

Rules of Conduct

- Wear comfortable closed shoes.
- Be prepared for wet weather.
- You will need to use both hands. Food distribution is fast paced. Hence, it is recommended that volunteers be free of handbags / umbrellas / mobile phones, etc.
- If you must eat or drink, please bring your own food / drinks. What we serve is strictly for the recipients only.
- Generally, serving with PERTIWI Soup Kitchen is safe enough that some of our volunteers bring along their infants and young children. Parents are responsible for supervising their own children.
- Attitude: The people we serve are in a marginalised group, so please do not come to judge them. The most important thing volunteers must remember is SERVICE WITH A SMILE because a smile can go for miles and a SMILE IS ALSO CHARITY!
- Photographers: Some recipients and volunteers do not like their photograph taken. Please be courteous when photographing. Shoot from behind or ask permission. The same rule applies to those recording videos.
- Please ask if you need help or would like to understand more about the homeless and hardcore poor whom we serve.

Safety & Security

- Obey local law at all times.
- Keep a low profile and avoid ostentatious displays of wealth.
- Don't leave personal belongings unattended.
- Pedestrians should walk facing traffic and keep a close eye on all vehicular traffic, particularly motorcycles.
- Avoid venturing into poorly lit streets, shortcuts, and narrow alleys alone.
- If possible, try and walk with a group of people.
- Inform those around you if you plan to venture away from the vehicle (e.g. across the road) or approach someone in a doorway / alcove.
- Be wary of snatch thieves.
- Please report any untoward incidences at the nearest police station. Try to remember all particulars of the incident.

Common Assault / Harassment

Points to keep in mind are:

- Be aware of potential cultural sensitivities. Intemperate comments could form the basis for harassment.
- Try to ignore offensive remarks.