to drink alcohol at any time during a structured placement, including the briefing and debrief elements. Any breach of this point may be viewed by the organisation as gross misconduct
- Understand that you are not permitted to drink alcohol with a Think Pacific staff member, including but not limited to Project Leaders, Project Coordinators, Project Managers, during your project or placement period with Think Pacific
- Understand that you are not permitted to drink alcohol at listed Think Pacific Resorts, including briefing and debrief locations
- If you wish to consume alcohol during your free travel weekends, please be extremely mindful of the space you are in. You are responsible for upholding professionalism within the participant team, and the reputation of Think Pacific in Bali
- Please note that the legal drinking age in Indonesia is 21 years of age
- If consuming alcohol, at no point must you discuss your involvement with Think Pacific with local people, communities, and strangers; as this may have an impact on our organisation in Bali
- At no point must you wear your Think Pacific branded clothing whilst consuming alcohol
- If in Think Pacific provided accommodation, at no point must you consume alcohol when returning to the village on Sunday, following a free travel weekend

## Smoking/Vaping

- We ask those who smoke/vape to refrain from smoking in all project site visits and locations
- We ask those who smoke/vape to refrain from purchasing cigarettes from any shop in the homestay village; you may purchase cigarettes during your free travel weekends once outside of the village
- There are designated smoking/vaping areas in each homestay in the homestay village. We ask that you smoke only in these areas and not in the communal areas, streets, cafes or restaurants in the village
- Outside of the village, and during free travel weekends, you will find some hotels, restaurants, and bars may have designated smoking areas where smoking is

permitted. Please ensure you follow local guidelines and do not smoke/vape in places of worship

## Free Travel Weekends

- Participants must remain on mainland Bali during free travel weekends
- You will be required to provide the general location of where you will travel to in Bali during your free travel weekends, to a Think Pacific staff member.
- If requested by the Think Pacific team, you must inform Think Pacific staff of the location and address of where you will stay during this time, and who you may be travelling with
- Participants must adhere to local laws in Indonesia, and be responsible for their behaviour and demeanour when travelling in Bali
- If consuming alcohol we ask you do not discuss being part of the Think Pacific placement with local people, tourists or others
- Participants must not wear their Think Pacific T-shirt on free travel weekends
- If using village transportation, village dress code must be worn, and we ask participants to be mindful of conversations in the transport
- Participants must not drive a scooter/motorbike at any point during the free travel weekends due to the legal requirement, insurance and health and safety
- Participants must return to the homestay village by 8pm on Sundays following the free travel weekend

## Local Laws & Bali Guidelines

- Participants must not use scooter/motorbikes at any point during the placement, this includes not riding on the back of a staff or community members vehicle.
- Participants must never engage in political demonstrations or illegal activities whilst in Bali and Indonesia.
- Understand that Think Pacific has a zero tolerance policy towards the possession and use of illegal substances. If you are found in the possession of, or under the influence of such substances you will have your project terminated immediately and removed from the project village.
- Understand that the organisation has a zero tolerance towards stealing, and any persons found to be stealing from the Balinese community, or from the team or fellow staff, will face disciplinary procedures.

- Understand that the legal age of sexual consent and sexual activity in Bali is 18 years old.
- Respect local attitudes, cultures and beliefs at all times. Specifically you must dress appropriately at all times and respect the dress code as per the 'village dress code' in the homestay and community, and 'project dress code' when visiting the project partners.

## Sexual Activity & Inappropriate Relationships

- Understand the different attitudes towards acts of affection and sexual relationships in Bali and understand the negative effect that any perceived inappropriate relationships may have on individuals and the local community.
- You are not permitted to enter into perceived inappropriate acts of affection or to enter sexual relations with any person within a Think Pacific project setting.
- When receiving guidance from the Project Leaders, or other Think Pacific staff, regarding inappropriate acts of affection, you must cease any such activities, otherwise this may be deemed gross misconduct and you may be removed from the placement for your own safety, and the safety of other participants, staff and the village community.
- Never allow any person to enter or spend the night at your accommodation.
- Never allow another person to enter your bedroom in the homestay, other than who Think Pacific has allocated to the room prior to the placement start.
- Never spend the night at another household/hotel/accommodation without first seeking permission from the Project Leader and FE Study Tour accompanying staff.

