

## Global volunteering policy

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	Print Name	Job Title/Role	Signature	Date
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<b>Process Owner</b>	<b>Volunteers department</b>
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<b>Associated Documents</b>	<ul style="list-style-type: none"> <li>• Volunteer Code of Conduct</li> <li>• Volunteer Confidentiality Agreement</li> <li>• Volunteer Handbook</li> <li>• Equality and Diversity Policy</li> <li>• Safeguarding Policy</li> <li>• Health &amp; Safety Policy</li> <li>• Property &amp; Security Policy</li> <li>• GDPR Policy</li> </ul>
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**Revision History**

Revision History (Provide summary of changes and justification)	Changes reviewed & approved by	Date of review & approval	Date effective
Updated the policy with process changes	Fatima Akther	24.06.2020	24.06.2020
Updated the policy with new voluntary roles and process changes applicable as a global policy	Fatima Akther	30.11.2022	30.11.2022

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## 1. Introduction

Human Appeal is a non-profit organisation working across the globe to strengthen humanity's fight against poverty, social injustice and natural disaster. Through the provision of immediate relief and the establishment of self-sustaining development programmes, we aim to invest in real, effective solutions.

We work year-round to establish healthcare, education, and livelihood programmes that pave the way for empowered, self-serving communities. We also provide food, medical aid, and disaster relief during emergencies, a critical intervention that saves lives.

Our skilled local teams are able to access some of the most hard-to-reach places in the world, at their most vulnerable of times.

## 2. Policy Statement

Volunteers are an integral part of Human Appeal's success. They extend the high standard of service that we provide for those most in need. Volunteers represent Human Appeal's most valued supporters, and are vital to, and enhance Human Appeal's ability to deliver services and activities to beneficiaries. Volunteers expand the reach of our work and capacity by giving us their time and bringing new skills, knowledge and a fresh perspective.

## 3. Policy Objective

This volunteering policy is a framework for Human Appeal's Volunteer Programme globally. The purpose of this policy is to explain why Human Appeal involves Volunteers whilst defining their role within the organisation. The policy outlines the processes and procedures that all Human Appeal employees and Volunteers must follow to ensure that Volunteers have a valued experience with the organisation.

## 4. Definition of terms

**Volunteer** - Anyone who, without financial compensation, or expectation of it, performs duties at the direction of and on behalf of Human Appeal. Volunteers are appointed to enhance the working capacity of existing teams but are not a substitute for paid members of staff and are under no contractual obligations with Human Appeal. A person whose role can be defined by the above is considered a Volunteer regardless of their position within the organisation, their role title or the amount of time they commit to Human Appeal.

Human Appeal's main types of voluntary positions are as follows:

- i. **Campaign/Event Support Volunteer** – those involved with specific Human Appeal campaigns / events / activities. No minimum commitment is required for a Volunteer to be involved with a campaign
- ii. **Challenge Volunteer** – those involved local and national challenge activities like sports events and hikes to raise funds for their desired project
- iii. **Intern** – those involved in office-based work within a designated department, committing to at least 3 days per work (subject to change depending on the needs of the department). This **is** includes any individuals who may be at Human Appeal on an unpaid university/college placement

- iv. **Reach Volunteer** – those involved in raising funds to achieve the common goal of serving humanity and working their way towards going abroad on a deployment.
- v. **Reach Captain** – those involved in taking the lead on international campaigns, emergency deployments, and fundraising events, whilst helping Volunteers reach their fundraising targets for their deployments
- vi. **Schools Outreach Volunteer** – those involved in delivering the schools outreach service whereby they bring awareness to humanitarian issues, Human Appeal projects and fundraising to students in primary and secondary/high schools
- vii. **Staff Volunteer** – a paid Human Appeal employee who is involved with Human Appeal activities completely on a voluntary basis with no expectation of payment for the hours offered in a voluntary capacity
- viii. **Volunteer Team Leader** – those who lead a team of Volunteers, or take a leading role in supporting the Volunteering Team and/or Fundraising Department in coordinating events, Volunteers and campaigns. Regular commitment and communication is required for this role

In addition to these roles, where possible Human Appeal also accommodates individuals who are corporate Volunteers, on placements (unpaid only) on work experience.

