

PGP BHARAT



SAFETY, CONDUCT & COMMITMENT HANDBOOK

Cohort 2 | Masters' Union

OPENING NOTE

Why This Exists

You are about to spend two months moving through India, not observing it from a classroom, but standing inside it.

Factories, boardrooms, bazaars, government institutions, tea estates, cruise decks, dabbawala routes. This access is rare. It is also a responsibility.

Every rule in this handbook exists for one reason: to protect you, protect the people around you, and protect the trust that makes this level of access possible in the first place. Masters' Union has built relationships with every partner, hotel, and institution you will walk into. That trust is fragile and collective. One learner's carelessness can close a door for the entire cohort, and for cohorts after you.

Treat every immersion like it is your own venture. Show up with the discipline, curiosity, and accountability of someone who has something real at stake, because you do. Read this once fully. Come back to it whenever something is unclear. Ignorance of a rule is not a valid defense once you have read this document.

11:00 PM

CURFEW · EVERY
LOCATION

2 STRIKES

= REMOVAL FROM
COHORT

100%

MANDATORY
ATTENDANCE

LEVEL 1

EMERGENCY: COHORT
MANAGER FIRST

01 Student Safety & Security Framework

SECTION 01

1.1 Structured & Supervised Travel

- ◆ Programme delivery is end-to-end managed by the Operations and Programme Management team.
- ◆ Every travel movement, inter-city travel, accommodation, and site visits, is centrally coordinated.
- ◆ Students travel only through pre-approved transport partners and scheduled itineraries. No exceptions.
- ◆ Each group is accompanied by designated Travel Captains and Operations staff.

1.2 Professional Operations & Supervision

- ◆ Run by a trained operations team with direct experience in student travel and programme management.
- ◆ 2-3 Cohort Managers are assigned to every cohort as the primary point of contact for students and parents.

1.3 Accommodation Safety

- ◆ Students stay only in verified, reputed hotels with proper security protocols: 24x7 reception, CCTV coverage, security staff, secure access floors.
- ◆ Hotel management is pre-briefed on programme security guidelines before every cohort arrival.
- ◆ Separate accommodation arrangements are maintained for male and female students at all times.
- ◆ Safety for female students: in most cases allocated separate floors or designated secure areas, with adequate female representation in operations, support staff, and travelling leadership.

1.4 Safety Infrastructure & First-Aid

- ◆ Students are covered under a comprehensive insurance programme for the immersion term.
- ◆ Every immersion and factory visit has well-defined safety protocols, checked before student entry.
- ◆ Emergency response planning includes local coordination with hospitals, emergency services, and authorities.
- ◆ Every student receives a unique programme ID and emergency contact support.
- ◆ First-aid kits (medicines, bandages, antiseptics, hydration salts) are carried during all travel phases. Approach your Cohort Manager directly if support is needed, do not self-manage a medical issue.



Conduct, Substance & Declaration Policy

SECTION 02

This is non-negotiable, and it is enforced without exception.

- ♦ Alcohol, substances, and any form of intoxicants are strictly prohibited during the programme.
- ♦ Unauthorised parcels or external deliveries are not permitted. Food and daily essentials are fine; anything illegal or harmful will trigger disciplinary action if found.
- ♦ Every student must sign a comprehensive Code of Conduct and Safety Declaration before joining.
- ♦ Violation results in immediate disciplinary action, up to and including suspension and removal.
- ♦ Mandatory declarations before joining: sign the Code of Conduct and Safety Declaration, provide health/emergency contact/insurance details, and acknowledge adherence to all rules and safety policies.



Curfew & Movement Protocol

SECTION 03



NON-NEGOTIABLE

- ♦ **Curfew is 11:00 PM at every location, without exception.** All learners must be back in their rooms before this time.
- ♦ Headcounts are conducted multiple times a day: morning, between immersions, boarding buses, and at night.
- ♦ No movement outside the planned itinerary is permitted without prior written approval from parents, via formal email to the Cohort Manager and Delivery Head, parents copied.
- ♦ If permission is granted, full responsibility rests with the parents granting it until the student rejoins the cohort.
- ♦ **Movement outside accommodation beyond curfew without prior written approval results in immediate removal from the programme.**
- ♦ Emergency exceptions may be considered only with written consent from a guardian or emergency contact.



