



VOLUNTEERS' HANDBOOK

**EVERYTHING YOU NEED TO KNOW ABOUT
VOLUNTEERING WITH HUMAN APPEAL**

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“Life’s most persistent and urgent question is, ‘What are you doing for others?’”

Martin Luther King, Jr.



A MESSAGE TO OUR VOLUNTEERS

Welcome to Human Appeal, an international humanitarian charity with over 30 years’ experience helping to improve the lives of the world’s most vulnerable families. Our aim is to lift people out of poverty, to ensure they can be self-sufficient and thrive, independent of international aid.

As a volunteer you will gain experience, develop new skills, grow as a person, and truly see how compassion and a desire to improve the lives of others is the greatest reward.

Thank you for choosing to be a part of our life-changing work and helping us to achieve our goal: a world where there is no need for Human Appeal. This is the legacy I want us to leave behind.

Dr. Mohamed Ashmawey,
Chief Executive, Human Appeal



This handbook provides you with essential information about volunteering with Human Appeal. The specific information you will need for your volunteer role will be covered as part of your induction. Whatever your background, and for however long you spend with us, we hope you thoroughly enjoy your volunteering experience. Thank you, again, for your time and dedication to Human Appeal.

WHO WE ARE

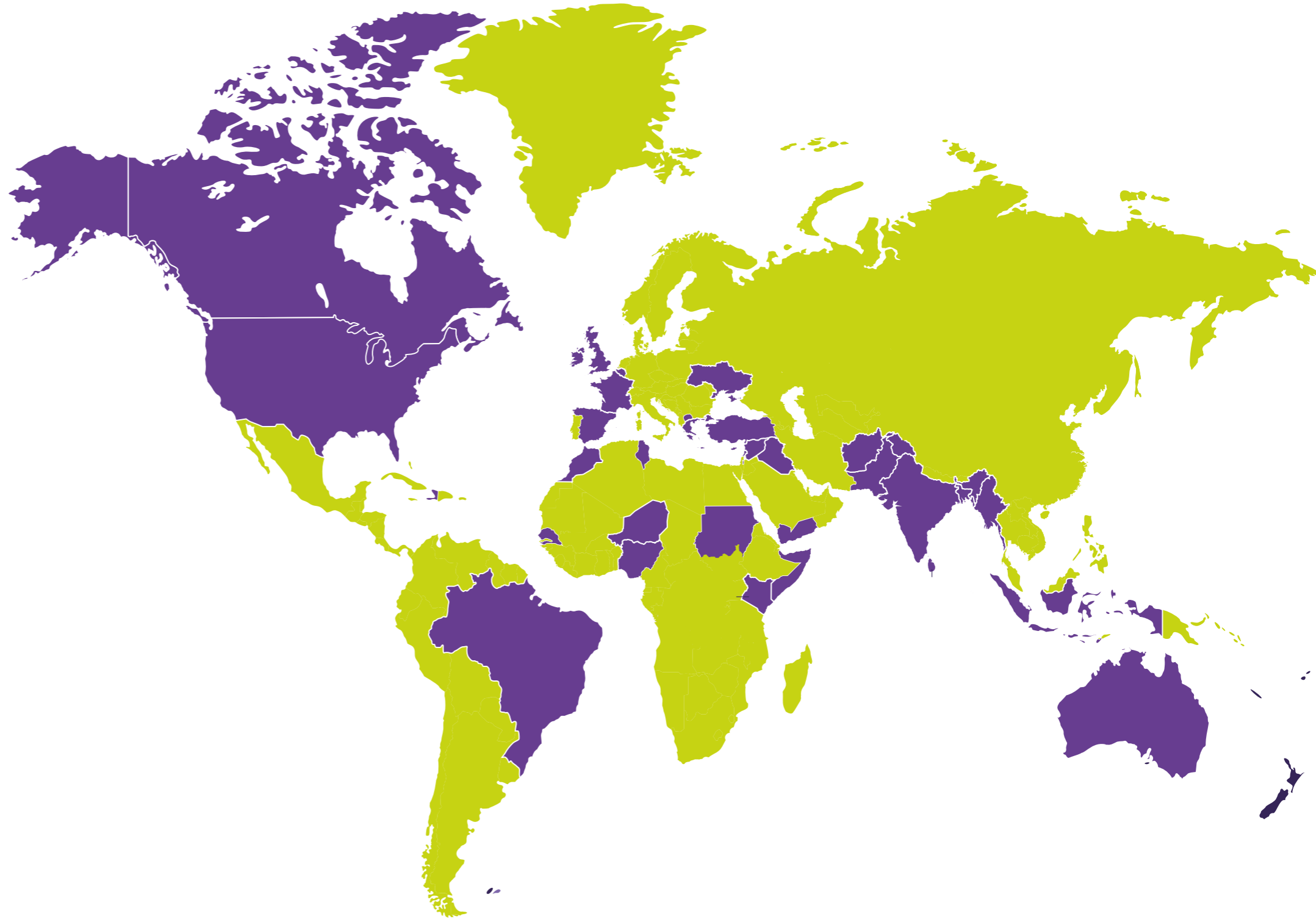
Here for Every Human

Human Appeal is a non-profit organisation working across the globe to strengthen humanity's fight against poverty, social injustice, and natural disaster. Our vision is to become the global agent of change for a just, caring, and sustainable world.

