

A Foreword...

The WiFi Tribe community was built to be an oasis. A place where people who want to live life on their own terms can come together and experience the wonder of community, travel and everything in between.

4 years later, over 60 different nationalities are represented within this global community. The members in WiFi Tribe are among the most kind-hearted, respectful and talented people that we know. The reason that is the case is because we have high expectations of ourselves, expectations that govern how we communicate and how we act.

We say 'yes' to a great many things as a part of this journey. Yes to adventure. Yes to the new and the unknown. But what truly defines us are the things we say 'no' to. Whilst there is something to be said for positive reinforcement, there's no doubt that being unambiguous about the actions we do not tolerate will give all of us a strong foundation. Our 'no's' will ensure we all treat one another and the local communities we visit with the utmost respect.

So here follows our guidelines and expectations around particular aspects of community living we don't tolerate. They've been thoughtfully curated so that every single one of us can align ourselves with the values this community embodies. They aren't here to prevent productive conversations and wonderful experiences. Instead, they are here to prevent thoughtless conversations and negative experiences. We've all committed to live intentionally together, so what you read here is just an extension of that commitment.

We are confident that these guidelines will serve our desire to build rich, authentic and positive interpersonal relationships that will carry us all for years to come.

Here's to continuing on this journey together and to the next decade of living life intentionally around amazing humans ♥

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A Statement of NOs

There are so many ways to build meaningful connections with others, we'd be here forever listing them all and still not have an exhaustive list. The list of what NOT to do is far shorter in comparison and more effective in this instance. It draws our attention to what to avoid without cutting off our access to the infinite ways we can connect with each other.

So here are the main things we say no to as global citizens and WiFi Tribe Members.

- No to Cultural Hierarchies
- No to Antagonising Communication
- No to Microaggressions
- No to Bullying
- No to Harassment
- No to Negative Peer Pressure
- No to Reckless Behaviour
- No to Disrespect

And in the last section, we talk about **resolving conflicts and issues**. In this section, you'll also find information on how we handle cases. If you need to report an incident or a concern, please use this form:

The Reporting Form

This form allows WiFi Tribe to follow up on all incidents reported and take appropriate action. Completed forms are sent to dedicated team members who are trained to handle these situations.

- Access the reporting form [here](#)
- You will also find these guidelines on our website for easy access soon

No to Cultural Hierarchies: Communications for the Nations!

One of the amazing things about this community is that we are global. People come together from different communities across the world bringing their personalities, passions and cultural identities together into one space. Without a doubt, we consider this to be our greatest strength.

More often than not, there's not a right or a wrong. Things are just different.

Our cultures and the communities we've grown up in have a huge effect on how we see the world. Different societies place emphasis on different things, and so, the way we view the world around us will be affected by our own internal biases and opinions. This means that we might not always agree with one another on matters we're passionate about like politics and... food.

But our preferences are just that. Our preferences. They aren't a benchmark for other cultures or societies to aspire to. They simply form a part of the infinite number of ways people choose to live their lives.

With that said here are our expectations around how we can appreciate all the cultural backgrounds and norms we come into contact with on our travels..

Don't Assume

As instinctual as it may be, don't make generalisations about a culture you have limited knowledge of. Assumptions actually close a conversation down rather than open things up. So let's try to stay away from those.

Assumptions look like "Oh I just assumed that because you're from XYZ, you'd automatically like ABC." There will, of course, be shared experiences among us and shared interests but let's take each other as individuals and not put people in boxes.

Check that Joke

We all make jokes about our own cultures. Little observations about collective human behaviours we know really well are hilarious at times. But we want everyone to be careful when making jokes about cultures and communities we don't actually belong to. It might be funny to you but hurtful to the person on the receiving end of the joke. In fact we'd recommend avoiding those jokes all together.

Share your opinions without enforcing them

When having discussions about topics of interest, share your opinions but be open to listen to other opinions that differ from your own. Sometimes, you find that a conversation starts and you know a little but not enough about a topic. Be vulnerable and humble enough to approach each conversation with a view to share your thoughts whilst remaining open to a different view.