For the purpose of the policy, all in the above roles will be referred to as Volunteers unless otherwise specified.

**Volunteer Manager** – Member of staff who plans, develops and manages delivery of the charity's volunteer programme to contribute to the organisation achieving its strategic key priorities. Including but not limited to reviewing and updating volunteering policy and procedures and are adhered to by volunteers and relevant employees, reporting volunteer involvement and impact for the organisation.

**Volunteer Officer** – Member of staff under the management of the Volunteer Manager, who is responsible for the delivery of the volunteering programme, enforcing the volunteering policy and procedures, while managing volunteers and reporting on volunteer involvement within their region.

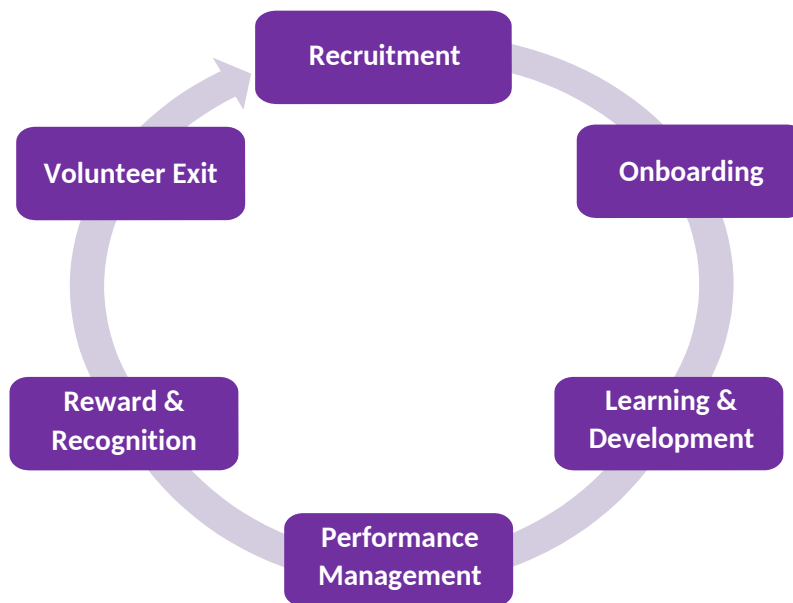
**Supervisor** – A member of staff who directly manages a Volunteer. They can be in any department but must have passed Managing Volunteers Training as arranged by the HR Department.

## 5. Scope

This policy applies to all employees, Volunteers and any other representatives of Human Appeal, who must follow the defined processes and principles related to volunteer involvement. The policy may not cover every circumstance that may occur within an organisation with such a volunteering programme. It is therefore important that Employees and Volunteers follow the policy as closely as possible, but should they find themselves in any extenuating circumstances, they should consult the Volunteer Manager or the Director of People and Culture who will use their judgement to advise.

## 6. The Volunteer Life Cycle

The volunteer life cycle describes all the stages, phases, and events that occur in an individual's journey with an organisation. The diagram below shows a Volunteer's journey through Human Appeal.



## 6.1 Recruitment

Human Appeal is committed to building a diverse organisation that is responsive to the needs of our beneficiaries. We are committed to equal opportunities at all stages of recruitment and selection. Short-listing, interviewing (when relevant to the role) and selection of Volunteers should always be carried out without regard to protected characteristics: age; disability; marriage; pregnancy and maternity; race; religion or belief; and gender. Please refer to Human Appeal's Equality & Diversity Policy.

**6.1.1 Role Profile** - All voluntary roles must have a role profile, which includes specific duties for each role and the skills and attributes the volunteer needs to complete the necessary tasks. It should also include the level of commitment that is required for the role but this should be flexible to balance a Volunteer's limited availability with the department's needs. Role profiles give potential Volunteers a clear understanding of the role and what we would expect from them during their time with us.