Human Appeal helps those most vulnerable facing disease, hunger, violence, and disaster to survive and thrive. We don't just provide immediate short-term support – we enable real change that lasts a lifetime.

In 1991, Human Appeal was founded inside a small flat in Manchester by 2 eager volunteers who wanted to make a difference. More than 3 decades on from the very first local volunteering activities, volunteers are still so important to our work.

From community fundraisers to campaigners, from volunteer team leaders to volunteer advisory board members, our volunteers continue to build on this legacy to help us achieve more for those most vulnerable around the world.



N. AMERICA	AFRICA	ASIA	EUROPE	MIDDLE EAST
CANADA	MOROCCO	AFGHANISTAN	FRANCE	GAZA
HAITI	NIGER	BANGLADESH	IRELAND	IRAQ
USA	NIGERIA	INDIA	SPAIN	LEBANON
S. AMERICA	SUDAN	INDONESIA	N. MACEDONIA	SYRIA
BRAZIL	SOMALIA	MYANMAR	HQ UK	TURKEY
OCEANIA	SENEGAL	PAKISTAN	UKRAINE	YEMEN
AUSTRALIA	TUNISIA	SRI LANKA		

FACT

828 million people were affected by the global hunger crisis in 2021

United Nations, 2022

WHAT WE DO

At Human Appeal, we prioritise those most vulnerable, which includes marginalised communities and those that are at risk of exclusion and marginalisation. This includes women, children, the youth, the elderly, the disadvantaged, those with disabilities, as well as refugees, internally displaced populations (IDPs) and host communities.

PRIORITY AREAS



FOOD SECURITY

We enhance food security through sustainable agriculture, strengthening resilience and improved nutrition amongst communities affected by disasters, conflict, and poverty.



CHILD WELFARE

We provide a one-to-one sponsorship programme to improve child welfare, keeping child safeguarding central to our approach.



WASH (WATER, SANITATION, HYGIENE)

We provide access to clean water and sanitation, as well as improving hygiene practices among vulnerable and displaced communities.



LIVELIHOODS

We assist in livelihoods development for vulnerable and displaced communities to create sustainable income generation opportunities.



EMERGENCY RELIEF

We provide humanitarian assistance in the context of disasters, conflicts, and emergencies in the form of food aid, medical aid, and support to local health facilities.



FACT
1 in 4 people
lacked access to
safe drinking water
globally in 2020
(UNICEF, 2021)

HANAA'S STORY

How your mercy transformed Hanaa's life

This is the story of how your mercy reached eight year-old Hanaa in Yemen. She was just two years old when her aunt Nimah and uncle Abdullah took her in. They already had three children to support, including a disabled daughter who needed medical care, yet their mercy welcomed little Hanaa with open hearts.

"I'm Abdullah, Hanaa's uncle. Her mother sadly died from kidney failure when Hanaa was still a baby. She was having dialysis treatment at the hospital but there was a power cut and she passed away in the middle of the procedure. They took Hanaa to my wife's sister in Hadda and she lived there for a year. But when we visited, Hanaa was in a dire situation. We wept for her and wanted to take her with us. She was very weak. Hanaa had eaten her own flesh because of severe starvation. She couldn't even move. She looked dead. She ate her own body. She ate her fingernails. She would tear at her face and eat her lips. She suffered so much, but now I am so relieved to see how much her spirits have improved and she's walking again. Praise be to Allah!

I cry and laugh looking at her feeling comfortable and comparing how she used to be and how she is now. Her psychological condition was bad before you helped us – alhamdulillah, alhamdulillah, thank you. After the operation she was better, may Allah reward those who helped us with only good. We did as much as we could to bring Hanaa back to life – she was like the walking dead. I provide for her as if she were my own daughter. We did what we could to take care of her, as an orphan, but Human Appeal donors were even greater, sponsoring and caring for her as if she were their own daughter, may Allah reward you.

My job is smoothing walls to prepare them for painting. I don't find work every day, so I must work hard to make ends meet. It's heart-breaking for my daughters. I make whatever I can every day. Sometimes £4, sometimes £7, sometimes £14. We eat eggs, beans, or yoghurt. We never eat meat. I can't afford better food. We don't receive aid even for my sick daughter. We went to the doctor for an x-ray. He told us she has a hole in her heart and cerebral atrophy. Sometimes when she gets sick doctors come to see her. They ask us why we don't get treatment and I tell them I can't afford the bills.

