



## CODE OF CONDUCT

All staff and volunteers should demonstrate exemplary behaviour and must uphold the values that underpin the aims and work of REACH. The Child Protection Policy and Donation Policy, clearly displayed in the Volunteer room, inform all actions and must be read as part of this document.

### VISIBILITY AND PHYSICAL CONTACT

- Always work in an area where others can see you. In any classroom or play area make sure there are never less than 3 students working/playing. If necessary move the students to an open area.
- Help us to protect the children who attend our school by not picking them up and carrying them around; we risk teaching them that it is safe for them to allow any stranger to pick them up and hug them.
- Guide children by the hand or upper arm.
- If a child needs to be disciplined, refer to a member of staff.
- If a child needs first aid, or is distressed, refer to a member of staff.

### SHOWING RESPECT FOR CAMBODIAN CULTURE

- While at school be a positive role model in your conduct and interactions with children, young people and staff at all times. Show respect for Cambodian culture: keep shoulders, midribs, and knees covered, no plunging necklines, tights are acceptable but please wear a long top over them. Cambodians are reserved over physical displays of affection. Please don't hug and kiss in public.
- Don't smoke, partake of, or be under the Influence of drugs and alcohol, or use inappropriate language.

### PHOTOGRAPHING CHILDREN

- No photos are to be taken when a class is in operation.
- You are welcome to take photos of groups in break times.
- Only take photos of children who are eager to be photographed, if need be, ask for verbal consent.
- Do not take any photographs of children if they are naked.
- Avoid putting any identifying information on photos.
- If you are supporting outreach staff in the village, please do not take any photos of children or families.
- If you need photos of **REACH** for fundraising reasons, please have your chosen photographs approved by management; our Communications Manager will also be happy to provide you marketing resources from our files.
- When posting photographs to the internet do NOT disclose children's names or post anything inappropriate. If you are unsure, please ask our team for approval first.

## PROFESSIONAL PROTOCOLS

- Respect the privacy of children, their families and teachers/carers, and only disclose information to people who have a need to know.
- Never hit or otherwise physically abuse children; this includes, but is not limited to, pushing, slapping, shoving or any other action that could cause fear, intimidation, distress or confusion for the child.
- Don't show favouritism or discrimination in your interactions with children in or outside the classroom.
- You must not take a child out of the premises. In an emergency refer to the Head Teacher or Project Manager.
- A child must never be brought to stay overnight at your accommodation or any other accommodation.
- No contact is to be made, including online contact (Facebook, Instagram etc.) with children or young people and their families outside of the organisation's programmes and activities.
- Don't give gifts directly to children or staff. If you wish to discuss any form of support, sponsorship etc. please discuss with the Project Manager and refer to our Donations Policy.
- Volunteers and staff must not interact out of school hours without prior permission from Management.
- If a Volunteer or staff member is to coincidentally run into their sponsored child/youth/family they must keep the conversation to a minimum and politely decline any offers to spend time with the beneficiary outside of REACH.

Staff/volunteers should be vigilant whilst at any **REACH** site or activity. Any concerns should be reported directly to management. We aim for high standards in all that we do at REACH; to this end, the management welcomes feedback from staff and volunteers to help us improve what we do. In return we expect our staff and volunteers to act professionally and work as a team. The appropriate way to deal with questions or concerns is to refer them to the management team.

**Inappropriate conduct toward children, including failure to follow the behaviour standards above, is grounds for discipline, up to and including dismissal from employment/placement, and/or police reporting and legal action.**

On your first day at REACH you confirm that you have read the above document, the REACH Child Protection Policy and Donation Policy, and understand what is expected of you.

If you are unsure of information within these policies, you will be expected to discuss this issue with the relevant REACH representative.

Thank you.

REACH Siem Reap – Registered Cambodian NGO #8021  
Thlok Andoung Village, Sla Kram Commune, Siem Reap Province, Kingdom of Cambodia

**[www.reachsiemreap.org](http://www.reachsiemreap.org)**