**6.1.2 Registration / Application** - All Volunteers must complete a volunteer registration form unless they are applying for an internship or team leader role, whereby a CV must be submitted instead. This allows for Human Appeal to collect information on all prospective Volunteers.

The Volunteering Team must check all sections of the registration form are complete, paying close attention to the candidate's eligibility to volunteer in the UK and any criminal convictions that may have been declared.

Any Volunteers who are not registered with Human Appeal, cannot get involved with any Human Appeal activity under the volunteer title and is not a representative of Human Appeal's volunteering programme. If a employee at any level, is knowingly inviting and/or accommodating unregistered volunteers to participate in activities, this will be reported to their line manager.

For internships, the Volunteering Team must send any CVs submitted to the hiring supervisor within two working days. The recruiting supervisor must inform the Volunteering Team of the outcome of their applications within two working days to ensure efficiency.

**6.1.3 Interviews for Internships and Volunteer Team Leaders / Captains** - An interview is an opportunity for the recruiting member of staff to have a discussion with the candidate about their skills, talents and interests to assess an individual's suitability for the role. It is also a chance for the candidate to find out more about

Human Appeal and the role. This is essential for the roles stated above due to the level of responsibility that comes with the position including but not limited to extended access to personal data and Human Appeal systems.

Interviews must take place with a member of the Volunteering Team and the recruiting supervisor, where possible. It is important for all involved to appreciate that the interview is not a competitive process, and the sole selection criterion is suitability for the role.

Details discussed during the interview must be recorded on an interview form and saved in the candidate's record completed with the outcome of the interview. A decision on whether to recruit the candidate must be made within three working days of the interview. If more than one candidate is being interviewed, the candidate is to be informed of this as the reason for a delay with their interview outcome.

Whilst it is understandable that technical qualifications or additional selection stages i.e. a trial day, may be necessary for some roles, this must no way match or exceed any stages included in the recruitment of a paid role.

Volunteer Team Leaders can be selected from a Campaign Volunteer who has exhibited leadership skills, however, they will still need to go through the recruitment process and have an interview.

## **6.2 Onboarding - Vetting Checks**

Human Appeal is committed to protecting all stakeholders involved with the organisation especially as we work with and for vulnerable groups. The purpose of vetting checks is not to make it difficult for Volunteers to get involved with Human Appeal but to protect our stakeholders including but not limited to beneficiaries, donors, employees as well as Volunteers themselves from any risk to their well-being and safety.

- 6.2.1 Criminal Record Check** - Due to the sensitive nature of our work, some Volunteers will require a Criminal Record Check (or the equivalent of this check in the relevant regional office) depending on their role and if they are engaging in 'regulated activity' with vulnerable groups such as children and the elderly. We will therefore require Volunteers to provide three forms of ID and complete a Disclosure and Barring Service (DBS) form online.
- 6.2.2 Recruitment of Ex-Offenders** - Volunteers are required to declare any unspent convictions and immediately report to the charity any convictions or offences with which they are charged, including traffic offences, during their time with us. Having a criminal record will not necessarily bar someone from volunteering with us. This will depend on the nature of the position and the circumstances and background of their offence. Volunteers are not required to declare any spent convictions.
- 6.2.3 Online Media Check** - All Volunteers must have an online media check completed with staff checking the Volunteer's name against google. The searches must be checked against details of the Volunteer and assess whether any of this information is a) a match to the Volunteer and b) whether the information poses a risk to the organisation should the Volunteer be involved.
- 6.2.4 Reference** - References are taken up to help confirm suitability for volunteering and for specific roles. Volunteers should provide details of at least one referee who has known them for at least the last 12 months who can be approached for a reference. Volunteers are able to volunteer in activities if a Refinitiv check and Online Media check has been completed. Interns and Volunteer Team Leaders will be required to provide details of 2 referees with at least 1 of the referees having known them for at least the last 12 months. Interns and Volunteer Team Leaders can proceed with their role with 1 reference, Refinitiv check and Online Media Check in place.
- 6.2.5 Right to work** - All Volunteers must have a right to work within the country in which they are volunteering in. Depending on the voluntary role, we may ask Volunteers to provide identification such as a passport, driving licence, or a birth certificate. A person's right to volunteer can be dependent on your status in the country that you wish to volunteer in and the type of volunteer work. The Volunteer must ensure they are allowed to volunteer if they are a visa holder without a work permit.

