



Responsible Volunteering - Code of Conduct

We sincerely appreciate your aspiration to help out other people, families and communities in need by volunteering with PeopleStories. We at PeopleStories will do our utmost to make your volunteering experience with us safe, enjoyable and fulfilling.

As a charitable organization, PeopleStories could not achieve its mission without the support from volunteers. We view volunteers like friends and family. We work towards a common goal, share the same values, have fun and achieve amazing things together.

In order to ensure that everyone is clear what our common goals are and how we voluntarily work together, we ask that you carefully read this Code of Conduct and acknowledge same by agreeing and signing it.

The reason why we do so is to ensure that everyone can safely enjoy a fulfilling volunteering experience, to support the cause of PeopleStories and also to protect the children and vulnerable people we may come in contact with.

Sharing Our Mission and Values

PeopleStories aims to advance education with people, families and communities in need. As a Volunteer representing PeopleStories, you are expected to place this mission over your personal interest whilst volunteering.

Volunteers must respect all people, families, communities and other volunteers they encounter during volunteering, regardless of their cultural and ethnic origin, religion, age, gender, and physical, social or economic condition.

We at PeopleStories always conduct ourselves with exemplary behaviour, treat others like we want to be treated and show it in everything we do, not only adherence to the law but act in accordance with PeopleStories' values. These are:

- We make REAL impact
- INTEGRITY is our utmost priority
- We EMPOWER others
- PARTNERSHIP for success is key

You are expected to do the same.

Your role as a volunteer

Volunteering in Cambodia means that you will be exposed to at times hot weather, possibly strenuous work when assisting at construction projects and you will encounter circumstances such as food and water which are different to your home country. It is your obligation to continuously assess whether or not you are physically capable of conducting this work.

You will not be remunerated for your volunteering and will not be reimbursed for any expenses you incur. You and PeopleStories are not entering into a contract of employment or otherwise and you are not covered under any worker's compensation, liability, accident or any other insurance policy.

It is a requirement for every volunteer to have valid Travel, Medical and Liability Insurance in place and you need to provide evidence of same.

You acknowledge that you voluntarily provide your time and services with full knowledge of the hazards and potential dangers involved. You agree to accept any and all risks of personal injury and property damage.

You are expected to perform your duties, as assigned by the PeopleStories team or others, to the best of your ability.

You are at liberty to withdraw from your volunteering duties but we ask that you only do so with acceptable reason and by giving us as much notice as possible. Conversely, PeopleStories can equally terminate your volunteering duties but we will only do so with acceptable reason.



PeopleStories' Commitment

PeopleStories endeavours to provide a meaningful and enjoyable experience for volunteers. We will treat you like family and friends, looking after your well-being and safety.

In order to achieve this PeopleStories has put a number of policies and procedures in place.

Health and Safety

Your safety and well-being is of the utmost importance and PeopleStories will do its best to provide a safe environment to all volunteers.

At each volunteering experience, PeopleStories will carry out an onsite Health & Safety induction and you are required to follow all rules at all times.

We ask you to exercise common sense and to be observant and vigilant at all times to protect yourself and everyone around you.

Services provided by PeopleStories

In order to efficiently manage local projects, we have to arrange for you certain services such as a local hotel and transport. In addition to that we will offer further, optional activities for your enjoyment.

PeopleStories is a charitable organization. We are not a travel agent and are not making a profit by arranging such services. We also provide transparency around costs and act at all times with integrity.

This means that, in the unlikely event, if you have any complaints or other problems with hotels or otherwise you will have to address this directly with the hotel or other service provider.

We will do our utmost to support you and to immediately help to resolve any issues.

Payment and Cancellation Policy

Payment needs to be made in full to PeopleStories at the time when the volunteering application is accepted.

All donations and payments for administrative costs are non-refundable.

For payments made for optional activities, simply follow the service providers' cancellation policy. If you intend to cancel your volunteering experience, then we strongly advise to do as soon as possible. Otherwise you may forfeit your whole payment if notice is made with less than 1 month prior to the volunteering experience.

Confidentiality and Boundary

PeopleStories has a strict Data Protection and Confidentiality Policy (P1000), where, except in rare situations required by law or under organization's safety procedures, information of volunteers will only be disclosed or published with relevant person's consent.

Volunteers should always commit to respect and protect privacy of people, families and communities they encountered during and in relation to their volunteering experience. Volunteers should not share information, comments or photos about PeopleStories and people they encountered during the volunteering experience in their blogs or on Facebook, Instagram, Twitter and any other social media unless consent is obtained, recorded and presented to PeopleStories.

By joining PeopleStories as a volunteer, unless otherwise informed, PeopleStories possesses the copyright of faces and images of the activities. Photos, videos and relevant information of volunteers may be published on PeopleStories' website and/or other publicity materials without notice.

Volunteers shall not maintain connection with the local people, families and communities through private channels. Goods, services and monetary transactions with them are also strictly prohibited. Any form of help and connection in addition to PeopleStories' volunteering should only be established after discussing with PeopleStories' Management.



Handling with Minors

Since PeopleStories has frequent contact with minors and underprivileged people, as a standard procedure, volunteers are required to produce their Non-Criminal Records check for volunteers working with vulnerable populations (vary by different legal jurisdiction) being carried out where necessary.

Support

Volunteering information guide and onsite orientation will be provided to volunteers prior to the volunteering experience. Volunteers who find themselves being emotionally affected during volunteering, follow-up/support sessions could be arranged for volunteers to talk about their situation and offload their unsettled feelings.

PeopleStories will provide induction, training and supervision for volunteering tasks which may need additional skills and knowledge.

Equal Opportunities and Diversity

PeopleStories firmly believes all people in the world should have the right to freely offer their time, talent, and energy to others and to their communities. Each of the volunteer will hence be treated in the same way. Similarly, volunteers are also required to respect diversity of people according to their cultural and ethnic origin, religion, age, gender, and physical, social or economic condition.

This principle applies to not only the people, families and communities they encounter during volunteering, but also all the other people who are involved in PeopleStories.

Disciplinary Action

In the event that a volunteer fails to uphold the aforementioned standard, a representative from PeopleStories Management will step in and investigate through interviews, inquiries and contacts with relevant parties. PeopleStories reserves the final right to terminate the volunteering experience at any time when there is evidence to substantiate an infringement of this Responsible Volunteering agreement.