Hanaa needs an education. She needs nourishment. She needs clothes. She wants to go to school, but I am only a labourer who does all he can. Whatever else we get is from the kindness of others. My message to all who helped us is thank you. May Allah bless and reward you. Since the reconstructive surgery there has been a huge difference. To all who helped, may God reward you with the best of a thousand rewards - and God's peace and mercy be upon you."

Thank you for your mercy. When Nimah and Abdullah brought Hanaa to us, we could respond immediately thanks to your mercy.

Through our Where Most Needed fund, which our volunteers fundraise and support events for, we were able to hire two doctors to assess and treat Hanaa. A plastic surgeon performed her operation, and a consultant monitored her health for two months afterwards. We also provided regular psychological support sessions to Hanaa, as well as cash assistance and a nutritious food parcel for the whole family each month, which we are continuing to provide.

This is how your mercy in action has saved and transformed young Hanaa's life.



**"We did what we could to take care of her, as an orphan, but Human Appeal donors were even greater, sponsoring and caring for her as if she were their own daughter, may Allah reward you."
Abdullah, Hanaa's Uncle**

Our core values are at the heart of everything we do:



Excellence

At Human Appeal, we consistently strive to fulfil our duty to humankind with ihsan – excellence. Since 1991, our staff and volunteers have been dedicated to professional and exceptional humanitarianism. We aim to excel in all that we do in order to provide effective and efficient support to the most vulnerable, and to fulfil our duty to Allah.



Accountability & Transparency

We believe in being open and honest in all that we do, sharing both the challenges we face and our successes. Transparent communication, regular feedback, and the ability to admit when we could have done better are essential features of a trusting relationship and a reliable charity.



Compassion

Compassion lies at the heart of everything Human Appeal does. We're dedicated to easing the suffering of all people, and we appreciate the perspectives of others when they are different from our own.



Justice

We're dedicated to working justly, distributing aid equally, regardless of faith, race, or gender. We strive to ensure that all our work protects the most vulnerable, and our policies help us to ensure that our work is fair, accountable, and a force for good.



Empowerment

Human Appeal seeks to empower all those who we work with, and for - from our supporters and the people we support, to our staff and volunteers, all over the world. We strive to create an environment where our teams can grow, develop, and take initiative in their goal to help the most vulnerable.



Trust & Respect

At Human Appeal, we promote trust and respect among our supporters, partners, employees, and the people we support. In our pursuit of a more caring world, we work to honour every individual and every community we work with.

WHAT WE DO IN THE UK

Despite being one of the richest countries in the world, the UK's food poverty rate is one of the highest in Europe, with more than 1 in 5 people living in poverty. Rising inflation, rocketing energy bills, and the cost-of-living crisis have plunged more people into poverty.

Our primary aim is to deliver relevant and impactful projects to benefit the most vulnerable people in the UK. We have been tackling food poverty by supporting people of all ages, genders, and backgrounds all over the UK. Human Appeal advocates for social change by implementing projects aimed at supporting mental health, victims of domestic abuse, providing warmth to refugees and homeless communities, cleaning up our local communities, and food parcels to low-income households during Ramadan and Qurbani.

Here you can see where we distribute food, essential items, and long-term projects across the UK, based on where it is needed most.



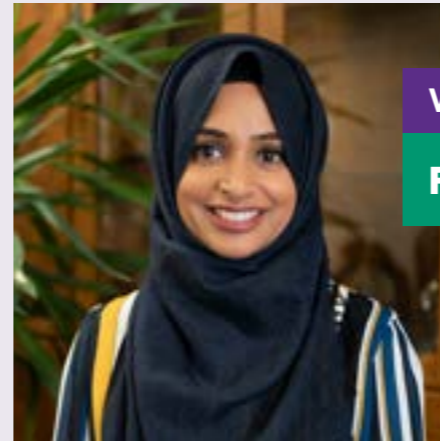
FACT
In 2022, 4.7 million people will experience food insecurity in the UK
Food Foundation, 2022

MEET THE TEAM

We know joining a new organisation can be daunting, but you will have the Volunteering Team on hand to support you every step of the way. They will make sure you get the most out of your time with us, sharing opportunities, events, and activities for you to get involved with, helping you with your career ambitions and lending a helping hand or ear when you need it.

"I would recommend volunteering with Human Appeal to anyone who feels their life is lacking or if they feel they have more to give to the world."

**Chelsea,
Bradford Volunteer Team Leader**



Volunteer Manager

FATIMA AKTHER

What made me want to work at Human Appeal?

"I joined Human Appeal as I had experience working in charities that support UK aid, however, I wanted to expand my knowledge and expertise of volunteer management into the humanitarian sector within an international aid charity. Human Appeal seemed like the ideal fit for me where I would have room to grow."

Highlight

"A highlight for me is when I saw the impact our volunteers continued to make during the pandemic when the usual way of volunteering was not possible. It showed me how much compassion our volunteers have and how much heart they have to continue to volunteer in any way they could to help others."