Disclaimer: While Human Appeal provides support and information to ensure we are an inclusive organisation, our staff are not qualified lawyers / solicitors/ attorneys and any information provided by Human Appeal should not be construed as legal advice.

**6.2.6 Refinitiv** - All Volunteers must have a Refinitiv check in place before starting any role within Human Appeal. A recheck is completed every 12 months unless the Volunteer has left the organisation. Should a Volunteer leave Human Appeal and then return, another check must be completed. Any checks that require further investigation must be sent to the Compliance Officer and the Volunteer Manager, who will decide an outcome on whether we can proceed with the Volunteer.

Campaign / Event Support / Reach / Challenges Volunteer	Schools Outreach Volunteer	Volunteer Team Leaders	Intern
Online Media Check	Online Media Check	Online Media Check	Online Media Check
1 Reference	1 Reference	2 References	2 References
Refinitiv Check	Refinitiv Check	Refinitiv Check	Refinitiv Check

### 6.3 Onboarding

**6.3.1 Induction** - When the recruitment process and vetting checks have been completed a Volunteer can be invited to an induction. The Volunteering Team will invite Volunteers (apart from interns), to an online induction. This will equip Volunteers for their role and provide clear information and guidelines on Human Appeal, the way we work and how they will be involved as Volunteers. At the discretion of the Volunteering Team, inductions for Volunteers can also be delivered in person. All Volunteers must sign and date an induction form, which will be saved in their file and updated on the database. Please note that due to the low-risk level of the voluntary role, if a Volunteer does not attend an induction they can still Volunteer at an event as long as they have registered and been issued with a Volunteer Handbook (please see section 6.3.2). However, Volunteer Team Leaders and Interns must attend an induction to proceed with their role.

For internships, the intern can be invited to attend an induction at the location that they will be volunteering. Such inductions will include an introduction to their team as well as a tour of the premises that highlights relevant health & safety procedures.

**6.3.2 Volunteer Handbook** - A Volunteers regardless of their role must be issued with a volunteer handbook at registration or onboarding. The volunteer handbook consists of key policies and procedures relevant to the Volunteers as well as the content of the code of conduct agreement. The induction is an opportunity to highlight key points of the handbook and answer any questions that the Volunteer may have.

**6.3.3 Code of Conduct Agreement** - After the induction, along with the induction form, Volunteers will also be sent the Code of Conduct to sign, date and return to the Volunteering Team who will save the documents on the Volunteer database. The Volunteer Agreement outlines what is expected from the Volunteer and what they can expect from Human Appeal. This includes the expected compliance around confidentiality. Upon signing, the Volunteer commits to the aims, values and key policies of Human Appeal and their responsibilities outlined in the Code of Conduct. The Code of Conduct is binding in honour only and there is no intention to create a contract of employment between Human Appeal and Volunteers.



## 6.4 Learning and Development

For roles such as interns and Volunteer Team Leaders, the Volunteering Team will coordinate the following training during or post-induction:

Volunteer*	Volunteer Team Leaders	Intern
Volunteer Handbook	Volunteer Handbook	Volunteer Handbook
Induction	Induction	Induction
	Cash Handling (when needed)	

Please note that for specific voluntary roles such as Challenges, Reach and Schools Outreach, it is the responsibility of the Fundraising Leads to ensure that Volunteers under these divisions receive the correct training, including any required health and safety training, which is necessary for their role.

It is the responsibility of the department that the intern is recruited for, to train and develop the intern on how to complete specific tasks related to their role.

