

2018 Code of Conduct

OUR PRINCIPLES:

- Safety is an absolute priority at all times.
- Use locally owned infrastructure for accommodation and transport where possible.
- Spread the financial benefits amongst local people and operators.
- Provide employment and leadership opportunities for local people.
- Respect and promote local customs and culture.
- Promote greater integration between travellers to the country of travel and local people.
- Educate travellers and Learning Adventure Staff about how and why we choose to travel this way.
- Limit the negative impacts to daily lifestyles of local people not involved with The Learning Adventure groups.
- Limit the physical impact of trips in all destination communities-particularly sensitive natural and cultural environments.
- Provide support to organisations and local communities visited by Learning Adventure Groups.
- Provide fun and enjoyable trips to Learning Adventure travellers.
- Actively ban leader and passenger participation in or endorsement of commercial sexual activities or illegal drug use on all of our trips.
- Actively discourage the participation of Learning Adventure groups in activities that exploit animals - wild or domestic.
- Work to prevent the exploitation of children in tourism.
- Support and encourage fair employment practices.
- Give our travellers the best possible value at all times, but not if it compromises safety.

STAFF CODE OF CONDUCT:

- Shall be mindful that their number one priority is to ensure the safety of all Learning Adventure travellers.
- Shall be welcoming to all and demonstrate an enthusiasm for the country of travel.
- Shall at all times show willingness to provide optimum support and quality service to all travellers and will give travellers an opportunity to enjoy or visit a desired destination.

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- Shall in no way discriminate in rendering service to any travellers on any basis, e.g. colour, gender, sexuality, ethnicity, nationality, physical challenge, age, etc.
- Shall be suitably dressed and presentable at all times and will wear The Learning Adventure when possible.
- Shall be punctual, reliable, honest, conscientious and tactful at all times.
- Shall carry out the program/itinerary of a tour to his/her best abilities.
- Shall deal with conflict in a sensitive and responsible manner.
- Shall be knowledgeable and shall assist tourists and not provide them with misleading information.
- Shall in the event of not being familiar with or being unable to provide information requested by a tourist, consult with the appropriate authorities for assistance.
- Shall, when on duty, at no time be under the influence of alcohol or a narcotic substance and shall refrain from administering any medication to a client without proper medical consultation.
- Shall treat all people, cultures and the environment with respect.

CHILD SAFEGUARDING POLICY:

The Learning Adventure and Shanghai Zhonglei Travel Service seek to serve the needs of children and young people. In doing so it takes seriously the welfare of all children and young people who come onto our tours. We aim to prevent any physical, sexual or emotional abuse of children and young people and to this end recognises its responsibility to implement, maintain and review the following procedures.

Descriptions of abuse:

- Physical, where children and young people receive physical hurt or injury. ^[L]_[SEP]
- Sexual, where adults seek sexual gratification by using children and young people.
- Emotional, where children and young people are harmed by a constant lack of love and affection, or threats, taunting etc.

Aims:

- To plan a tour which aims to minimize situations where the abuse of young people or children may occur.
- To give all staff and volunteers clear roles. ^[L]_[SEP]
- To give supervision as a means of protecting children. ^[L]_[SEP]
- To explore applicants' experience of working or having contact with children and young

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people before appointment. ^[SEP]

- To implement and issue guidelines to all staff with children or young people on company conduct and how to deal and prevent abuse.

Implementation:

To implement and issue guidelines to all staff with children or young people on company code of conduct and how to deal and prevent abuse.

("Staff" constitutes as freelance or fulltime guides or leaders who will be in conduct with children)

- All staff are made aware of the company "Code of Conduct (either verbally or written) and Safeguarding Policy" and therefore have prior knowledge to what is expected of them on a tour.
- Arrange that, as far as possible, staff members are not left alone with a child or young person where there is little, or no opportunity of the activity being observed by others.
- Wherever possible staff will deal with incidents and disclosures within the organization. When an incident is more serious a referral or reporting of the information will take place. ^[SEP]
- All incidents of abuse must be shared with the party leader (Teacher). If the incident involves the party leader the school must be informed at the earliest convenience.
- Any incident report is written and given to head of department.
- Depending on the severity of the incident local law enforcement may be involved. The party leader and the company will decide this.
- Staff should also have a clear idea of what is expected of them, as outlined by their pre-tour briefing.
- References and/or interviews will be sought or conducted, for all staff coming in contact with children. It will be made clear that the person will be working with children and young people and that views on their suitability for this work will invite. If references are vague or ambiguous it may be necessary for them to be followed up in person or by telephone. ^[SEP]
- More time talking with a staff member before appointment will give the opportunity to find out about their contacts with children and young people. These may be through previous work, through mutual contacts, or through previous work. If there is any doubt about the suitability of the volunteer this should be explored further through searching questions.

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