Be passionate but be respectful

We love passionate conversations. We'll talk about religion, politics, love and dating and reality TV on any given day. Get passionate but don't attack another person or a culture in the process.

No to Antagonising Communication

Communication is made far easier when it is done in person. You can read people's facial expressions, their body language and their tone of voice which really helps us understand where the other person is coming from. With that being said, it's important to outline things we don't tolerate in person or online.

Below are some examples of the kind of behaviour that we will not tolerate in our community. Please note that us saying no to antagonistic communication styles actually creates the platform for diversity of thought. People don't share in an environment that feels judgemental and deliberately argumentative. Any type of aggressive, inflammatory, or camaraderie-hurting behaviour will not be tolerated:

Antagonising Behaviour	Examples
Name-calling/Labelling Calling someone something as an insult. Also applies to stereotyping and generalising about someone based on certain characteristics like gender, race, culture, etc.	"It's no wonder everyone says you're a jerk." "If you don't support... you're a xyz" "You're just a privileged xyz..." "Those people from xyz are like xyz"
Condescension An attitude or behaviour of patronizing superiority. Showing or suggesting that you believe you are more intelligent or better than someone else.	"Let me see if I can put this in simple terms that even you can understand." "How are you not able to understand this?" "You don't know what you're talking about" "Go educate yourself" "You are humiliating yourself in public" Praising someone with sarcasm Rhetorical questions that belittle someone
Unconstructive Criticism Weaponizing feedback to make the other person feel bad about themselves.	"You're always upset about something, always playing the victim. That's why nobody likes you."
Blame Citing external factors to explain inappropriate behaviour.	"I hate getting into fights, but you make me so mad!" "I have to act like this, because you're so unreasonable!"

<p>Discrimination Jokes, offhand comments, or statements (intentional or unintentional) that weigh someone’s contribution by certain attributes like age, sex, race, wealth, etc.</p>	<p>“You’re too young/old to understand how things work...” “You are saying this because you are from xyz background...”</p>
<p>Verbal Harassment A form of behavior that includes threatening, yelling, insulting or cursing someone in a public channel or private message.</p>	<p>“You have no right to speak about...” “There’s no place here for your comments...” “If I were you, I’d stop...” “You’re a f**cking xyz” USING CAPITALS TO SUGGEST ANGRY COMMUNICATION</p>
<p>Slander / False Accusations Passing unverified information with the scope of damaging someone else’s reputation or intimidating to gain advantage. Making statements without proof.</p>	<p>Saying anything that’s not true or verified “Did you know that xyz has been fired for xyz reason” “I saw the way you looked at them. You can’t tell me there’s nothing going on there.” “You’re friends with xyz, and that’s why you’re defending xyz”</p>

Gossip

Gossip is defined as talking about someone behind their back and sharing personal or private stories that may or may not be true. It’s the fastest way to start rumours, create cliques in the group and an unwelcoming vibe. It also has the potential to be hugely damaging to people’s reputations, and their mental health.

We see gossiping about each other as a direct attack on our values. If something has happened and you feel you need to talk it out with a couple of people in the group that you trust, then that’s okay. Spreading rumours and misinformation in the group and it is clearly creating a negative atmosphere, we’ll consider that to be gossip.

Ultimately, we want to continue building a community that is authentic and open. If you

aren’t sure about something, or you are unhappy with something somebody has done, then have the integrity to speak to that person about it. If for whatever reason you feel you can’t, please speak to your chapter Host in the first instance or fill out the reporting form and we will deal with it.

If you’re on a chapter and have been the subject of the gossip of others, please come and speak to the chapter Host or fill out the reporting form and we will investigate the matter.

Demaining Speech

When talking about other people, keep their dignity in mind. Sharing intimate details for a cheap laugh at the expense of another person isn’t okay and it lowers the tone of the conversation. It can make people feel vulnerable and uncomfortable in a really negative way. We love to

laugh, but we want to make sure that the self esteem of others is not used as collateral damage.

