

Child Sponsorship Program

Customer Relations Service

### **WORLD VISION MOZAMBIQUE BEHAVIOUR PROTOCOL**

We, as World Vision-Mozambique, love and care about children. As we work in the communities, we would like children and their families to feel comfortable and at ease but we also want our visitors to have a positive experience when visiting our programs. Therefore we expect all our visitors to observe the following code of conduct when in the communities:

- **Treat children with respect and dignity**
- **Always have a World Vision chaperone**
- **Always be in view of another adult when with a child**
- **Be sensitive to the unwritten laws of personal familiarity in language, conversation and physical intimacy and observe them**
- **Do not return to the project unaccompanied**
- **Ask permission to photograph/film people/children**
- **Do not hug and fondle women and children**
- **Do not touch sexual areas of the body or have sex with a child**
- **Do not get involved in unnecessary political comments**
- **Stop interaction with a child when a child says stop or seems uncomfortable**
- **Do not expose anyone to sexual material**
- **Greet with a handshake and respectfully address elders particularly (two kisses on the cheeks are acceptable for members of the opposite sex)**
- **Dress in a respectable, culturally sensitive manner**

If you agree please sign and return a copy to us

Visitors' name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_