## 6.5 Performance Management

**6.5.1 Supervisions/1-2-1s** - Interns must be managed and supported effectively by their supervisor and, where applicable, the surrounding team. Supervisors are encouraged to have monthly 1-2-1s to discuss successes and challenges with their interns for the first 3 months after which this can be conducted quarterly. The interns can also choose to have supervisions with a member of the Volunteering Team instead. The Volunteering Team will relay back any issues or concerns raised by the intern to the supervisor. With the support of the Volunteering Team, it is up to the Supervisor themselves to put resolutions in place to address any issues.

Volunteer Team Leaders will have regular meetings with their regional Volunteer Officer. This can be part of their regional group of team leaders or individually. Team Leaders will have regular communication with their Regional Volunteer Officer to discuss successes, challenges and concerns regarding themselves, roles or team of Volunteers.

Volunteers can have a 1-2-1 or catch up with their regional Volunteer Officer upon request.

**6.5.2 Staff Training** - To ensure Volunteers are effectively and correctly managed and supported, any employee who is managing Volunteers (regardless of their role or rank) on a regular basis will be required to attend and pass a Managing Volunteers or Managing Interns training.

**6.5.3 Timesheets** - Interns must submit timesheets to the Volunteering Team every week with the hours they worked. This will be recorded on the intern's file. For all other Volunteers, the Volunteering Team will record their hours based on the event / activity register, once received from the relevant department that the Volunteers have been working with.

**6.5.4 Professional Boundaries** - Employees and Volunteers should not allow their relationship to exceed that of a healthy working relationship. Should either party feel that this is happening or might happen, they are to inform the Volunteering Manager as soon as possible, who can advise further. Please refer to the Employee Handbook for

more information. If for any reason the Volunteering Team has concerns about the way the Volunteer is being managed, they will address this with the Supervisor directly and escalate further with HR if necessary.

## **6.6 Reward & Recognition**

**6.6.1** Human Appeal believes that Volunteers should be recognised for giving the organisation their time and skills. The Volunteering Team will have plans to reward volunteers throughout the year, but it is also up to every department that works with Volunteers within any role, to ensure that Volunteers feel appreciated and are aware of how they are adding value to the department. Below are examples of acceptable forms of reward and recognition from a Supervisor:

- Let their voices be heard
- Remember to thank Volunteers
- View Volunteers as part of the Team and aim to include them as much as possible
- Provide relevant feedback on the impact of their work
- Respect their time by planning tasks ahead of their shift
- Share knowledge and communicate opportunities for development
- Small details – birthday cards, certificates, thank you notes, etc. Under no circumstances should a Volunteer be given money/gifts that could have a cash value or make inappropriate allowances for Volunteers.

Should a member of staff want to reward a Volunteer for their contribution beyond the parameters outlined above, they must first contact the Volunteering Team to advise. Employees must not use inappropriate incentives to encourage individuals to volunteer.

## **6.7 Volunteer Exit**

**6.7.1** Volunteers are allowed to cease volunteering with Human Appeal at any time. However, where possible an agreed period leading up to the Volunteer leaving will allow Human Appeal to make any alternative arrangements.

There may be occasions where Human Appeal will ask a Volunteer to cease volunteering. We will adopt a fair and consistent approach to instances where we ask a Volunteer to leave their role (please see section 10. Misconduct & Disclosures).

**6.7.2** If a Volunteer decides to leave, the Supervisor or a member of the Volunteering Team should speak to the Volunteer and where possible establish their reason for leaving. If the Volunteer simply needs a break from volunteering, then please inform the Volunteering Team to ensure that this is noted on their file. Keep in touch with the volunteer and arrange a return date if applicable.

**6.7.3** If the Volunteer wants to leave indefinitely, agree on the last day, so the Volunteer can return any Human Appeal materials and the Supervisor can arrange a collection for a thank you gift.

**6.7.4** All Volunteers, regardless of the circumstances surrounding their departure from Human Appeal, will be sent a Volunteer exit survey, where they can provide feedback on their experience in confidence. This will be reviewed by the Volunteering Team.

**6.7.5** Volunteers' data must be archived six months after the last contact.

## 7. Expenses

We value our Volunteers immensely and want to ensure there are no barriers to volunteer involvement.