No to Microaggressions

The murder of George Floyd has (re)fuelled a very powerful movement against racism, and of course, we are standing in full support of it. WiFi Tribe doesn't often take specific political stances as we all come from different places. But we absolutely believe that equality, safety, and dignity are basic human rights.

We are one of many communities around the world that are working hard to understand where we are falling short in creating an environment that is truly inclusive and feels safe for everyone. Looking back, it hurts to see that we, too, have missed chances to address day-to-day microaggressions that members of our own community have experienced. We have a long journey ahead, limited resources, and at times we will make mistakes. But, we're committed to this journey.

We have always had zero tolerance to aggressions within our community – it's a place where people from across the world can feel safe together and have a sense of home.

The recent movement taught us more about the microaggressions that have too often gone unaddressed, or been passed off as a tasteless joke that fell flat at a dinner conversation.

What is a microaggression?

A microaggression is a verbal or non-verbal behaviour that makes people feel unwelcome – it's when someone says or does something that makes me feel that I'm not wanted here.

Largely, microaggressions serve the purpose of making someone feel inferior in some way. Most of the time, microaggression rears its ugly head

along the lines of race, gender or ethnicity. But it can be found anywhere, really.

The huge problem with microaggression is that it is difficult to prove. The person on the receiving end of microaggressive behaviour knows that something isn't right. The person being microaggressive isn't always aware of what they're doing. So you can see how it becomes hard to deal with it.

For some of you this concept seems completely weird. We've got some obvious verbal examples below but microaggressions can take other forms, too. Here's a story of what one of our black chapter Hosts, experienced when in Italy, getting gelato.

"I was walking through Florence one day and decided to try a different gelateria. I walked in and the place was empty. There was a lady serving the gelato and she smiled at me and asked me what I would like. She gave me ice cream and directed me over to her colleague to pay. I stood there holding my money ready to pay and the man completely ignored me. There was nobody else in the shop to take his attention and I am not a small person that he would have not seen me. With the gelato melting in my hand, eventually I said "Excuse me, can I pay?" He

*took my money without a word,
gave me my change and I left."*

Clearly the man was making a statement that he had no interest in treating her fairly that day. For a lot of minority groups, it is that kind of Hostility that they have to navigate on a daily basis. They also carry that burden alone because it's difficult to prove. If you've never experienced it, then it's easy to say that people are 'overly sensitive' and that these things don't exist or aren't targeted along the lines of race, culture, gender, etc.

The impact of microaggressions on an individual?

Just because they're 'micro' it doesn't mean that their impact isn't felt. On the contrary, microaggressions can have a detrimental effect on someone's confidence over time. Just like water carving out stone drop-by-drop, microaggressions chip away someone's self worth, self esteem and their identity in the societies they move in, one day at a time.

Minority groups are constantly having to keep their guard up against microaggressions being levelled at them, sometimes daily. Imagine how discouraging it would be to go through every conversation you have and try and work out whether the person was being unkind or unwelcome on the basis of your race, your gender or your culture. Multiply that over a few decades and you can imagine how exhausting that is. The drops of water have carved a river.

As a result it's not uncommon for minority groups to retreat from wider society just to get a break.

In extreme cases, people become depressed and refuse to engage at all.

Why are we sharing this?

There's nothing worse than being outside and dealing with micro aggressive behaviour, and then freaking out because you have to come home to a similar environment.

We want Tribe members to be mindful that this could be an issue and be willing to support each other in creating an oasis where microaggressive behaviour is rare at worst and non-existent at best.

That's why we all need to do our bit to get educated and understand what is going on so we can celebrate each other in the most authentic way possible.

How can we identify microaggressions?

- Continue having conversations with our community online with the support of our Diversity Taskforce and in-person on our chapters with the help of our Hosts
- Listen to different stories and keep an open mind. If you're fortunate enough to have never experienced anything like this, then try to be empathetic.
- Challenge yourself to visit a place where you would be the minority. Probably the quickest way to learn what some of your minority friends have been facing potentially all their lives!

