

# Code of Conduct

## Cango Wildlife Volunteer & Intern Programmes

Version 2.0 | Effective 19 October 2026 | Replaces all earlier versions

### Welcome to Cango Wildlife

**We are delighted to welcome you to the Cango Wildlife Volunteer & Intern Programmes!** Your decision to join us is a meaningful step toward wildlife conservation and education, and we deeply appreciate your dedication and enthusiasm.

During your time with us, you will work closely with incredible animals, contribute to meaningful conservation efforts, and immerse yourself in the unique culture of South Africa. Our programmes are designed to be both rewarding and educational, where you will be part of a dedicated team helping to support animal well-being and our broader conservation mission.

From the moment you arrive, your well-being is our priority. We will ensure your comfort, safety, and support throughout your experience. **In return, we ask that you commit to the standards outlined in this Code of Conduct.**

**How this Code applies:** this Code forms part of your Volunteer and Intern Agreement, which you accept at checkout before you pay your deposit. Please read it before you book. You will confirm it again in your pre-arrival Confirmation Form and at your safety induction. If you do not agree with it, please do not book.

#### A Note on Water Conservation:

South Africa is a water-scarce country, and Oudtshoorn is situated in a semi-arid region. Please be mindful of your water use throughout your stay by taking shorter showers, reporting any leaks to your host, and avoiding unnecessary water wastage. **Every drop counts!**

### Volunteer & Intern Expectations

**As a volunteer or intern, we expect you to:**

- Be punctual and committed to your responsibilities
- Behave in a mature, respectful, and professional manner at all times
- Dress appropriately for volunteer and intern duties
- Treat fellow volunteers, interns, staff, and guests with kindness and consideration
- Follow supervisor guidance and be mindful of staff while they carry out their roles
- Positively represent Cango Wildlife while on site and in public, and uphold the organisation's reputation at all times
- Keep volunteer and intern communal spaces clean and respected for the benefit of all volunteers and interns

**Volunteers and interns are encouraged to approach challenges with a positive mindset and to work collaboratively toward solutions. While participation is voluntary, full engagement and enthusiasm are expected.**

**Important:** If your placement is ended because of a breach of this Code of Conduct, you will be responsible for all costs associated with your early departure, and no refund will be issued for the unused part of your programme.

### BOA Lodge and BOA Pods Access

- For safety and security reasons, only authorised personnel, including Volunteer & Intern Hosts, Lodge Staff, and designated Animal Department staff, are permitted within the BOA Lodge and BOA Pods area.
- **Outside visitors are strictly not permitted within the BOA Lodge and BOA Pods property grounds.**

- Private guests may be staying in the BOA Pods. Please respect their privacy.

## Professional Boundaries

- To maintain a safe and professional environment, romantic or intimate relationships between volunteers or interns and staff are not permitted.
- This policy protects both volunteers and interns and employees, and is strictly upheld.
- **Volunteers and interns who have a pre-existing romantic relationship with a staff member must disclose this on arrival.**

## Breakages & Lost Items

- If you break or lose an item belonging to BOA Lodge or BOA Pods, you are expected to cover the cost of replacement.
- **Broken or missing items will be charged to the card used to make your booking, shortly after departure, as authorised in clause 9 of the Volunteer and Intern Agreement.** You will receive an itemised statement.
- **If you stay in a BOA Pod, a key set lost and not returned by departure is charged at R2,500,** because all locks must be changed for security.
- Please inform your host or our Volunteer & Intern Manager promptly and honestly if any property is damaged or goes missing.
- Your personal belongings remain your own responsibility. We cannot accept liability for missing or stolen personal items.

## ACCOUNTS, CREDIT & PAYMENTS

- Tours and transport arranged through the programme are logged and billed at the end of your stay.
- Items purchased from BOA-dega in BOA Lodge are logged and billed at the end of your stay.
- Only pre-ordered room service for weekend dinners is logged and billed at the end of your stay. All other room service orders are paid by card on delivery.
- All other personal purchases on our facility must be paid in cash or by card at the time of purchase.
- No credit accounts are offered for refreshments, curio shop items, photos, or similar purchases.
- **Volunteers and interns receive discounts at most of our pay points.**
- Please ensure you have money available when on our facility. Items can be securely stored in your locker while you are taking part in programme duties.

## Safety & Communication

- Whenever you leave BOA Lodge or BOA Pods outside the programme schedule, **please inform your Volunteer or Intern Host of your plans: where you are going and who you will be with.**
- This is not about restriction. It ensures we can support you quickly if anything arises.
- If you are going out in the evening or on weekends, send a message in the Volunteer & Intern WhatsApp group or notify your host directly so that your whereabouts are always known.
- **WhatsApp group:** you will be added to the programme WhatsApp group for safety and day-to-day coordination. Your name and number will be visible to other participants and hosts in the group. Tell your host if you would prefer to receive messages directly.

## Staff Transport

- Non-volunteer and non-intern staff members are not permitted to provide lifts to volunteers or interns under any circumstances.
- This is a company liability policy, and we appreciate your understanding and respect for this boundary.

## Photography & Social Media

- **Do not photograph the animal sanctuary area** on the BOA Lodge grounds, and do not post animal locations or security details online. This protects our animals from poaching.
- Do not photograph private guests without their permission.
- Follow staff guidance on photographing animals, enclosures and behind-the-scenes areas.