Fun fact about yourself

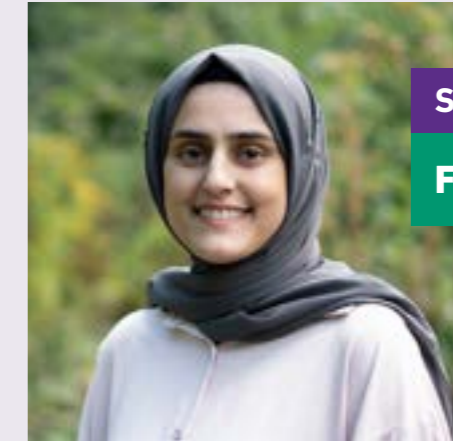
"I am originally from Birmingham but moved up North 5 years ago... if you listen closely, you can hear a hint of my brummie accent"

Why did you want to work in volunteering?

"There is something very pure and admirable about a group of people who want to help and expect nothing in return, just so they can make things better for someone else."

How long have you worked in the voluntary sector?

"I have 10 years of experience working in the voluntary sector."



Senior Volunteer Officer

FATIMAH NAZIR

What made me want to work at Human Appeal?

"I joined Human Appeal because it is a charity I have known about since I was a child. I never thought I would ever be able to work somewhere like this as it seemed so out of reach. So, when I got the job, it felt like a dream come true."

Highlight

"A highlight since I have been in the role is being able to establish a volunteering programme in the USA from scratch. It has been such a challenge but very rewarding at the same time."

Fun fact about yourself

"I have a cat called Rocky."

Why did you want to work in volunteering?

"I wanted to work with volunteers as they get involved in the charity because they genuinely care about the cause"

How long have you worked in the voluntary sector?

"14 years in total, 8 of those spent volunteering and the other 6 working in the sector"

MEET THE TEAM



North & Scotland
Volunteer Officer

RAHAT KHAN

What made me want to work at Human Appeal?

"At the age of 16, I joined Human Appeal to make a difference while meeting new people. Since then, I grew in my role as a volunteer to a team leader which set me steadfast in preparation to becoming a Volunteer Officer. I joined to make an impact on the lives of people I wouldn't necessarily meet."

Highlight

"My highlight since joining Human Appeal was when I was empowered and supported by staff to manage and lead my own event in aid of Human Appeal's orphan sponsorship programme."

Fun fact about yourself

"I'm a vivid French and German speaker."

Why did you want to work in volunteering?

"I joined volunteering as it was a way to empower and upskill individuals. Providing them with experiences and learning opportunities that can't be found elsewhere."

How long have you worked as a volunteer?

"I've been in the voluntary sector for 6 years."



Midlands & Wales
Volunteer Officer

TAJ RUBAIYAT

What made me want to work at Human Appeal?

"I joined Human Appeal so that I could enable my volunteer experience as something powerful enough to make change and empower people."

Highlight

"A highlight since I've been in my role is whenever the volunteers remind me what I'm here for by appreciating what I do for them; that they feel safe, they feel looked after, they feel better informed. It's all I aim to do for them."

Fun fact about yourself

"I have an intense love for strawberry laces!"

Why did you want to work in volunteering?

"I wanted to do real charity and make an impact of my own; volunteering for a charity gave me this sense of independence."

"The Volunteering Team are truly an asset to Human Appeal. They go out of their way to ensure inductions and training are provided and hold regular feedback sessions. It is not just a one-way conversation. They listen and make positive changes."

Amin,
Birmingham Volunteer Team Leader

FACT

During the 2 years in and out of lockdown, Human Appeal volunteers raised over half a million in funds to help vulnerable communities around the world.

WAYS YOU CAN GET INVOLVED

Community events

There are many exciting community events to get involved in. Help us run our UK-wide comedy tour in a city near you, volunteer in the sun for a good cause during our summer events, such as the Al-Noor Festival and the annual Nowka Bais Boat Race or break your fast with us whilst volunteering at one of our Grand Iftars Dinners during Ramadan.

Challenges

Raise funds for a good cause and get involved in exciting challenge activities at home or abroad such as Skydiving, Bungee Jumping, hiking up Snowden, Ben Nevis, Kilimanjaro and even K2.

UK Programmes

Those in need are close to home too, help at our annual, award-winning Wrap Up campaign to collect and distribute coats to the homeless or perhaps help those who have lost their loved ones by taking part in our graveyard clean ups.

Reach

Want the opportunity to go on a deployment? The Reach Programme is designed for extraordinary leaders and advocates for change who want to bring about a fairer, more equal, and humane world.

Team Leader

Want to learn more about leading and managing your own team of volunteers? As a Team leader you will have the opportunity to help manage and support a diverse group of volunteers who share the same passion for our cause.

Organise your own events

We really value creative minds and want to give volunteers the opportunity to venture out and do their own events. You can host your own fundraiser or organise your own activity to help your local community.