Reporting microaggressions

- Encourage members who have experienced or witnessed a microaggression within our community to anonymously report it so we can learn more about it and address it where necessary
- Please use our reporting form to report any incidents. We also have a [section on how to report an incident](#) in these guidelines.

Responding to a microaggression

It's important to address a microaggression directly with the offender and not let this situation affect your experience. Most of the time, members are reasonable and as soon as you explain the situation, they'll most likely realise how that joke was in poor taste and learn not to make it next time.

Some of you might be wondering why you should even be addressing something that seems so obvious. And why should it be on you to have patience to do it? Well, in a culturally diverse community, the same words have different meanings across countries, English (our common language) can be the second language for someone else or someone with genuine curiosity might ask a question the 'wrong' way. It's important not to aggressively penalise, shout at or marginalise someone, but rather have an honest mutual conversation. If you feel that you need support to address a microaggression, chat with the Host to get advice on how it's best to address it.

If you are the person who has made inappropriate comments that have offended someone, here's what we need you to do:

Listen - really listen. Don't listen just enough so that you can respond defensively. Actively

listen and show the person you're listening to through your body language. Give them your full attention.

Apologise. We know that in this community, people don't go around trying to actively offend each other. People like that don't last very long. But when we have upset someone, we've got to be willing to say sorry for the part we played in that when it comes to inappropriate comments or a bad attitude, even if we didn't mean to offend.

Ask questions where appropriate if you need clarification. Say English isn't your first language and you've said something strange. A question like "Is there a different way I can phrase what I'm saying?" is a perfectly good question. "Why are you offended when you know I didn't mean anything by it?" is NOT an acceptable question. It puts the conversation into a very combative place. We don't want that.

Lay it all to rest. We may agree to disagree, but we're family. Sort it out and don't go to bed angry. We don't go and cause drama in the rest of the group either. Take the hit on your ego and let it go. We love you.

Microaggressions	Examples	Message It Might Send
Alien in One's Own Land	<p><i>"No, but where are you really from?"</i></p> <p><i>"You speak good English."</i></p> <p><i>"You don't look like you come from there"</i></p>	That as much as you might have grown up in a place, you'll always be a foreigner.
Myth of Meritocracy Statements which assert that race/gender does not play a role in life successes	<p><i>"I believe the most qualified person should get the job."</i></p> <p><i>"Everyone can succeed in this"</i></p>	It signals that disparate outcomes for marginalised communities result from laziness

	<i>society, if they work hard enough."</i>	
Traditional Gender Role Prejudice and Stereotyping	<i>"Men are better at XYZ than women" / "Women are better at XYZ than men"</i>	That there are gender based roles everyone should adhere to.
Culture/country superiority	<i>Are there bookstores in XYZ country?"</i> <i>"Do you have access to electricity in XYZ country?"</i> <i>"I've read that you guys eat XYZ in your country! That's disgusting!"</i> <i>"Your language is weird"</i> <i>"They are Muslim, but they are open-minded"</i> <i>"You need to get yourself a Jewish lawyer"</i>	That there is an unspoken cultural hierarchy and one group is more 'civilised' than another
Ascription of Intelligence	<i>"You're very articulate for an XYZ ethnicity"</i> <i>"I think that's a little too ambitious for you"</i>	It can provoke negative feelings and responses within someone. First, because historically that particular culture/ethnicity is considered to be inarticulate, and second, because the statement is not directed at the individual but rather at the culture/ethnicity as a whole. So a comment that was initially intended as a compliment can feel demeaning or undermine someone's confidence

No to Bullying

Bullying is a deliberate attempt to intimidate someone else. Any attempt to cause physical, psychological or social harm to another person is something we have zero tolerance for.

We understand that different cultures perceive and understand the definition of bullying differently. But ultimately, being horrible to someone else is universally unacceptable and the idea that "it was

a misunderstanding” is rarely a viable excuse when it comes to bullying.