**7.1.** To ensure that the organisation is accessible to all potential Volunteers Human Appeal will reimburse Volunteers for any reasonable out-of-pocket expenses incurred for voluntary activities. Volunteers can be reimbursed for the following:

- Authorised travel on buses and trains, taxi fares (when agreed in advance and/or after 7pm) or mileage if Volunteers have used their own car. Please note, mileage includes fuel and this will not be reimbursed separately
- Depending on volunteering hours (for more than 5 hours), if meals are not provided, Human Appeal may provide a meal stipend if meals are not provided
- Internet access or printing for Human Appeal
- Health and safety costs such as protective clothing when necessary
- Any other expenses (agreed in advance) that has caused the Volunteer to be out-of-pocket

**7.2.** Volunteers must agree on any expenditure outside of travel beforehand with the Volunteering Team and keep all receipts to submit for the expense claims.

**7.3.** All expenses must be claimed within one month of the date they are incurred. The reimbursement will normally be made by Human Appeal's normal expenses reimbursement process.

**7.4.** It is under the discretion of the Volunteering Team if expenses will need to be capped. The Volunteers will be informed of this ahead of any event so the Volunteer can make an informed decision of whether they wish to attend the voluntary activity.

## 8. Health & Safety

**8.1.** Human Appeal has a duty of care to Volunteers to ensure that Volunteers can complete voluntary work safely. All employees are responsible for Volunteers' health & safety and procedures and precautions are no substitute for vigilance. We must do all we can to make sure the volunteer experience is safe and enjoyable.

**8.2.** Volunteers must take reasonable care of themselves and others while volunteering for Human Appeal and follow any health and safety advice and instruction given for their role. Volunteers should not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

**8.3.** Volunteers and employees of Human Appeal should co-operate with Human Appeal on health and safety matters, and immediately report accidents/incidents (including near misses – accidents/incidents that may have led to injury).

**8.4.** Lone working is not unhealthy, unsafe or a threat to a persons' well-being in its own right. Rather the circumstances of lone working may introduce certain risks to that environment that could threaten the health, safety or well-being of a Volunteer who finds him or herself working within that environment. Volunteers should not work alone unless that is part of their role. If working alone is part of their role, then before they start it is best practice that their Volunteer Team Leader / officer should discuss it with the Volunteer to ensure that they are

both comfortable and the right health and safety procedures are in place. If the Volunteer finds themselves volunteering alone unexpectedly then the Volunteer can stop and should let their Regional Volunteer Officer / Volunteer Team Leader know.

- 8.5.** If, under any circumstances, the Volunteer ever feels that their health and safety is at risk, they should not be expected to continue volunteering.

## **9. Campaign Events**

- 9.1.** Should employees require Volunteers to support for events / activity, they must complete the Event Brief and send this to the Volunteering Team for review and approval. The Volunteering Team will assess the event brief and advise on anything that the employee should take into consideration before recruitment begins. Only once the Volunteering Team approve the event brief will recruitment begin.
- 9.2.** If any artists / partners / external stakeholders at events are not screened in line with Human Appeal's screening process, volunteer recruitment will not begin and it will be referred to the Compliance Team for next steps.
- 9.3.** Employees who recruit Volunteers for an event / activity outside of the support of the Volunteering Team, must inform the Volunteering Team of the list of Volunteers they have recruited. The Volunteering Team will provide Volunteers' personal contact details, emergency contact details and medical history to a selected employee(s) who will be attending the event / activity.
- 9.4.** Employees must deliver a health & safety briefing at the beginning of any event or shifts. This must cover fire, evacuation, procedure of the venue, first aiders, tasks, itinerary etc.
- 9.5.** Volunteers must sign in and out of events and this register must be kept with a member of staff. At the end of the event, the employee must submit this to the Volunteering Team.
- 9.6.** Should Volunteers support activities during unsocial hours i.e. mosque collection during night prayers in Ramadan, it is essential public transport is avoided and travel home is arranged for the Volunteer. We ask employees to use their judgement to arrange the safest mode of transport for the Volunteer.
- 9.7.** Any clothing provided by Human Appeal for campaigns should be considered a gift. We are happy for Volunteers to keep the clothing as a token of our appreciation to them as ambassadors of our organisation. With this in mind, we kindly request they would refrain from wearing it for any activity running contrary to our values or that might bring Human Appeal into disrepute.
- 9.8.** If a Volunteer does not feel safe, or that their health & safety is not being taken seriously, they can contact the Volunteers Safeguarding Helpline or email the Volunteering Team. Please refer to Human Appeal's Safeguarding Policy.

