



Responsible Volunteering Guide

We sincerely appreciate your aspiration to help out other people, families and communities in need by volunteering with PeopleStories. We view our volunteers like friends and family as we work towards a common goal, share the same values, have fun and achieve amazing things together.

We will work together with you to ensure your volunteering experience with us to be safe, enjoyable and fulfilling. Read this guide to prepare yourself to this exciting journey.

Sharing Our Values and Mission

We at PeopleStories always conduct ourselves with exemplary behaviour, respect and treat others like we want to be treated and show it in everything we do in accordance with PeopleStories' values. These are:

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

PeopleStories' primary mission is to ensure people in need having a fair chance of education. As a member of us, you are expected to demonstrate these values and endeavour to carry out our mission.

Volunteer's Commitment

Even though you as a volunteer are not paid or employed for the service, we would like you to show your commitment on performing your assigned duties to the best of your ability. You can approach us anytime when you feel like withdrawing from volunteering duties, preferably giving us as much notice as possible.

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 before commencing your volunteer work.

Services provided by PeopleStories

During the trip, we will 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. We are a charitable organization and not for profit. We are not a travel agent. In the unlikely event that you have any complaints or other problems with hotels or otherwise you will have to address this directly with the hotel or other service providers. We will do our utmost to help you.

Support

Once you joined, we will share with you a Travel Information Guide and give you an onsite orientation. Induction, training and supervision for volunteering tasks which may need addition skills and knowledge will also be provided. In the rare case that you find yourself being emotionally affected during volunteering, alert us and we will follow-up with you and provide support as much as we can.

Confidentiality and Boundary

As we work with disadvantaged people, it is important that you respect and protect the privacy of people, families and communities, including other volunteers, you encounter during the volunteering process. For instance, volunteers should not share information, comments or photos about PeopleStories and people they met during the volunteering process in their blogs or on Facebook, Instagram, Twitter and any other social media unless consent is obtained, recorded and presented to us. Likewise, please let us know in advance if you do not want your image and identity to be published on our website and other publicity.

Interactions with local people, families and communities out of volunteering context are not encouraged.

Interaction with Minors

PeopleStories and our volunteers have frequent contact with minors and underprivileged people. All volunteers are required to produce a current and clear **Criminal Records check** and, where available, a current and clear **Working with Children check** (may differ from jurisdiction).

It is a good practice to involve other adults, such as their parent, family or other volunteers when interacting with minors. Please avoid activities with minors without notifying their parents or without the presence of others.



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 every individual they meet, including personnel of PeopleStories, other volunteers, collaborating partners, local community, project beneficiaries etc., according to their cultural and ethnic origin, religion, tradition and custom, age, gender, and physical, social or economic condition.

Health Hazards

Your safety and well-being during the volunteering process is of the utmost importance to us.

Volunteering in Cambodia means that you may be exposed at times to hot weather, possibly strenuous work when assisting at construction projects. You may encounter circumstances such as food and water which are different to your home country. Gauge your health condition and physically capability before signing up.

PeopleStories has several policies and guidelines in place to ensure a safe environment to all volunteers. We will need you to work together with us on this by following our instructions and guidelines, which will be provided through our onsite orientation, information on our Travel Guide and other materials. The information may not be exhaustive and we hence ask you to exercise common sense and to be observant and vigilant to protect yourself and everyone around you during the trip. Always inform us if there is any issue about your health condition

It is a requirement for every volunteer to have valid **Travel, Medical and Liability Insurance** in place and you will need to provide such evidence prior to the start of your volunteering program.

Payment and Cancellation Policy

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

All donations and payments (including the payments for optional activities) are non-refundable. If you intend to cancel your volunteering experience, then we strongly advise to do as soon as possible. Otherwise you may forego your whole payment if notice is made with less than 1 month prior to the volunteering experience.

Conflict Resolution

In the event that a volunteer appears to fail the aforementioned standard a representative from PeopleStories Management will step in and look into and investigate the case. If there is evidence to substantiate an infringement of guidelines and standards listed in this Responsible Volunteering Guide, the Volunteer Agreement or any other reasonable guidelines and instructions, PeopleStories, at its sole discretion, has the right to issue a warning or, in more serious cases, immediately terminate the individual as our volunteer at any point in time.

Any potential criminal behaviour will be immediately reported to authorities.