OPEN ARMS CODE OF CONDUCT

This Code of Conduct contains our volunteer behavior expectations, and a summary of our child protection expectations developed as part of our Child Protection Policy.

Volunteer Agreement

Membership Criteria

1. All active volunteers are automatically Members of Open

Arms.

2. Volunteers must sign the Code of Conduct annually.

3. A Declaration of Association must be submitted annually, including nil returns, and updated as needed.

4. All volunteers must produce ID: passport, ARC, or Korean Identity Card are acceptable.

5. All volunteers pay an annual registration fee to cover administrative expenses.

6. Volunteers will confirm their contact details and continuing volunteer status on an annual basis.

7. Volunteers who fulfill these membership requirements are eligible to vote at the Open Arms Annual General Meeting (AGM).

Attendance Criteria

1. Volunteers assigned to a volunteer program are asked to sign up on a 6 monthly basis and should be regularly available to volunteer.

2. Any necessary absence or lateness, whether planned or in an emergency, should be reported as soon as possible to the program coordinator.

3. Volunteers should attend Child Protection and other training as required.

4. Volunteers wishing to introduce a friend or colleague to OA's work must inform the relevant team leader and get agreement before contact with children as a visitor. Visitors should read the Visitor Briefing and sign the Declaration for Visitors.

Behavior, Confidentiality and Social Media Criteria

1. Volunteers should set a good example at all times in their behavior towards children, adults and Open Arms Korea, whether at program sessions or online.

2. Volunteers should make sure that they are informed about how to deal with poor behavior by children in their assigned program. In particular, volunteers should never try to deal with poor behavior on their own.

3. Volunteers will respect confidentiality and privacy in their work with OA. This includes not investigating, eliciting or collecting personal, family, medical, legal or background information about any child beyond what Open Arms provides as necessary for the volunteer's role.

4. Volunteers must not question children, other volunteers or welfare home staff about any child, nor attempt to access a child's records, case history or personal circumstances.

5. Volunteers who have been authorized to take photographs of program sessions will respect the right of children and adults not to be photographed against their wishes and adhere to the OA photography guidelines. No other volunteers will take photos. Once uploaded to the OA program group chat, volunteers should delete photos from their own phones.

6. Volunteers will not, in their personal capacity and without explicit authorisation, share online or on social media, or in any manner that is likely to be widely or publicly accessible, now or at any time in the future, the identifying details (including names and addresses) or photos of children in OA programs

7. Volunteers should correspond respectfully in OA communication chats, responding as appropriate and limiting unnecessary replies. Chats must not be used to broadcast political, religious, irrelevant, inappropriate or offensive material, links or memes. Appropriate seasonal greetings are acceptable.

8. Volunteers confirm that they have valid medical insurance that covers them in Korea for accidents or illness. Volunteers acknowledge that this insurance will apply during their participation in Open Arms activities and understand that Open Arms cannot be held responsible for any medical expenses or incidents arising during their volunteering.

Accountability and Transparency Criteria

1. Volunteers agree to use any funds allocated to them uniquely for the purpose for which they were intended by Open Arms Korea and to account for their use with receipts or other proof as required.

2. Volunteers will keep Open Arms Korea informed of any contact they have (eg. as sponsors, mentors or volunteers) with Welfare Centres and children in care, outside of Open Arms programs, via the Declaration of Association.

Child Protection Agreement

As an Open Arms volunteer, I will promote its values, principles and protect its reputation by:

1. Adhering to the UN Convention on the Rights of the Child with the belief that abuse of a child is an abuse of their rights.

2. Maintaining the highest standards of ethical and proper personal and professional conduct which means: I will not behave in a way that breaches any part of this Code of Conduct, or undermines my ability to do my job or is likely to bring Open Arms into disrepute.

3. Ensuring that matters related to Child Protection are handled confidentially.

4. Reporting, as soon as possible, as set out in the Child Protection Policy, any matter that breaks this Child Protection Code of Conduct.

5. Ensuring that a culture of openness exists, enabling concerns to be raised and discussed so that poor practice and protection concerns do not go unchallenged.

6. Complying with all safeguarding requirements, including completing a police record check and providing the relevant certificate to a Welfare Center upon request.

I will not:

1. Hit or otherwise physically assault or physically abuse children, including as a means of discipline or punishment;

2. Act in a way to embarrass, shame, humiliate or degrade children or otherwise perpetrate psychological and emotional abuse of children;

3. Use language, make suggestions or offer advice which is inappropriate, offensive or abusive;

4. Discriminate against or show prejudice between children on any grounds such as: race, gender, sexual orientation, culture, language, disability etc;

5. Show differential treatment or favor to particular children whilst working in a group to the exclusion of others;

6. Develop physical or sexual relationships with children (persons under age 18) or any young person within an OA program;

7. Develop relationships with children or act in ways which could in any way be deemed exploitative or abusive or place a child at risk of abuse;

8. Behave physically in a manner which is inappropriate or sexually

provocative; 9. Condone or participate in behavior that is illegal or unsafe;

10. Hire or employ children in any role, including domestic work;

11. Be alone with a child/children with whom OA is associated, including: in a car, overnight, at workplace, at home, or at child's home except in very specific and transparent circumstances declared to OA management.

12. Investigate, probe for, or attempt to obtain personal, family, medical or case-related information about a child either from the child, other volunteers, or welfare home staff.

Declaration

The named volunteer declares that they:

- Understand that continuing recognition as a volunteer with Open Arms is dependent on keeping the terms of this agreement
- Understand that volunteers who are found to be wilfully engaging in criminal behaviour or child abuse will be reported to the appropriate authorities
- Will comply with the mandatory requirements of OA to report child protection and safeguarding concerns to the OA Child Protection Officer
- Understand that should a complaint be made against them under the terms of this agreement, they will have the opportunity to hear and discuss the complaint, and that Open Arms Korea reserves the right to withdraw Membership from volunteers in breach of the Code of Conduct without appeal.
- Understand that breach of this Code of Conduct is a ground for withdrawal of membership under Article 7 of Open Arms' Articles of Association.