

HELP International Code of Conduct

Please read this information carefully as you are responsible for all the following content.

Prospective participants should carefully review the following Code of Conduct, assessing whether or not they are willing to live according to them. Each HELP International participant will be responsible to know and follow the policies herein contained, and will indicate that he or she understands and agrees to follow these policies by signing this document. A participant's obligation to abide by the Code of Conduct found in this document is in force during training sessions, as well as from his or her departure for the country of service until his or her return home.

The Code of Conduct found below is the result of many years of experience and has been instituted for reasons both practical and moral. The practical aspect of these policies stems from the delicate (and potentially dangerous) nature of participating in development activities in foreign countries and cultures. The moral nature of these policies reflects the core values upon which HELP International is founded. When a participant chooses to travel to and live in another country under the auspices of HELP International, he or she is seen as a representative of HELP International at all times, and is therefore obligated to act in accordance with HELP International's Code of Conduct. By following the Code of Conduct set forth in this document, participants can ensure that many potentially damaging and dangerous situations are wholly avoided.

HELP International welcomes the participation of any person who agrees to abide by the Code of Conduct found below. Application for an internship will not be considered from those who do not indicate their willingness to abide by this Code of Conduct by their signature of this document. Any participant found in violation of any of this Code of Conduct will be subject to dismissal at his or her own expense from the HELP International program in which they are currently participating. By signing this document, a participant agrees that it is within the discretion of the Country Director(s), in conjunction with HELP International Headquarters (HQ), to determine if he or she fails to comply with any aspect of HELP International's Code of Conduct.

Participant Conduct

The following list of rules and offenses are examples of conduct, which may subject a participant to discipline. Any violation of any one of these policies, any other HELP policy, or any unacceptable behavior as determined by HELP International, may subject a participant to reprimanding, up to and including termination, (i.e. being sent home,) to be determined in the sole discretion of HELP International. Each situation is handled on a case-by-case basis. This is not a complete list of all rules and offenses that may subject a participant to reprimanding but only contains examples.

1. Violation of any HELP International rule; any action that is extreme in nature and is obviously detrimental to HELP International's efforts to operate successfully.
2. Intentional, negligent or careless acts that endanger the life or safety of another person or one's self.
4. Carrying weapons on HELP International premises at all.

5. Engaging in criminal conduct, acts of violence, making threats of violence, fighting, gambling, horseplay, using profane, obscene, degrading, abusive language and actions, provoking a fight during time with HELP, or negligent damage of property.
6. Insubordination, mouthing off, or refusing to obey instructions properly issued by a supervisor or manager pertaining to work; failure to fully cooperate in any HELP International investigation.
7. Threatening, intimidating or coercing fellow participants on or off the premises at any time and for any purpose.
8. Engaging in any act of sabotage causing the destruction or damage of HELP International property or the property of fellow participants, customers, suppliers or visitors. Engaging in larder or any action damaging to the HELP International reputation.
9. Damage, loss, destruction, or theft of HELP, employee, or customer property due to willful or careless acts.
10. Unauthorized possession of, removal or use of property belonging to HELP, customers or other participants; using HELP property for profit.
11. Dishonesty, in any form or degree, falsification or misrepresentation of application or other work records.
12. Loafing or sleeping on the job, unsatisfactory or careless work, failure to meet production or quality standards, mistakes due to carelessness or failure to get necessary instructions, incompetence or neglect of work duties.
13. Any act of harassment of any kind.
14. Unexcused or excessive absence or tardiness.
15. Unwillingness or inability to work in harmony with others, discourtesy, conduct creating disharmony, irritation or friction.
16. Failure to immediately report damage to HELP equipment.
17. Failure to immediately report an accident or injury on HELP property, during your HELP participant experience or involving HELP equipment.

Country Director(s)

The Country Director(s) are the designated authority for all HELP International participants. Participants are expected to follow the requests of their Country Director(s). The Country Director(s) are to supervise and approve all activities of the participants on their team.

It is the responsibility of the Country Director(s) to ensure that all participants comply with the HELP International guidelines for policies and conduct. It is within the discretion of the Country Director(s) to determine whether a participant is in violation of these policies and recommend appropriate action to HELP International Headquarters.

