



MITTAPHAP INTERNATIONAL LIMITED
Business Registration No.: 79280605-000-11-25-5
Registered Office: NO. 5, 17/F STRAND 50, 50 BONHAM STRAND,
SHEUNG WAN, HONG KONG

VOLUNTEER CODE OF CONDUCT

Mittaphap International is committed to creating a safe, respectful, and inclusive environment for all volunteers, staff, and project participants. Mittaphap's Volunteer Code of Conduct outlines the expectations for behaviour and ethical standards that all volunteers must adhere to while working with Mittaphap. By signing this code, volunteers agree to uphold these standards, principles, and ethics in order to contribute to the positive impact of our programmes.

1. Core Values

Volunteers are expected to align with Mittaphap's core values:

- **Respect:** Treat everyone with dignity and fairness regardless of age, gender, ethnicity, religion, sexual orientation, and social status.
- **Integrity:** Act honestly, transparently, and responsibly in all interactions within Mittaphap and as a representative of the organisation.
- **Sustainability:** Promote environmentally-friendly practices and be mindful of long-term sustainability and its development.
- **Collaboration:** Work cooperatively with staff, partners, and members of the local community to achieve shared goals.
- **Innovation:** Embrace innovation and change in Mittaphap's projects by sharing ideas and developing strategies with the Mittaphap team to continuously seek new ways to improve our impact not only locally but further afield.

2. Expectations as a Volunteer

Volunteers are expected to:

- **Represent Mittaphap positively:** Act as "ambassadors" for the organisation, maintaining professional and respectful demeanours at all times.
- **Follow Policies and Procedures:** Adhere to all Mittaphap policies, including the Child Protection Policy, Health and Safety Guidelines, and HR Manual.
- **Respect Local Culture:** Become aware and mindful of the customs, traditions, and religious practices of the local community. Do not behave in a manner that may be considered offensive or disrespectful.
- **Maintain Confidentiality:** Protect the privacy of all individuals associated with Mittaphap. Do not share personal information, photos, or project details without proper consent.
- **Avoid Conflicts of Interest:** Disclose any personal, financial, or professional interests that may conflict with your volunteer role.
- **Speak English in Common Areas:** Use English as the primary language in all shared spaces at Mittaphap to ensure inclusive communication among all volunteers and to



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support the English language development of staff and students registered with the organisation.

- Report Concerns: Immediately report any incidents of misconduct, abuse, or safety hazards to the designated staff member or the Child Protection Coordinator or any member of the project team. Volunteers should familiarise themselves with “emergency services” (police, ambulance, fire) telephone numbers.

3. Child Protection Policy

Volunteers working with, and supervising, children must:

- Prioritise Child Safety: Always act in the best interests of the children - ensuring their physical, emotional, and psychological well-being in accordance with our Child Protection Policy.
- Avoid Inappropriate Behaviour: Do not engage in any form of physical, emotional, or sexual abuse, exploitation, or harassment.
- Obtain Consent: Seek permission from children and our operation team before taking photos or videos. Use images respectfully and only for authorised purposes.
- Report Concerns: Immediately report any suspected or observed child abuse or exploitation to the Child Protection Coordinator.

4. Respect for Staff and Cultural Sensitivity

Mittaphap values the diversity of its staff and community members, many of whom come from ethnic minority groups and may have limited English proficiency. Volunteers must:

- Show Respect: Treat all staff, volunteers, and community members with dignity, respect, and kindness.
- Be Patient: Communicate clearly and patiently – especially with staff and members of the local community – who may have limited English skills. Avoid using slang, idioms, or complex language that may be difficult to understand.
- Cultural Sensitivity: Be mindful of local customs, traditions, and cultural norms. Avoid behaviours or comments that could be considered disrespectful or offensive.
- Support Inclusivity: Foster an inclusive environment where everyone feels valued and respected, regardless of their age, background, language, ethnicity, gender, and sexual orientation.

5. Health and Safety

Volunteers must:

- Follow Safety Protocols: Adhere to all health and safety guidelines, including the use of protective equipment when required.
- Report Hazards: Notify staff of any unsafe conditions or incidents.



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- Attend Training or Related Orientation: Participate in all required health, safety, and child protection training sessions.

6. Professional Conduct

Volunteers are expected to:

- Be Punctual and Reliable: Arrive on time for scheduled activities – not only at school but also daily tasks – and fulfil assigned responsibilities.
- Communicate Effectively: Maintain open and respectful communication with staff, fellow volunteers, students, and community members.
- Avoid Substance Abuse: Do not use or possess illegal drugs or consume alcohol while on duty or within any of the Mittaphap facilities.
- Dress Appropriately: Wear clothing that is respectful of local culture and suitable for the assigned tasks.

7. Use of Resources

Volunteers must:

- Use Resources Responsibly: Utilise Mittaphap’s equipment, materials, and funds for their intended purposes only.
- Avoid Waste: Minimise waste and promote sustainable practices.
- Return Materials: Return all borrowed items in good condition and to their allocated place at the end of the volunteer placement/period of lending.

8. Conflict Resolution

Volunteers should:

- Address Issues Respectfully: Resolve conflicts through open dialogue and mutual respect.
- Seek Assistance: If unable to resolve a conflict independently, seek guidance from Mittaphap’s staff to introduce mediation.

9. Disciplinary Measures

Failure to comply with this Code of Conduct will/may result in:

- Verbal or written warnings.
- Suspension from volunteer activities/teaching.
- Immediate termination of the volunteer role.
- Legal action in cases of serious misconduct.



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Acknowledgment

By signing below, I acknowledge that I have read, understood, and agree to abide by the Mittaphap International Volunteer Code of Conduct. I understand that failure to comply with these guidelines may result in disciplinary action, including termination of my volunteer role.

This Code of Conduct is aligned with Mittaphap's Child Protection Policy and Human Resource Management Manual, ensuring a safe and respectful environment for all volunteers, staff, and beneficiaries.

For and on behalf of

MITTAPHAP INTERNATIONAL LIMITED

Peter THIPOMMAJAN

Director