Non-Negotiable SOPs for Movement During Travel

SECTION 04

These are mandatory. No exception will be made regardless of circumstance.

SOP 1: Leaving the Immersion or Travelling Home

- ♦ Send a formal email to the Programme Manager, Delivery Head, and Programme Head stating reason, dates, and expected return.
- ♦ A parent/guardian must be copied and reply in writing confirming awareness and approval.
- ♦ Attach a copy of travel tickets (flight, train, or bus) to the same email.
- ♦ Departure is authorised only once written confirmation is received from the Programme Head or Delivery Head. No learner may leave without completing this process; departure without authorisation is a serious violation.

SOP 2: Self-Drive Vehicles

- ♦ Strictly restricted. Requires a formal request email to the Programme Manager, Delivery Head, and Programme Head, with parent/guardian copied and confirming they accept full responsibility.
- ♦ Approval rests solely with the Delivery Head and Programme Head, decision is final. Strongly discouraged, considered only in exceptional circumstances.

SECTION 04, CONTINUED

SOP 3: Injury or Casualty

- ♦ Any injury or medical emergency, regardless of severity, must be reported to the Cohort Manager and Delivery Head immediately, and is formally documented.
- ♦ Independent adventure activities or activities outside the official schedule are the learner's sole responsibility if injury results; Masters' Union is not liable.

Decision-making authority for all of the above rests solely with the Programme Manager, Delivery Head, and Programme Head. No peer or family member has authority to override these protocols.



05 Zero Tolerance Behaviour

SECTION 05



TERMINAL -> NO WARNING TIER

The following will result in immediate removal from the programme with no institutional support in the event of legal consequences. There is no warning tier for these; they are terminal on the first instance.

- ♦ Any activity resulting in injury, death, or risk to life, to yourself, a peer, a partner representative, or a local community member
- ♦ Any mischievous, reckless, or disruptive behaviour during transit or movement between hubs
- ♦ Any activity that tarnishes the reputation of Masters' Union, its partners, or the programme
- ♦ Any behaviour causing harm, distress, or disruption to the programme team or cohort peers
- ♦ Harassment or discrimination of any kind
- ♦ Actions that compromise individual or group safety
- ♦ Substance abuse during travel, sessions, or immersions
- ♦ Disrespect towards host organisations or local communities
- ♦ Entering restricted or unauthorised areas
- ♦ Posting restricted, sensitive, or misleading content about the programme or its partners
- ♦ Any form of physical, mental, or sexual harassment



06 Strike-Based Disciplinary System

SECTION 06

- ♦ Applies to behaviour that violates programme policy or compromises safety, professionalism, or collective learning.
- ♦ Severity determines strikes issued; serious actions may result in two strikes at once. Strikes are cumulative across the entire programme.
- ♦ **Two (2) strikes results in removal from the cohort with immediate effect.** Issued at the discretion of the Programme Head and Disciplinary Committee. You will be formally informed whenever a strike is issued.



Travel Conduct, Health & Respect for Local Communities

SECTION 07

7.1 Travel Safety & Health

- ◆ Stay with your assigned group at all times; use only programme-approved transportation. Do not enter restricted areas.
- ◆ Follow all instructions from the programme team, on-ground partners, and host organisations without exception.
- ◆ Keep emergency contact details accessible; report safety concerns immediately to your Cohort Manager.
- ◆ Carry hygiene essentials, stay hydrated, make responsible food choices, maintain cleanliness in shared spaces, and report illness immediately.

7.2 Conduct During Travel & Respect for Local Communities

- ◆ Maintain punctuality and follow group movement and logistics instructions at all times.
- ◆ Maintain respectful behaviour; keep noise levels under control in shared spaces. Visitors are not permitted at accommodation or programme venues under any circumstance.
- ◆ Any damage caused to host properties, accommodation, or transport is borne financially by the concerned learner.
- ◆ Behave respectfully with local residents; seek permission before photographing people or private spaces; remain sensitive to local customs, you are a guest in every city.