## **10. Communication**

- 10.1.** Whilst the nature of our work means that we need to be able to contact Volunteers outside of work hours, we must still ensure professional boundaries are adhered to and that we are respecting Volunteers time.

Therefore, Volunteers can only be contacted using any means, by a Human Appeal member of staff, from 9am to 9pm on any given day. The only exceptions to this are as follows:

- Ramadan
- There is a Human Appeal event / activity that the Volunteer is involved in the next day or on the day itself and communication is necessary to relay important information
- Volunteer attended an event / activity that finished late, so the employee wants to ensure that they are safely home

**10.2.** Employees are not to communicate with Volunteers via any direct messaging option on social media channels. Whatsapp, text messages, phone calls and emails are the only acceptable way for Volunteers and employees to communicate directly. The only exception to this rule is if a Volunteer directly messages the Human Appeal Facebook page or the Human Appeal Volunteer Facebook group.

**10.3.** With the use of whatsapp as a communication tool with Volunteers, the following guidelines must be followed when using this method of communication with Volunteers:

- Only registered Volunteers are allowed in the whatsapp groups
- Only a member of the Volunteering team can add Volunteers into a whatsapp group
- Fundraisers should not create Volunteer whatsapp groups without informing the Volunteering Team
- A member of the Volunteering Team must be in the whatsapp group that include Volunteers
- Volunteers cannot share any information on any other volunteers
- Volunteers and employees must not obtain other Volunteers' numbers from a Human Appeal Whatsapp group without said Volunteer's permission. Any Volunteers or employees who do this, especially for nonHuman Appeal related business, will be taken through the misconduct process.
- Volunteers cannot share any information / images / content that goes against the volunteer code of conduct or confidentiality agreement
- Volunteers cannot share any information related to other organisations or direct competitors of Human Appeal
- A Volunteer Officer will create a group that has Volunteers who have signed up to an upcoming event to relay important information quickly, but must disband and delete this group once the event has ended
- When closing a group, Volunteer Officers must remove all contacts from the group, before deleting said group.

## 11. Misconduct & Disclosures

**11.1.** Human Appeal will not tolerate any rudeness displayed towards other Volunteers, staff, or members of the public, which will be considered as misconduct. Objectionable or insulting behaviour, or bad language is not tolerated, and suitable action will be taken where appropriate. Volunteers are expected to behave in a kind and pleasant manner. We have a zero-tolerance policy when it comes to misconduct related to bullying, harassment, and safeguarding.

**11.1.1.** If we have evidence of any of the above, this will be investigated and may result in termination of the Volunteer's relationship with Human Appeal should the volunteer continue their actions of misconduct. For continuous misconduct, the Volunteer should be taken through the 3-strike stage: a. Formal (verbal) warning

- b. Written warning
- c. Termination of Volunteering

**11.1.2.** Upon investigation, if the Volunteering Team warrant the misconduct serious enough, they can directly issue a written warning or termination of volunteering without having to go through previous warnings. Volunteer Officers must keep a record of the details of conversations that take place related to the misconduct and keep this in the Volunteer's file.

**11.1.3.** We will only ask a Volunteer to leave their role if all other means for resolving the situation has been exhausted or in response to gross misconduct.

**11.1. 4.** If an employee fails to inform us of misconduct concerns in a timely manner, the Volunteering Team will not be able to take the Volunteer through the misconduct process for historic instances of misconduct.