Share your knowledge

Run your own workshops and share your knowledge and expertise with fellow volunteers to help inspire growth and empowerment.



“The 2019 comedy tour was my personal favourite event! We really built an awesome bond between the volunteers, leaders, and staff. Each of us brought our own personality and it made the event and all the pre-event meet ups as best as they could be.”

Zara,
London Volunteer Team Leader

VOLUNTEERING OPPORTUNITIES



FACT
The UN was established on 24th October 1945

We can offer you an exciting range of volunteer roles, including:

Volunteer Team Leader

Team Leaders are responsible for coordinating events and campaigns. They lead their local teams using their skills and training experience with the support and guidance of the Volunteering and Fundraising departments.

Campaign Support Volunteer

Campaign Volunteers support specific Human Appeal campaigns or projects, from tours, to fairs, to online campaigns.

Challenge Volunteer

Our Challenge Volunteers get involved in local and national challenge activities like sports events and hikes to raise vital funds.

Staff Volunteer

Staff Volunteers get involved in events as and when they are available on a part-time, voluntarily basis with no expectation of payment for their time.

Internships & Placements

Our office-based interns work three days a week and include university/college placements. In addition to these roles, Human Appeal can also accommodate volunteers and work experience on placement (unpaid only) and work experience initiatives based from our headquarters or one of our community hubs.

REACH Programme Captain

Our REACH Captains take the lead on international campaigns, emergency deployments, fundraising events, and help inspire the next generation of volunteers.

REACH Programme Volunteer

Reach Programme Volunteers help raise funds to achieve the common goal of serving humanity and working your way towards going abroad on a deployment to help those most vulnerable.

You should benefit from the experience of volunteering with Human Appeal – just as we benefit from your time, commitment, and skills. That’s why we try to make our volunteering roles interesting and varied. It’s also very important that you and we are clear on what’s expected from our volunteers.

That’s why we’ve written a ‘role profile’ for every volunteering opportunity we offer. If you don’t already have a copy, please contact volunteers@humanappeal.org.uk. During your time as a volunteer, you may want to try out a different role, or take on more responsibility. If you’re thinking about trying something new get in touch with the Volunteering Team who will be happy to guide you in the right direction.

“As part of Human Appeal, we help those in trouble regardless of creed or colour.”

**Nafeela,
London Volunteer**

HOW WILL I BE INFORMED OF OPPORTUNITIES?



WhatsApp Groups

You can join your local WhatsApp group, allowing you to interact with other volunteers in your area and be informed of and join upcoming opportunities.



Email

We will email you with details of opportunities that have all the information you need so you can decide whether you would like to join.



Text Messages

We know that people don't always check their emails or WhatsApp messages, so we will sometimes send text messages of volunteer opportunities.



Newsletters

Our newsletters will provide you with an overview of what has been going on around the UK and how volunteers have been getting involved. We will also list upcoming opportunities and what is happening within the organisation.



Social Media

We encourage all our volunteers to join our Volunteer Facebook Group and like Human Appeal's social media pages to make sure you know the ins and outs of what is happening within the organisation and how you can get involved.



All the information you provide is confidential and covered by the Data Protection Act 2018.

You can change how we communicate with you at any time by calling us on 0161 225 0225 or emailing volunteers@humanappeal.org.uk. Please visit our website to view our Privacy Policy for more information about how we use and protect your data.

CAREERS IN THE CHARITY SECTOR

In our experience, most of our volunteers love what they do and many end up staying to work with us at Human Appeal or go in to the wider charity and INGO sector, securing a well-paid job and a fantastically rewarding career.

If you are interested in working in the charity sector, then volunteering is a step in the right direction. Here are a few tips to get into the sector:

NO DEGREE? NO PROBLEM.

If you're looking for work and don't have a degree, don't worry. Your volunteering experience counts! Make sure to include your volunteering and training experience in your CV or application form, along with any skills that you have gained from volunteering.



The charity sector has a **HIGH DEMAND FOR PROFESSIONS LIKE ACCOUNTANCY, IT, HR, AND ADMINISTRATION.**

Consider applying for a role you have the skills and experience for rather than only applying for the more popular programmes and projects work.



EMPLOYMENT SERVICES

You can also make use of Human Appeal's employment services. Our volunteering team can review your CV for free, run mock interviews with you, and discuss the positives and the areas of improvement to help with your application. We are here for every human.



USE YOUR DEGREE

Consider the skills you have acquired to apply for the right role.



EXPERIENCE AND SKILLS

Your experience and skills are always transferable, even if you don't have charity sector experience. Recruiters are always looking for people who can bring something new. Check online at: humanappeal.org.uk/work-with-us/vacancies & charityjob.co.uk



WHAT CAN YOU EXPECT FROM US

Diversity and inclusion

Human Appeal is committed to creating and promoting a safe, kind, and inclusive culture. We're also adopting practical measures to build a more diverse and inclusive organisation at every level. We want to encourage people with the widest possible variety of backgrounds and experiences to volunteer with us.