Communication between HELP International Headquarters and participants is to take place primarily through the Country Director(s). If a participant has an issue with his or her Country Director(s), he or she is expected to communicate this issue first to the Country Director(s). If insufficient action is taken to resolve the issue, the participant may then contact HELP International Headquarters.

Open Door Policy

HELP International realizes that participants may have concerns regarding work or personal related matters. HELP International has established an open-door policy to better aid employees, participants, and others in correcting any existing problem or misunderstanding. When a person

feels that he/she has been treated unjustly by management, another employee, or a participant or has a work-related concern, the participant should contact his/her Country Director(s) as soon as possible regarding the concern or incident. If a participant is dissatisfied with the outcome or believes that the Country Director(s) is not the appropriate person with whom to raise the concern, then the participant is encouraged to contact any other staff member or supervisor with whom the participant feels comfortable, including the HELP International Executive Director.

Academic Credit

Participants are welcome to seek academic credit for their internship with their college or university. HELP is not an accredited educational institution and cannot grant academic credit independently. However, we have worked with interns from various departments and universities and are willing to assist you in seeking credit. It is the responsibility of the participant to arrange and comply with the conditions made by their college or university. The execution of any internship administrative duties required to receive academic credit, such as extra readings or writing papers, should preferably take place during the free time of a participant and should not interfere with a participant's participation in HELP International projects and activities. It is necessary to arrange for academic credit prior to departure.

Anti-Violence Policy

HELP International wants to provide a safe workplace for its employees and participants and to prevent violence in its workplace. As such, HELP strictly prohibits the following kinds of conduct: engaging in intentional, negligent, or careless acts that endanger the life or safety of another person; carrying weapons on HELP premises or during a HELP participant experience; engaging in criminal conduct; engaging in acts of violence; making threats of violence; fighting, provoking a fight during a HELP participant experience; threatening, intimidating, or coercing fellow employees on or off HELP premises at any time for any purpose. This is not a complete list of conduct that may subject a participant to reprimand but only contains examples. Any participant engaging in violent conduct, as determined by HELP International in its sole discretion, will be subject to disciplinary action up to and including termination. See also policy on Participant Conduct.

Laws

HELP International participants are to obey the laws of the host country. In the event that a participant violates the law and is found guilty of said violation, a participant can expect no assistance from HELP International and its employees and trustees. The participant will be returned home as soon as the authorities release him or her.

Alcohol

HELP International participants are not to ingest alcoholic beverages, including wine, beer, whiskey, and other spirits for the duration of their in-country experience. Alcohol consumption adds additional safety hazards and is potentially damaging to HELP's reputation.

Drugs

HELP International participants are not to use any form of illegal drugs whatsoever, nor are they to participate in any transaction involving the sale or transfer of illegal drugs for the duration of their in-country experience.

Tobacco

HELP International participants are not to use any form of tobacco drugs for the duration of their in-country experience.

Pornography

HELP International participants are forbidden from possessing or viewing pornographic material of any nature in any form during their tenure.

Language

HELP International participants are expected to maintain appropriate standards of conversation, refraining from swearing, vulgarity, sexually explicit conversation, and any other language that could be deemed offensive for the duration of their in-country experience.

Dating/Sexual Relationships

Unmarried HELP International participants are to refrain from all conduct of a romantic or sexual nature or any conduct that could be construed as such. HELP participants are not to participate in any form of dating whatsoever. This policy applies to a participant's relationships with other HELP participants as well as citizens of the host country or anyone else with whom they have contact. Dating practices vary dramatically between cultures. As a matter of respect and safety, HELP participants are expected to maintain appropriate, friendly, and courteous relationships with fellow participants and others without flirting, dating, overt public displays of affection, or otherwise violating the HELP International Code of Conduct in spirit or letter.

This policy has been put in place for protection: protection for the participant, protection for the people and communities in which we operate protection for our partner organizations, and protection for HELP International as the sponsoring organization. It is more than a matter of propriety or liability. It is out of respect for our participants and their welfare and respect for the people and cultures in which we are visitors.