If a case of bullying is reported, or we see behaviour that could be construed as bullying we'll conduct an investigation that might lead to an official warning or actual removal from a location and/or the community.

What do I do if I experience or witness a case of bullying within our community?

- 1** Ask the (potential) victim or target of the bullying behaviour for clarification if you aren't sure about it.
- 2** Report the situation either directly to a chapter Host or via the reporting form and we will do an investigation. You may prefer this if you just want to be on the safe side and you don't want to engage in any potentially awkward conversations. Please note: We will follow up on this report with the victim to understand their experience of it.
- 3** If you feel that it is an extreme case, you may wish to intervene and tell the bully they've overstepped the line. We're a community committed to authenticity so if you see blatant bullying, feel free to call it out and tell the bully to back off. Then follow up with the chapter Host to keep them updated.

No to Harassment

There is no space for physical, sexual or verbal harassment in our community. We have a zero-tolerance policy. All reported cases will be investigated. Consequences can include mediation, formal warnings; in extreme cases, removal from the Chapter and from the community. The offender may also be asked to leave during the period of the investigation.

Examples of Harassment

- Staring, leering or unwelcome touching
- Suggestive comments or jokes that are inappropriate and make others uncomfortable
- Repeated, unwelcome invitations to go out on dates
- Unwelcome requests for sex
- Intrusive questions about a person's private life or body
- Sending sexually suggestive messages
- Leaving unwanted gifts of a sexual or romantic nature
- Physical interactions that make the other person feel uncomfortable
- Circulating nude photos
- Sexist comments

Scenario



Member A asks Member B to dance when they are out in town for a drink. Member B politely declines...

Member A accepts the decision and does not insist.

Member A keeps insisting to the point where Member B is visibly uncomfortable and feels pressured into an unwanted situation.

On a different night, two other members are dancing close together. To onlookers, it may seem that there's romance in the air. Member A starts touching Member B in a suggestive way. Member B is clearly uncomfortable and asks Member A to stop...

Member A accepts the decision and immediately stops touching Member B in that way.

Member A continues to touch Member B suggestively under the premise that "this is how all the locals dance".

A romance has sparked on Chapter between two members. Both members go out for dinner and on the way back they stop and say 'good night' in front of Member B's room. Member B does not invite Member A into his/her room...

They say 'good night' and they each go to their own room.

Member A insists to come into Member B's room, making him/her feel uncomfortable and possibly unsafe.

In a similar situation, Member B invites Member A into his/her room. Member B gives Member A sexual cues, but Member A is not interested in sexual activity. Intentions are clearly not aligned.

Member B accepts the decision and stops sending sexual cues of any form.

Member B continues to make sexual cues and insists in sexual activity, making Member A feel uncomfortable, unsafe or forced into something that they haven't agreed to. **NOTE:** This behavior – especially if forceful, manipulative or abusive – might be grounds for calling the local authorities to take action, as well as permanent removal from the WiFi Tribe community.

What do I do if I experience or witness harassment within our community?

If you are worried about your safety or the safety of another member, **please get in touch with your Chapter Host immediately.** Your Host will handle the situation and escalate it if necessary. You may also be asked to fill out an incident report via our form so that we have all the details of the incident recorded accurately.

If you are concerned, but no one is in immediate danger, please report the situation as soon as you can via the reporting form. Of course, you may also wish to notify your Host that you've reported a case to make them aware of it, but don't worry, any form submissions are automatically sent to key members of the team.

At this point, we ask you to please wait to hear back from us and to treat the case sensitively to protect the privacy of everyone involved. We may ask you for further information or get in touch with the victim directly.

The Host will follow protocol, and depending on severity of the situation, may get the local authorities involved.

For more information on reporting an incident and our protocol, jump to [How to Report an Issue](#)

No to Negative Peer Pressure

We want to be a community that's known for encouraging growth and many chances to participate in experiences that push us out of our comfort zones. On every chapter, FOMO, or the Fear-Of-Missing-Out is an integral part of the experience. FOMO is really just a result of us wanting to spend as much time together as possible!