Human Appeal's Responsibilities

- Provide full information about volunteering with Human Appeal including a handbook and induction.
- Provide appropriate support and flexibility as required.
- Support the volunteer to achieve the standards required.
- Treat volunteers in line with Human Appeal's Equality and Diversity Policy.
- Reimburse any agreed out of pocket expenses incurred during volunteering.
- Implement good health and safety practice.
- To treat the volunteer fairly with dignity and respect.
- To safeguard volunteers involved with Human Appeal.
- Secure and manage volunteers' data correctly and keep their records up to date.
- To address and where necessary investigate any concerns that may arise about a volunteer's behaviour and conduct openly, honestly, and appropriately.
- To consult with the volunteer and keep them informed of any changes that impact upon them as a volunteer and/or volunteering.
- To provide regular two-way communication with Human Appeal staff to ensure a positive volunteering experience.

Volunteer induction

As well as reading this handbook, which is relevant to all volunteers, you should also make sure you sign up for a full induction, which you would have been invited to in your welcome email to Human Appeal. You will only need to attend once, and the induction will cover everything you need to know to get the most out of your role.

Stay in the loop: social media and newsletters

Learn more about our volunteering opportunities, meet fellow volunteers and share your own stories and news by joining our dedicated Volunteer Facebook Group. We produce bi-monthly newsletters so can you read more about the latest news and events.

Learning and development

We want to ensure you are getting the most out of your experience with us. We therefore offer ongoing training and support starting with an induction upon arrival. As you progress with us, you will develop your skills and take on new responsibilities, educate yourself on global issues via our seminars and develop a better understanding of work in the INGO sector.

Career support

We know it is not easy to write a CV or go through countless interviews without any direction. We want to support our volunteers into employment. Our People & Culture Team will be happy to review your CV and advise you on improvements. We can also arrange mock interviews with you to help you prepare for any upcoming interviews. Just email cvs@humanappeal.org.uk.



WHAT CAN YOU EXPECT FROM US

Expressing our gratitude

We really admire and honour all the work our volunteers do. To express our gratitude, we organise an annual action-packed volunteer retreat weekend away. Throughout the year, we also arrange appreciation tokens, events, and award ceremonies.

Equal Opportunities

As a humanitarian organisation, our aim is to help everyone regardless of race, colour, gender, religion, or creed. We apply this motto in our workplace and recognise that discrimination is unacceptable. We therefore adopt a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.

Your voice is heard

We do all we can to make sure that your volunteering experience is an enjoyable one, but we realise that things aren't always perfect. We always want to do better,

so tell us how. Your words matter and can impact the way we do things at Human Appeal. That's why, throughout the year, we provide opportunities for volunteers to voice any difficulties or concerns they may be experiencing through our volunteer feedback surveys.

You can be a representative of our volunteers by joining the Volunteer Advisory Board to help influence Human Appeal for the better. You can voice any concerns and register your interest to join the board. We also conduct volunteer supervisions.

Feel free to contact us at:
volunteers@humanappeal.org.uk

We are listening.



CODE OF CONDUCT

Our Code of Conduct is an agreement to provide volunteers with clear guidelines as to their standard of behaviour, responsibilities, and best practice in fulfilling their role as a representative of Human Appeal. We take failure to meet these standards of behaviour seriously and may take appropriate action under the Volunteering Policy.

You will receive a copy of the code of conduct to sign after your induction. Please note that this is in honour only and does not form a contract with Human Appeal.

- Perform their role to their best ability as a representative of Human Appeal.
 - Follow the organisation's volunteer policies and procedures, including health and safety, safeguarding and equality and diversity in relation to its staff, volunteers, donors, and the public.
 - To treat other volunteers, staff, and any other stakeholders of Human Appeal fairly, with dignity and respect.
 - To conduct themselves in a manner that will not bring the organisation into disrepute.
 - To treat all information and records of Human Appeal's operations and personnel as confidential and to not disclose this to people without authorisation, either within the organisation or externally.
 - To read the volunteer handbook, policies, procedures, and related documents which volunteers have received or been given access to, and raise any issues which they do not fully understand or would like to discuss further.
 - Honour their commitment as agreed, except in exceptional circumstances when, where possible, reasonable notice is provided.
- To provide referees as agreed who may be contacted, and to agree to additional checks being carried out where necessary.
 - Not make inappropriate, sexual, or abusive remarks and exhibit positive examples of behaviour.
 - Adhere to Human Appeal's safeguarding policy and raise concerns immediately.
 - Listen to and respect the views of others.
 - Recognise that people can be adversely affected by words and actions and to sensitively challenge inappropriate, offensive, racist, or abusive language and behaviour, when safe and appropriate to do so.
 - Listen to staff members and adhere to their instructions at events, activities, and campaigns.
 - Reflect on and respect the faith based nature of our organisation and adhere to the Islamic and Human Appeal values of: Trust, Compassion, Transparency, Empowerment, Justice, Accountability, Excellence & Respect.
 - Try to respect and keep up segregation at best or wherever possible.
 - Respect others privacy and boundaries - physical, social and mental.
 - Raise any causes of concern, about a staff member, team leader, stakeholder of Human Appeal or fellow volunteers to a member of the Volunteering Team as soon as possible.