## Substances & Smoking

### Alcohol

- Volunteers and interns must not be under the influence of any substance during working hours. **Any violation will result in immediate termination.**
- Responsible alcohol consumption is permitted outside working hours.
- Excessive drinking or disruptive behaviour will not be tolerated.
- **Arriving at work under the influence of alcohol, including from the previous night, is a disciplinary offence.**
- Management may ask you to take a breathalyser test if you are reasonably suspected of being under the influence while on site or carrying out your duties.
- This measure exists to ensure the safety and well-being of our animals, staff, and visitors.

### Drugs

- Working at an active conservation facility means daily interaction with wild animals and heavy machinery.
- Any substance that impairs judgement, reaction time, or alertness poses a serious risk, not only to yourself, but to the animals in our care, your fellow volunteers and interns, and our staff.
- **While the private use of cannabis has been decriminalised in South Africa, Cango Wildlife maintains a strict zero-tolerance policy on all drugs and controlled substances on site.** This includes cannabis in any form (smoking, edibles or oils), regardless of its legal status.
- Volunteers and interns must not arrive on site under the influence of any drug or controlled substance.
- **Possession or use of illegal substances on site will result in immediate termination.**
- Volunteers and interns reasonably suspected of being under the influence of any substance during working hours may be asked to undergo testing. **Refusal will be treated as a positive result.**
- Test results are treated as confidential health information and handled in line with our Privacy Notice.

### Smoking

- Smoking and vaping are not permitted inside BOA Lodge or BOA Pods at any time.
- **Smoking or vaping inside a BOA Pod incurs a deep-cleaning fee of R2,500**, charged to the card used for your booking.
- Volunteers and interns may smoke only in the designated outdoor smoking area at BOA Lodge, which will be shown to you during your orientation.
- Please use the ashtrays provided and clean up after yourself.
- **Do not dispose of ash or cigarette butts on the ground.**
- Elsewhere on our facility, smoking is permitted only in designated smoking areas. Ask your host if you are unsure.

## Medical

- Volunteers and interns must disclose, in their Medical Declaration and to their host as soon as it arises, any contagious illness or medical condition that may affect their ability to work safely or may pose a risk to others.
- Staff are not permitted by law to administer medication to volunteers or interns.
- If you feel unwell or have a medical concern, please inform your host immediately.
- We will arrange transport to a pharmacy or doctor as needed.
- All costs for medication or medical appointments must be paid directly by you in cash or by card.
- **The doctor will provide you with a statement you can use to claim from your health or travel insurance.**
- Your health information is handled confidentially, in line with our Privacy Notice.

## How Breaches Are Handled

Before any warning or termination, your host or the Volunteer & Intern Manager will tell you what is alleged and give you an opportunity to respond. Where there is an immediate risk to people or animals, we may suspend you from duties while this happens.

## Minor Offences

The following process applies to minor offences:

| Offence     | Consequence                    |
|-------------|--------------------------------|
| 1st offence | Verbal warning                 |
| 2nd offence | Written warning                |
| 3rd offence | Termination from the programme |

Minor offences include, but are not limited to:

- Persistent uncooperative or disrespectful behaviour toward staff, fellow volunteers or interns, or guests
- Poor punctuality or repeated lateness
- Lack of effort or unwillingness to participate without valid reason
- Disregarding BOA Lodge and BOA Pods rules
- Arriving at work under the influence of alcohol from the previous evening
- Being late due to alcohol overindulgence
- Refusing a breathalyser test when reasonably requested by management
- Smoking in non-designated areas
- Neglecting animal welfare duties
- Interfering with staff in the execution of their duties

## Serious Offences: Immediate Termination

The following will result in immediate termination. You will be responsible for all associated departure costs.

People & Conduct:

- Discrimination, harassment, assault, or aggressive behaviour toward any person
- Romantic or intimate relationships with staff within programme facilities (pre-existing relationships must be disclosed on arrival)
- Withholding knowledge of serious misconduct by others

**Substances & Health:**

- Alcohol consumption while on duty or between scheduled activities
- Possession or use of illegal substances, or of cannabis in any form, on site
- Failure to disclose a contagious illness (for example ringworm, conjunctivitis, respiratory infections, COVID-19 or hantavirus) or a medical condition that may affect your ability to work safely

**Animals & Safety:**

- Entering enclosures or the hand-rearing area without permission and supervision
- Negligence resulting in harm to animals, people, or property
- Failure to follow hygiene protocols before handling animals or entering enclosures
- Violating any safety or emergency procedure

**Property & Security:**

- Theft, intentional damage, or failure to report known damage
- Sharing access codes or keys with unauthorised individuals
- Bringing unauthorised individuals to BOA Lodge or BOA Pods
- Photographing the animal sanctuary area, or posting animal locations or security details online

**Premises & Movement:**

- Leaving the premises without informing your host
- Staying overnight away from BOA Lodge or BOA Pods without prior arrangement
- Leaving for a personal trip without prior approval and without accepting the required release waiver

**Programme Integrity:**

- Misuse of social media or online conduct that misrepresents or discredits Congo Wildlife or its affiliated programmes
- Failure to disclose a conflict of interest
- Significant interference with staff in the execution of their duties

## Acceptance

**By accepting the Volunteer and Intern Agreement at checkout, and confirming this Code in my Confirmation Form, I confirm that I have read, understood and accept this Code of Conduct. I understand that there are inherent risks in the programme I have chosen, and that these rules apply throughout my placement.**