**11.2.** Should a Volunteer wish to make a disclosure, they are invited to speak to a member of the Volunteering Team in the first instance, to investigate and try and resolve the matter in the first instance (a record must be kept of the issue and the actions taken). Should a Volunteer wish to speak the Volunteering Team in confidence, we will keep concerns confidential unless an individual is at risk, by which we may have to breach confidentiality.

If this does not improve matters the Volunteer / employee should put their concerns in an email providing as much information as possible and send this to the Volunteer Officer and Volunteering Manager. The person they have raised concerns about will have the opportunity to respond, and to take steps to improve the situation if necessary.

If after 14 days there is still reason for complaint, then the Volunteer / employee should email the Volunteering Manager to make them aware. They will investigate the problem further with all necessary parties and let the Volunteer know the outcome within 5 working days.

If the Volunteer discloses a concern to an employee outside of the Volunteering Team, it is the responsibility of said employee to inform the Volunteering Team as soon as possible and send a detailed record of the conversation and concern.

**11.3.** If the disclosure is related to the conduct of a member of staff, the Volunteering Team will investigate this along with a member of the HR.

## 12. Safeguarding

**12.1.** Human Appeal's Safeguarding Policy provides a framework on recognising, raising and responding to safeguarding incidents. It applies to all staff, volunteers and partners, donors, fundraisers, visitors, working under the name or with the support of Human Appeal's funds.

**12.2.** Everybody has the right to be safe no matter who they are or what their circumstances. Safeguarding is about protecting everyone from harm, abuse, or neglect. This includes the beneficiaries and clients we work with, staff and Volunteers. Human Appeal are here for Volunteers, 24 hours a day, 7 days a week on our designated safeguarding helpline number 07933994408, which is available to all. Safeguarding concerns raised do not have to be related to Human Appeal. This will allow for immediate advice and management of safeguarding situations. Please also see below mailboxes volunteers may send any concerns they may have:

UK & Ireland	US
<a href="mailto:speakout@humanappeal.org.uk">speakout@humanappeal.org.uk</a>	<a href="mailto:speakout@humanappeal.org.uk">speakout@humanappeal.org.uk</a>
<a href="mailto:volunteers@humanappeal.org.uk">volunteers@humanappeal.org.uk</a>	<a href="mailto:volunteers.us@humanappealusa.org">volunteers.us@humanappealusa.org</a>

**12.3.** Human Appeal takes a ‘zero-tolerance’ approach to abuse and exploitation of vulnerable people and holds clear recognition that vulnerable people are at the heart of our work. We also recognise that safeguarding is everyone’s responsibility and that we have an obligation to put in place reasonable measures to ensure, as far as possible, the safety and wellbeing of vulnerable people with whom we work, and those within the communities we seek to help, as well as our own people who may become vulnerable.

**12.4.** Child protection is a core part of, but not separate to, safeguarding. It is the process of protecting individual children identified as either suffering or at risk of significant harm as a result of abuse or other acts, influences or omissions. It also includes measures and structures designed to prevent and respond to abuse.

### 13. GDPR & Confidentiality

**13.1.** Human Appeal recognises the importance of protecting Volunteer personal data and is committed to ensuring that it is held, handled and stored in compliance with the General Data Protection Regulation 2018. **11.2.** All Volunteers are required to comply with Human Appeal’s Confidentiality Policy, and to keep any Human Appeal information they become aware of through their volunteering, that is not in the public domain, confidential. Volunteers must sign the volunteer confidentiality agreement. Please note that this refers to UK Law but all other local or national laws regarding data protection apply to the relevant Human Appeal programmes within those countries.

### 14. Policy Review

**14.1.** This policy will be reviewed on an annual basis to ensure continuing appropriateness.

### Appendix 1: Differences in English Dialect applicable to this policy

UK & Ireland	US
Criminal Record Check (DBS Check)	Criminal Background Check
Online Media Check	Online Media Check
References	Recommendation
Refinitiv Check	Refinitiv Check
Induction	Orientation
Code of Conduct	Code of Ethics
CV	Résumé