For us, the fun stops when that light encouragement becomes coercive or forceful. Forcing someone to engage in activities or experiences that they clearly don't want to do

is not a part of our ethos. We want to preserve everybody's right to respectfully decline to engage in things that they don't enjoy or agree with.

If you feel as though you have been coerced or forced into doing something you don't want to do, and it's made you feel uncomfortable in a way you are unhappy with or is affecting your mental health, please do not hesitate to speak to a chapter Host about it or report it via the reporting form

No to Reckless Behaviour

Our spirit of adventure is part of our DNA. We'll climb mountains together, take ATVs into the jungle and hire jeeps to go off-roading across the most beautiful islands in the world.

Taking risks is part of life but there is a point where the risk becomes unjustifiable. Reckless behaviour can happen whilst doing the most

mundane things. It's about making a choice knowing full well that you're taking an unreasonable risk with your wellbeing and the wellbeing of others.

No to Substance Abuse

We don't tolerate use of illegal drugs on WiFi Tribe premises. No matter how 'harmless' the drug may be. If it's illegal in the country, it's illegal.

In certain countries (e.g. Indonesia) the punishment for illegal drug use may even be the death penalty.

Out of respect to fellow members of this community, and in order to cultivate an environment where everyone can feel safe and comfortable, our Chapters are a drug-free environment. This means that, while on Chapter, we expect everyone to keep illegal substances away from other members of the community – whether it be in our accommodation, on a night out in town with other members, or on a weekend trip with other members and outside of WiFi Tribe premises.

Please always consider that – even if the person says otherwise – they may not feel comfortable witnessing people taking illegal substances or being around people who are under the influence.

If your Chapter Host becomes aware of a member using or encouraging the use of illegal substances on WiFi Tribe premises or around other members, the Host is obligated to report this. **Please note:** Many natural psychedelics and marijuana are also considered illegal in most countries.

Depending on the gravity of the situation, this will result either in an official warning or immediate removal from the community.

This breaks down into a few further subsections - we've decided to include some guidance around substance and alcohol abuse and driving whilst under the influence.

If you're unsure of what constitutes an illegal substance in a specific country, please always double check the local laws and authorities.

If you have a medical prescription, please notify Tribe Support ahead of time, **before** arriving on Chapter. Make sure to do your due diligence and research how the local government handles your specific medical prescription and bring all the necessary paperwork with you.

No to Alcohol Abuse

There have been many happy hours enjoyed as part of the WiFi Tribe experience. Whilst we accept that a well deserved cocktail can add a lot of joy to social gatherings, the fun stops if we put ourselves or other individuals in danger or in an uncomfortable situation.

We all have a habit of taking care of each other and looking out for each other. So if on the odd occasion you've had one too many and the night ends with a good long sleep on the nearest sofa, don't worry, we've got you covered.

But please be aware that if you become intoxicated, and poor decisions are made that impact other people, we will hold you responsible for any damage caused to people or property. Being intoxicated will not be a valid excuse under those circumstances.

Drunk-driving

In some of the places that we visit where we need cars (e.g. Oman) or scooters (e.g. Bali), we would ask that members do not drive under the influence of alcohol. In most places

it is entirely illegal, in other places there is a strict alcohol limit.

Everywhere we go, there will be transport options, so if you think you'll want a beer or three, grab an Uber, hail a taxi or get on public transport but please do not drink and drive. Conscious travel is a huge part of our ethos and we definitely do not want to put ourselves, our group or the local community at risk.

Intoxication beyond control

If you become a danger to yourself or to others, we will take things more seriously. Intoxication-fuelled behaviours including using

offensive or abusive language towards members of the Tribe or members of the local community, harassment, vandalism or damage to property belonging to others is not acceptable under any circumstances.

Regardless of the amount of alcohol you have consumed, or how much you remember, we will hold you responsible for your actions. In extreme cases, you could receive a formal warning or be removed from the community.