## Confidentiality & Social Media

- Ensure any social media posts on personal platforms referencing or representing Think Pacific are appropriate and responsible. If unsure, ask a Think Pacific team member.
- If asked to remove a social media post which represents Think Pacific, you must comply when presented with adequate information as to why to do so.
- If publishing social media content in the style of a blog/vlog/"day-in-the-life", then where possible we ask these to be approved by Think Pacific management prior to being published.
- During your time in Bali, we ask that you do not take photos, and/or post any photos online, of any children and young people aged under the age of 18 years

- On the mental health placement, participants must never take any photos during the activity support sessions of any service user
- We ask you to be mindful of the representation of Think Pacific and our placements on social media if posting blogs, photos, text, ensuring you maintain the confidentiality of those discussed (including but not limited to community members, staff, and service users) Please speak with a Project Coordinator or Manager if you have any questions or concerns
- Please be mindful that informed consent can not be given by children (under 18 years), from anyone without capacity, and it must be considered if full consent is gained in a 2nd language
- At all times remember that you are an important role model for Balinese children and young people, and that respectful and responsible behaviour is central to your role
- Ensure any social media posts on personal platforms referencing or representing Think Pacific are appropriate and responsible, and you ask for consent before taking any photos/videos whilst in Bali
- You may take group photos of your own placement group, with the prior verbal consent of each member in the group
- We request that you don't request or accept any social media follow/add requests from project partners, and communities whilst you are in Bali on placement with us

## Procedures

- Participants must treat all people with kindness, dignity and respect
- Participants will never make derogatory or discriminatory comments to anyone on the placement, at projects or in the community. This includes: racism, sexism, ageism, ableism, heterosexism (i.e., homophobia, transphobia), classism and sizeism.
- Abuse of any kind will not be tolerated, and any breach of this point may result in your placement being terminated immediately, and/or in severe cases, information being passed over to the authorities
- Participants must inform a Think Pacific Leader or staff member, if they have any physical and mental health concern for themselves or another member of the team
- If you require emergency assistance or support following an accident or incident at any time during the placement in Bali, once safe to do so, participants must call the 24/7 emergency base phone number

## Disciplinary Procedure

Should your actions be deemed to be in breach of our Code of Conduct the Think Pacific staff members

**For your reference, Think Pacific's disciplinary procedure is as follows:**

1. Verbal Warning: Upon the first incident of unacceptable behaviour or minor breach of the Code of Conduct, the Project Coordinator or Project Manager shall warn you verbally that your behaviour is unacceptable and shall explain to you the reasons for this unacceptability.
2. Written Warning: If such behaviour or breach continues, the Project Coordinator or Project Manager shall provide you with a written warning, stating that any recurrence may result in you being required to leave the project and if appropriate, terminate your placement.
3. Termination of Placement: Upon a subsequent repeat of the unacceptable behaviour, or upon a serious breach of the Code of Conduct, the Senior Management may, at their sole discretion, require that you leave the project and terminate your employment.

In the event that the Disciplinary Procedure is invoked and you are required to leave your placement, then you agree to do so without causing fuss, disturbance or aggravation and at the time specified by Think Pacific Management.

If at any stage you feel that this procedure is being applied unfairly or without cause, you should raise this directly with your Project Coordinator and, if you feel the matter has not been resolved to your satisfaction, you may raise a complaint in accordance with our grievance procedure.

## Complaints Procedure

If during your project, you wish to make a complaint, you should inform your Think Pacific Project Leader as soon as possible. Alternatively, you may wish to speak with a Project Coordinator, Project Manager, or the Regional Manager. You will have access to the contact information for all staff members and may liaise with them directly if you wish to discuss a concern or complaint.

We will investigate any claims and try to resolve them. If the matter cannot be resolved during the placement then you must write a letter to Think Pacific's UK office no later than one month after the end of your placement.

Think Pacific will only deal with complaints made by the person on the project, or for minors (under the age of 18 years old), his or her parent or legal guardian. If you have any questions regarding this policy, please email [info@thinkpacific.com](mailto:info@thinkpacific.com) to arrange a time to chat to a member of the Think Pacific team.

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