Points relevant to instituting a no dating policy:

1. When involved in romantic relationships, the focus of the individuals involved is impaired. It is virtually impossible to concentrate on the intended purpose for the in-country experience.
2. Culturally, there are many issues involved. Dating, courting and matrimony have different expectations, traditions, practices and implications outside the U.S. It is not as simple as a love relationship between a guy and a gal.
3. In groups, we have found that dating, whether among participants or with the locals has the effect of fracturing the group and their allegiances to other participants and the program.
4. As an institution based on helping and lifting and serving, we provide training and guidance regarding appropriate cultural behaviors. Dating is strictly prohibited.
5. The reputation of the organization is at stake. What are these participants really here to accomplish? What is their motivation? Can this program/operation/organization be considered legitimate? Where is the professional integrity? What about the local organizations involved?

6. The future of HELP programs in that locale could be jeopardized.

Dress and Grooming

HELP International exists in an atmosphere consistent with integrity and respect. HELP International participants are expected to dress modestly, present a professional, businesslike image and keep themselves clean and well groomed. Participants must be free from body odor, and perfume or cologne must be conservative. The appearance of participants must not distract other participants or our partners. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted. It is within the discretion of the Country Director(s) to determine whether or not a participant's dress and grooming are appropriate. If a participant violates dress and/or grooming code standards, he/she may be sent home to change. Consistent violation of the standards will result in further disciplinary action up to and including termination. Interpretation of the standards is at the discretion of Country Director(s) and HELP management.

The following minimum guidelines are not intended to be all-inclusive. Further, Country Director(s) may have additional requirements for their participants to follow, which will be discussed according to work on each project or at home. Inside and outside your housing, please be considerate of your team, your partners, and the local population.

- Clothing should be conservative in fabric, fit, and style.
- Clothing should be in good condition without holes or tears.
- Clothing should not display profane language, drug or alcohol paraphernalia, or pornography.
- Shirts should cover the entire torso.
- Thin strapped tank tops and midriff shirts are not acceptable outside of the living quarters.
- Short shorts are not acceptable outside of the living quarters.
- See-through or sheer clothing is not acceptable.
- Shoes must be worn at all times – Flip flops in public are not allowed
- Excessive body piercings should not be visible.
- Hair should be clean, combed, and neatly trimmed or arranged. Shaggy, unkempt hair is not permissible regardless of length.
- Sideburns, moustaches, goatees and beards should be neatly trimmed.

General Harassment Policy

HELP International wants to provide its participants with a workplace free of tensions involving matters that are not related to the services we offer. HELP International will not tolerate harassment because of race, color, sex, pregnancy, childbirth or pregnancy-related conditions, age, religion, national origin, disability or handicap in the workplace, and such conduct may result in disciplinary action up to and including termination. Further, such harassment may be a violation of state or federal law. Participants should also be vigilant against harassment from other participants as well as locals. Harassment of any type from any party should not be tolerated. Harassment includes unwanted comments, sounds, hand signals, touching, or any other behavior that puts you in an uncomfortable situation. Even though locals may not consider this harassment, HELP International does. If you are harassed, be firm and assert your disapproval of the behavior. If any participant believes that he or she has been subject to any such harassment, he or she should notify his or her Country Director(s). If a participant is dissatisfied with the outcome or believes that the Country Director(s) is not the appropriate person with whom to raise the

concern, then the participant is encouraged to contact any other staff member or supervisor with whom the participant feels comfortable, including the HELP International Executive Director.

Religion

HELP International is non-denominational. The Country Director(s) and participants are encouraged to participate in the activities and services of their faith during their tenure if they so choose. However, Country Director(s) and participants shall not give others the impression of any relation between their religious organization and HELP International. The Country Director(s) and participants are to be respectful and sensitive towards the faiths of fellow participants and others with whom they come in contact. To avoid unpleasant or hurtful situations, the Country Director(s) and participants are to refrain from proselytizing fellow participants or other people. HELP Country Directors and participants are expected to avoid any conversation that may offend or demean another person's faith.