We want to make sure that we enjoy alcohol responsibly so that it's a merry addition to our social time and not a party pooper.

No to Disrespect

Disrespecting Local Communities

Here at WiFi Tribe, we want to be ambassadors for sustainable, considerate travel. This is the primary reason why we choose to build this community with members who share our values of respect, humility, camaraderie, inclusion, curiosity and passion.

Disrespecting the local community extends to making inappropriate comments about certain cultural practices, disrespecting venues and public spaces and being deliberately confrontational with local people. Again, these are behaviours we don't want to see from our members.

What we'd like to see instead is an ongoing commitment to building great relationships and being respectful towards local people, their cultures and their customs. So much so, that they look out for you at the same time next year!

We're travelling because this world is beautiful and different. Let your curiosity flow like a river as we go through this amazing experience together. Just as you approach conversations with your fellow Tribe members with a view to learn more and understand each other, make an effort to understand the local community with a greater depth. We promise that this attitude will enrich our relationships and our nomadic experience beyond measure.

Disrespecting a Team Member

WiFi Tribe team members work around the clock to foster an authentic global community and to ensure we are all able to have an amazing experience whilst on chapter. We accept that in coliving situations there may be some situations that arise that are frustrating. Please feel free to explain those frustrations to us and we'll do our best to work through them together.

With that being said, we will not accept members being disrespectful to team members. Things like verbal abuse, physical abuse, intimidating behaviour or discriminatory comments and actions will not be tolerated.

If we find that our team on the ground have been subject to abuse whilst on chapter, we will investigate, issue a formal warning, and in extreme cases, ask the member to leave the chapter immediately, as well as remove them from the community entirely.

The members of our team have chosen to dedicate themselves to this profession out of love for this community and passion for this way

of living. They have the same right as any member of the community, to live and work in an environment that is safe, happy and fun alongside amazing people.

So, regardless of what is happening and how frustrating things can become, there is never a good enough reason to treat anyone without respect – whether community member or community *team* member.

If you feel that a team member hasn't dealt with a situation fairly or correctly, then we do have a process in place for you to escalate that to the senior Hosting manager via our reporting form.

Resolving Conflicts and Issues

We all wish for the WiFi Tribe community to be a positive place where we build one another up and are able to explore without fear of judgment, so that we can learn and grow together.

We've created these guidelines to help all of us navigate the complexity of communicating and understanding people from all over the world. This next section is all about applying our guidelines and we've broken it down into three parts:

1. Avoiding issues
2. Empathetically addressing the issue
3. Escalating an issue

Avoiding Issues

The best way to avoid issues – to start discussions, not fires – is to be more conscious about our communication and actions. WiFi Tribe has been built on a set of values, and the guidelines we shared above are a helpful resource to better understand what it means to live by those values.

If we keep the values and guidelines listed above in mind, we're going to be able to avoid most of the issues before they even become issues.

Addressing an Issue

If you see an issue unfold and you make a judgement call to address it yourself, remember the following:

- 1) Stay calm. Emotions might be running high but try
- 2) to talk to the other person with the intention to solve the problem. You aren't in control of people losing their temper; that's on them. But you are in control of not adding fuel to the fire.
- 3) Check that you're in the right environment to address this issue. Is a public place that's noisy going to be your best bet or would it be better to step away and deal with it when you're in a quieter environment?
- 4) Do your best to put yourself in the other person's position to give yourself that boost of empathy where appropriate.
- 5) Be direct. Say exactly what you feel the problem is and get it out in the open. Ask questions to keep the conversation open and flowing.
- 6) Make sure you're actively listening to what the other person is saying so you minimise misinterpreting their view and ending up in a circular argument.
- 7) Focus on what you can change for the future.

Escalating an Issue

We are a community of adults who love freedom. So, as a team, we aim to intervene as little as possible. We ask all members to strive to resolve conflict between themselves, as in any well-functioning society.