Accommodation, Transportation & Luggage

SECTION 08

- ◆ Accommodation is twin-sharing across all hubs. Respect your roommate's privacy and maintain cleanliness. Outsiders are not permitted in rooms under any circumstances.
- ◆ Room allocation is managed by the programme team; changes considered only in exceptional, formally approved cases. The standard is comfort and hygiene, not luxury or individual preference.
- ◆ Stay with your assigned group on every travel day; a Pocket Itinerary will be shared per hub. Baggage limits will be communicated in advance, avoid excess luggage.
- ◆ Label all luggage with name and contact number; keep valuables on your person.



Company Visits & Dress Code

SECTION 09

Professional Behaviour During Company Visits

- ◆ Arrive on time, punctuality is non-negotiable. Pay attention during briefings; ask relevant, respectful questions.
- ◆ Wear safety gear when provided; avoid touching equipment without permission; stay within designated areas.
- ◆ **No photography unless explicitly permitted by the host. No sharing of confidential or proprietary information. Full compliance with host policies is mandatory.**

Dress Code

- ◆ Smart casuals for factory visits and cultural immersions. Business formals for Orientation, CXO sessions, and Demo Days.
- ◆ Traditional/ethnic attire for festivals and religious sites. Comfortable, modest clothing for travel and rest days.
- ◆ Closed shoes are mandatory during immersions.
- ◆ Non-compliance may result in being asked to step out of the immersion, treated as seriously as any other conduct violation.



Confidentiality & Social Media

SECTION 10

- ◆ Do not record processes or documents unless explicitly permitted by the host. Do not share sensitive or proprietary information observed during immersions.
- ◆ Respect every confidentiality agreement Masters' Union has with a partner, whether or not it's been explained to you in detail.
- ◆ Avoid posting sensitive, misleading, or disrespectful content. Content that could embarrass the programme, a partner, or a community is strictly prohibited.
- ◆ For sensitive material, especially from company or government visits: share raw content with the Masters' Union team first, incorporate feedback, and post only after approval.



Attendance, the Non-Negotiable Version

SECTION 11

- ◆ **Immersions and Reflection Sessions: 100% mandatory attendance.** No personal-event exceptions (weddings, vacations, celebrations are not valid reasons).
- ◆ Immersion attendance is all-or-nothing: missing any part of a visit without valid cause marks the entire day absent.
- ◆ Punctuality is mandatory; late arrival is misconduct, no re-entry after cut-off. Tracked digitally via LMS (Coach), check your record daily.
- ◆ Any exception must be approved in advance by the Delivery Head or Programme Head; retrospective requests are not processed.

Immersion Absence Penalty Table

ABSENCES	CONSEQUENCE
1	Formal warning
2	One grade drop on immersion component
3	Two grade drops on immersion component
4+	Review by Disciplinary Committee, possible removal

Reflection Absence Penalty Table

ABSENCES	CONSEQUENCE
1 unexcused	Formal warning
2 unexcused	One grade drop on immersion component
3+ unexcused	Two grade drops; escalation to Delivery Head

12 POSH & Anti-Ragging

SECTION 12

Masters' Union follows a strict anti-ragging policy. Ragging includes causing physical or emotional discomfort, humiliation, targeted teasing or coercion, bullying (in person or online), or anything affecting another learner's dignity. All forms are strictly prohibited and result in immediate disciplinary action, up to removal. Report to your Cohort Manager immediately.

Masters' Union is fully compliant with the POSH Act, 2013, with a duly constituted Internal Complaints Committee (ICC). Sexual harassment includes unwelcome physical contact, inappropriate comments or gestures, sexually coloured jokes or messages, demands for favours, or creating an intimidating environment.

- ◆ Complaints can be filed confidentially at posh.pgpbharat@mastersunion.org
- ◆ Both parties may be temporarily removed from the programme until the investigation concludes.
- ◆ If proven innocent, the corresponding party will be accommodated in a subsequent cohort to compensate for lost time.



FULL POSH POLICY

Scan with your phone camera to open

13 Escalation, Who to Go to, and When

SECTION 13

Follow this flow. Do not approach senior leadership directly for routine matters, it delays resolution for everyone.