Volunteers are an important and valued part of Human Appeal and we want to ensure their time with us is enjoyable, meaningful, and worthwhile.

Volunteer Confidentiality Agreement

This agreement applies to all Human Appeal volunteers associated with and/or involved in the activities or affairs of Human Appeal:

- All data, materials, knowledge and information generated through, originating from, or having to do with Human Appeal or persons associated with its activities, is to be considered privileged and confidential and is not to be disclosed to any third party. This includes, but is not limited to, pages, forms, information, designs, documents, printed matter, policies and procedures, conversations, messages (received or transmitted), resources, contacts, e-mail lists, e-mail messages, clients, staff or public information is confidential and the sole property of Human Appeal.
- In addition, this also includes, but is not limited to, any information of, or relating to, our staff, clients, donors, operations and activities. This privilege extends to all forms and formats in which the information is maintained and stored, including, but not limited to hardcopy, photocopy, microform, automated and/or electronic form.
- Customer information (i.e. Donors, Beneficiaries, Staff, Volunteers, Partners, Trustees etc.), including all file information, is not to be disclosed to any third party, under any circumstances, without the written consent of Human Appeal.

What happens when a volunteer does not follow the Code of Conduct?

Where a volunteer does not follow the code of conduct, policies, and procedures it will be considered a breach of the code. If it is believed you have breached the code, this will be formally investigated and taken through the misconduct process, which could lead to a misconduct warning and/or the termination of your volunteering with Human Appeal.

POLICIES AND PROCEDURES

Call to action

After completing a registration form, you will be requested to join an online induction, providing you with an opportunity to learn more about our work and ways you can get involved. Please use this opportunity to ask any questions and to highlight any areas you would like further training and support in.

Changes in personal data

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and contact you in an emergency.

All the information you provide is confidential and covered by the Data Protection Act 2018. You can change how we communicate with you at any time by calling us on **0161 225 0225** or emailing **volunteers@humanappeal.org.uk**. Please visit our website to view our Privacy Policy for more information about how we use and protect your data.

Communication

We really value all the work our volunteers do and realise that time is precious.

We will do our best to ensure that we are respecting volunteers' time. Therefore, volunteers will not be contacted by any Human Appeal staff member before 9am or after 9pm on any given day. Please note that volunteers and staff members may not respond until after 9am.

There are certain exceptions to these norms, for example during Ramadan or event days when volunteers and staff members are working and travelling beyond the 9am-5pm remit. A staff member or team leader may want to know whether you got home safely after an event in

London that finished late for example. In a case like this, communication is not only justifiable but also necessary for safety reasons. In any case, the only ways Human Appeal volunteers and staff may communicate is via WhatsApp, text message, phone call, and email. No other form of communication will be accepted. Any breaches of this rule or unjustifiable and/or unreasonable communication, particularly outside of normal hours, will result in the person being taken through a misconduct process.