That being said, for issues that cannot be resolved or addressed between members, the WiFi Tribe team will step in.

Similarly, if we feel that someone is repeatedly behaving contrary to our community guidelines, we will step in with a warning, or possibly the removal of the member from the community – depending on the severity of the wrongdoing.

Identifying Issues that Should be Reported

If you have experienced or witnessed any of the following, please report the incident:

- Discrimination or racism
- Sexual offences however mild, be it verbal or physical
- Disrespectful comments or behaviour
- Harmful or dangerous behaviour
- Bullying or cliques
- And any other behaviour that is clearly not in line with our guidelines

Also, if you feel that you have been treated disrespectfully or unfairly, and you've been unable to resolve it, please don't hesitate to get in touch with us. Of course, this also applies for team members, as we are members of the community as well, and we strictly hold ourselves accountable to the same guidelines.

How to Report an Issue

As members of this community, we encourage you to talk to one another to deal with interpersonal problems. However, when you feel that an issue is escalating rather than getting resolved or a situation is threatening someone's safety, please report the issue through the reporting form.

The Reporting Form

This form allows WiFi Tribe to follow up on all incidents reported and take appropriate action. Completed forms are sent to dedicated team members who are trained to handle these situations.

- The reporting form can be found [here](#)
- You will also find these guidelines on our website for easy access soon

This is our procedure once an incident has been reported:

1	2	3
A designated team member will receive the complaint and carry out an investigation based on the information and evidence provided to us.	A team member will reach out to you to confirm if you would like us to deal with the issue formally (i.e. talking to the people involved). We'll also give you the option to simply raise a concern, without wishing to pursue it further.	Should you wish to pursue it further, we may: <ol style="list-style-type: none">Reach out to the offending party to inform them that a complaint has been made against their behaviourAsk the alleged offender for clarification or further informationFacilitate mediationInform the offender of consequences if the behaviour doesn't stopCommunicate the formal decision to members involved

2. **NOTE:** Depending on the gravity of the case, if you are reporting something you witnessed, we may reach out directly to the victim, as our priority is to protect the victim.

What to expect from us throughout this process:

- You will be kept informed throughout the process
- Records of the incident will be kept
- If you report an incident to us in good faith and it turns out that it was a misunderstanding (i.e. the situation wasn't what you initially thought), there will be no consequences

Consequences

This will depend on many factors, including the incident itself and any previous reports against the person

We operate on a 'three strikes' basis for smaller offences:

1. **First violation** – first official warning
2. **Second violation** – second official warning
3. **Third violation** – permanent removal from the community

Please note that the 'three strikes' policy only concerns smaller matters. We will remove someone from the community at any point if we believe that the offense, or the combination of offences, is causing damage to the community as a whole, to individual members, or if we have reason to believe that the person is a danger to others.

Here are a few examples of behaviour that may be grounds for removal from the community:

Discrimination or racism: Comments discriminating against someone's gender, gender identity, sexual orientation, skin color, ethnicity, religion, origin, nationality, etc.

Sexual offences: Inappropriate remarks about a person's body or choice of clothing, unwelcome advances, unwanted or inappropriate comments, or pressure for sexual activity.

Harassment: Aggressive bullying, teaming up, verbal abuse, besmirchment (slander), public humiliation, mischaracterisation of someone, etc.

Removal from the community means a ban from online and in-person chapters, as well as from the online Slack community. We will use discretion when investigating, warning or removing a member from the community and will always act in a way that is fair, just and reasonable.

Together for a Better Community!

We all joined this community to be a part of something bigger: a group where we would feel welcome, included, and respected. Over the years, we've all worked hard to build a vibrant and engaged community together, and we're hoping these guidelines will be a stepping stone to continued growth and cohesiveness as people, friends, and a respectful and close-knit community.

This guide is a 'living document'. It will continue to evolve over time and we invite every member to contribute their ideas, suggestions or feedback through [this form](#). As we review feedback, we will be

making decisions to include or adapt the guide in line with the core values and principles that have guided us since day one.