

Code of Conduct

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01. Maintaining Professionalism

Internal Communication

From the beginning to the end of the class, instructors are required to actively communicate with the THR and Class Manager. To ensure smooth and flexible handling of situations, please inform the Class Manager as soon as possible if there are any changes to the confirmed details or if any issues arise.

Please be aware that intentionally withholding information or failing to respond to communications may disrupt class proceedings and could potentially lead to termination of the contract.

Dress Code

As instructors represent the image of Carrot Global while conducting classes, please wear appropriate attire that aligns with the situation. Dress codes may vary based on the requirements of each company, so please adhere to any specific guidelines provided.

- **Recommended Attire:** Business casual (neat and tidy shirts or blouses are recommended).
- **Attire to Avoid:** Excessive accessories, athletic wear, ripped jeans, slippers, and clothing that excessively reveals the body.

Behaviors to Avoid During Class

Learners trust and expect the best educational service from you as an instructor. CARROT Global also believes in your professionalism, but please be cautious of any unconscious behaviors that may harm your professional image. The following are based on actual complaints from learners during classes:

- Speaking to learners in a casual or overly familiar tone
- Making disrespectful or rude comments that may offend learners
- Mentioning a lack of experience in corporate training
- Engaging in excessive small talk beyond icebreakers or light conversation to ease the atmosphere
- Delaying the class due to unfamiliarity with online tools in remote sessions
- Sharing personal circumstances with learners to seek sympathy or understanding
- Ignoring learners' opinions or requests and conducting the class in an authoritarian manner

No Solicitation of Employment

Instructors are prohibited from directly or indirectly soliciting employment from learners during or after classes. This restriction remains in effect for one year after the contract has ended. Please be mindful that all communication related to the class between you and the learners should be facilitated through the class manager.

Prohibition of Violence and Harassment

CARROT Global is committed to ensuring that classes take place in a safe and respectful environment. As an instructor, please take special care to avoid any form of violent behavior or harassment during your sessions. Such actions are strictly prohibited, and violations may result in immediate termination of your contract and legal consequences. If you feel uncomfortable at any time during the class, please do not hesitate to reach out, and we will assist you promptly.

02. Security

Corporate and Learner Information

In accordance with CARROT Global's internal regulations, instructors are strictly prohibited from sharing corporate or learner information with external parties. Please take extra care to prevent any security breaches or the unauthorized disclosure of sensitive information. This includes, but is not limited to:

- Personal information of learners (such as their position, department, etc.)
- Internal information about the corporate clients you are teaching at
- Any internal information exchanged during communication between CARROT Global or learners

Confidentiality of Contract Terms

You must not disclose any details of your contract, especially those related to compensation, under any circumstances. Please be aware that violation of this rule may result in immediate termination of your contract without prior notice.

CARROT Global Materials and Resources

To support your teaching, CARROT Global may provide proprietary teaching materials for your use during lessons. While you are permitted to use these materials in class, the copyright remains with CARROT Global. Therefore, unauthorized reproduction, distribution, or external use of these materials beyond sharing with learners is strictly prohibited.

Cooperation with Client Security Policies

Companies implement their own security systems to prevent the leakage of technology and information to external parties. Depending on the situation, you may be required to comply with the client's security regulations for building access. Your class manager will provide you with detailed information about these regulations before the class begins.

Failure to comply with these requests may result in being denied access to the client's premises. Please ensure that you thoroughly review the pre-class guidelines to avoid any disruptions to your lessons.

03. Attendance Policy

Category		Rolling Period	1st Occurrence	2nd Occurrence	3rd Occurrence	4th Occurrence
Tardiness		6 Months	[Class Manager] Verbal Warning	[Class Manager] Meeting & Written Warning	[THR] Written Warning	Class Suspension
Class Cancellation (Same Day)		6 Months	[Class Manager] Verbal Warning	[Class Manager] Meeting & Written Warning	[THR] Written Warning	Contract Termination
No-Show	Excused Absence (Documentation Required)	6 Months	[Class Manager] Meeting & Written Warning	[THR] Written Warning	[THR] Meeting	Class Suspension
	Unexcused Absence	6 Months	[THR] Written Warning	[THR] Meeting	Contract Termination	
Class Drop	5 Days to 1 Day Before the Start Date	6 Months	[Class Manager] Meeting & Written Warning	[THR] Written Warning	Class Suspension	Contract Termination
	After the Start Date	1 Year	[Class Manager] Meeting & Written Warning	[THR] Meeting & Written Warning	Contract Termination	

Attendance is an important factor in building trust between CARROT Global and the instructors. Violations of attendance regulations can affect the conduct of classes or the termination of contracts, so we ask that instructors adhere to attendance regulations responsibly. If attendance regulations are not followed, appropriate actions may be taken according to the criteria outlined in the table above.

Punctuality

Please arrive at the class location at least 10 minutes before the class starts to welcome the learners. Even a one-minute lateness will be considered tardiness, and actions may be taken in accordance with attendance regulations based on the frequency and number of tardiness instances.

For some companies, security procedures may require additional time for entry. In such cases, please ensure that you adhere to the arrival time provided by the class manager.

Class Maintenance

Please ensure to maintain the class for the entire duration specified in the consent form and the final confirmation email. If you need to discontinue the class, please provide at least one month's notice for smooth adjustments. If you are unable to proceed with the class, please inform the class manager as soon as possible.