LEVEL	CONTACT
Level 1	Cohort Manager / Immersion Captains / Out-Class Coordinators
Level 2	Delivery Head
Level 3	Programme Head
Sensitive / Legal	POSH Committee / Anti-Ragging Committee / Emergency Response Team

Escalate when the issue is unresolved at the previous level, affects collective safety or well-being, disrupts academic or immersion participation, is serious/sensitive/time-bound, or needs immediate emotional or medical support. **When escalating:** share facts clearly, mention time/location/people involved, attach evidence if applicable, and allow reasonable response time before escalating further.

14 Student Well-Being

SECTION 14

- ◆ If you are experiencing emotional distress, mental health concerns, or need support at any stage, reach out to your Cohort Manager immediately. All concerns are handled with care, discretion, and privacy, seeking support will not impact your academic standing.
- ◆ Wellness check-ins happen regularly to catch burnout or difficulty early, especially during travel-heavy phases. You are also responsible for your peers, tell a faculty member or Cohort Manager if someone appears distressed.
- ◆ **Medical emergencies:** inform your Cohort Manager or Delivery Head immediately, avoid travelling alone if unwell, the programme team will assist with transport, and follow medical professional guidance.



Communication Channels, Use Them Right

SECTION 15

- ♦ **LMS (Coach):** primary platform for announcements, calendar, academic material, and attendance (coach.mastersunion.org).
- ♦ **Email:** formal communication and policy updates, check at least twice daily, this is your official proof of communication.
- ♦ **WhatsApp:** daily updates and travel coordination. Do not mute official travel groups during the Immersion Term. Do not create parallel groups. Share only verified information.
- ♦ **Not permitted:** harassment, sharing confidential partner information, posting rumours, offensive language, forwarding programme content outside official groups, spamming.



Governance, Who's Who

SECTION 16

ROLE	NAME & EMAIL	ROLE	NAME & EMAIL
Founder	Pratham Mittal pratham@mastersunion.org	Out-Class	Saksham Kotiya saksham.kotiya@mastersunion.org
Programme Head	Shikhar Mahajan shikhar.mahajan@mastersunion.org	Student Affairs & Well-being	Abhinav Jindal abhinav.jindal@mastersunion.org
Founder's Office	Gautam Kumar kumar.gautam@mastersunion.org	Safety, Risk & Compliance	Yashika Hasija yashika.hasija@mastersunion.org
Term 0 & 2 Delivery Head	Abhinav Jindal abhinav.jindal@mastersunion.org	POSH Committee	posh.pgpbharat@mastersunion.org
Term 1 & 3 Delivery Head	Priyam Bansal priyam.bansal@mastersunion.org	Disciplinary Committee	disciplinary.pgpbharat@mastersunion.org
Immersion Delivery	Satyam Anand satyam.anand@mastersunion.org	General Programme	pgpbharat.c2@mastersunion.org
Immersion Delivery	Arjeeta Singhvi arjeeta.singhvi@mastersunion.org	Programme Manager	Simran Kour simran.kour@mastersunion.org
Travel & Logistics	Yashika Hasija yashika.hasija@mastersunion.org	Programme Manager	Taipy Dandapath taipy.dandapath@mastersunion.org
		Programme Manager	Pratik Chandel pratik.chandel@mastersunion.org

CLOSING NOTE: THE STANDARD WE HOLD YOU TO

Nobody is going to babysit you through this.

You are being trusted with adult access, real businesses, real institutions, real consequences, and you are expected to carry yourself like someone who deserves that trust. That means:

- ♦ You show up on time, every time, because someone rearranged a CXO's calendar for you to be there.
- ♦ You follow curfew and movement rules, not because you'll get caught otherwise, but because your safety is not optional and your absence puts the whole cohort's coordination at risk.
- ♦ You represent Masters' Union and your cohort with the same seriousness you'd want someone representing your own name.
- ♦ You ask for help the moment you need it, there is no penalty for reaching out, only for staying silent when something is wrong.

Two months, eight hubs, one shot at this. Treat it like it's yours, because it is.