Projects

Participants are encouraged to initiate projects following the project proposal project outlined in the Participant Handbook. Projects not requiring funds are approved at the in-country level. Projects requiring significant funds must be approved by HELP Headquarters. Participants initiating any project must be prepared to keep detailed accounting of all funds used. HELP International reserves the right to accept or decline any project or association with any potential partner.

Reimbursements

Any and all use of HELP International funds **MUST** be approved **PRIOR** to making those expenditures. The use of personal funds for HELP-related expenses that have not been approved in advance will not be reimbursed. A valid receipt for all approved expenditures **must** be presented in order to obtain reimbursement.

Money allocated to a country's emergency fund is to be used at the discretion of the Country Director(s)/Country Leader(s) in emergency situations as set forth by HELP International, and does not require prior approval. However, all expenditures must be itemized and have a valid receipt. No additional money will be allocated until a report of expenditures is submitted.

Curfew

It is within the discretion of the Country Director(s) to set a curfew by which all participants will be inside their residences. Country Director(s) may alter the conditions of the curfew as deemed necessary.

Buddy System

All HELP International participants are required to always be in the presence of another "buddy" participant. In the event that another participant is not available, the Country Director(s) may approve a trusted native volunteer to serve as a "buddy." In rare instances participants may be allowed to work alone. This is at the discretion of the Country Director(s). This buddy system must be followed on all vacations as well.

Safety

All participants should:

- Carry small denominations of cash at all times
- Memorize important emergency phone numbers and addresses and/or carry a card with address and phone information.

- Drink plenty of water. Carry a water bottle at all times
- Save sufficient cash to pay the return airport tax, if applicable (usually \$25-\$30)

Communication

Participants are to maintain contact with their homes as often as possible, making especially sure to notify their parents when they arrive in their country of service and when they are taking a vacation out of their area.

Immersion

Participants are encouraged to speak the native language of the host country as much as possible. This will greatly facilitate the language learning process and will enable participants to become acquainted with the people of their host country. Please be aware that even in countries where English is the official language, native dialects and languages are often spoken, especially in rural areas where many people do not speak English.

Attendance

Participants are required to arrive promptly at and attend in full all trainings, meetings, and gatherings scheduled by the Country Director(s). Absences, other than emergencies, must be cleared beforehand with the Country Director(s). Also, please show respect for others by being alert and attentive (ie. not having headphones in, writing, reading etc.)

Work Schedule

Participants are to work, at minimum, 40 hours a week. This does not mean, however, that if you have worked this by Thursday, that Friday is automatically a free day. It is within the discretion of the Country Director(s) to determine whether or not a country team will need to work Saturdays in order to accomplish team goals. Sundays will be not be workdays.

Vacation

For every six weeks of work, HELP participants may take 2 days of vacation. It is preferable that blocks of time off be saved for the end of the experience so as not to hinder your development work and relationships with your partners. Participants must plan their vacations and receive approval from the Country Director(s) and HELP Headquarters at least one week in advance of the anticipated travel date and PRIOR to the purchase of tickets. Participants should be aware that Country Director(s) is/are able to request that travel dates be altered in order to accomplish the goals of the HELP team in that country.

Travel

- Participants are not to leave their assigned area without the prior permission of the Country Director(s), who must notify HELP Headquarters prior to any such travel
- HELP International reserves the right to disapprove participant travel
- Participants are not to travel at night
- Participants are not to drive any motorized vehicle, including scooters and ATVs
- Extended layovers should be taken at the end of your time with HELP

Early Departure

Except only for emergencies or early dismissal, participants are expected to remain in country for the agreed period of time. Participants returning early from service are not eligible to receive a refund of any kind, and are responsible for paying any costs incurred by an early departure.

With the approval of the Country Director(s) and subject to the participant(s) paying all fees levied by travel agencies or airlines, participants may delay their return home in order to travel, after signing the “Early Departure Waiver”.



CODE OF CONDUCT SIGNATURE PAGE

The undersigned has read, understands, and agrees to abide by the foregoing HELP International Code of Conduct (Pages 12-19):

_____	_____	_____
Name (Print)	Signature	Date

Parent or Legal Guardian of Participant under the age of 18:

_____	_____	_____
Name (Print)	Signature	Date