Convictions and offences

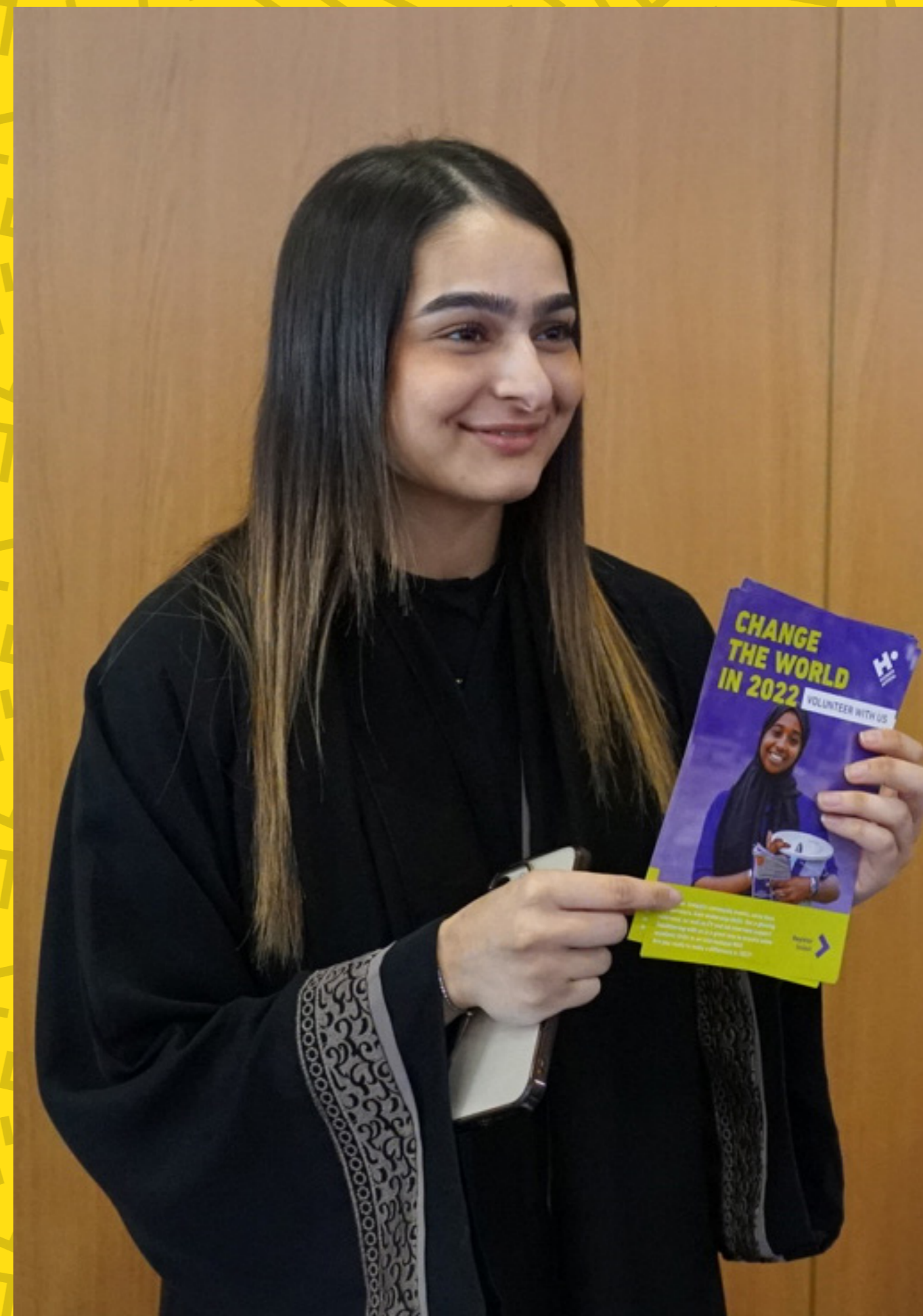
Whilst volunteering with us, you must declare any unspent convictions and immediately report to the charity any convictions or offences with which you are charged, including traffic offenses during your time with us. This is because ensuring transparency and accountability to our donors is paramount in addition to safeguarding those involved with our organisation. In most cases, having a criminal record does not mean you cannot volunteer for us, but we may need to change your role accordingly.

Data Protection Act 2018

As a representative of the organisation, we expect you to follow the principles of the Data Protection Act 2018 when handling data. For more information on the Data Protection Act, please visit www.ico.org.uk.

Disclosures

Sometimes we will hit small bumps in the road and there may be issues that you find concerning and would like to raise. Please speak to a member of the Volunteering Team who will try and resolve the matter for you in the first instance. If this does not improve matters, the volunteer's manager will take the next steps to resolve the matter for you.



POLICIES AND PROCEDURES

Dress standards

As a volunteer you are an ambassador for Human Appeal. Subsequently, it is important that you present a professional appearance and standard of dress and maintain good personal hygiene. Where uniforms are provided, these must be worn at all times whilst volunteering with us. In cases where uniforms are not provided, you must wear appropriate clothes and they should be kept clean and tidy at all times. Any clothing provided by Human Appeal should be considered a gift. We are happy for you to keep the clothing as a token of our appreciation. With this in mind, we kindly request you to refrain from wearing it for any activity running contrary to our values or that might bring Human Appeal into disrepute.

Fire procedures

Make sure you know the fire procedures, the location of fire alarms, the fire exits and your assembly point anywhere you are holding an event, campaigning or doing any type of volunteering.

You will usually be notified of emergency procedures such as alarms and building evacuation within the induction process, and you must observe such instructions.

In the event of fire or other emergencies, you should:

- Raise the alarm;
- Follow the specific building instructions in respect of evacuation and listen to instructions;
- Attempts to extinguish a fire should only be made if it is safe to do so;
- Assemble at the designated fire assembly point;
- Do not run or stop to collect personal belongings;
- Not re-enter any building until instructed that it is safe to do so.

First aid

When you are volunteering, you should find out:

- where the first aid kit is if there is an identified first aider, and if so how to contact them in an emergency where the accident book is,
- how to report an accident,
- and who you need to tell.

Health & Safety

We do all we can to make sure your volunteer experience is safe and enjoyable, and that you get the guidance, training and supervision you need. As part of your induction, your Regional Volunteer Officer / Volunteer Team Leader (or appropriate other member of staff or volunteer) will make sure you have the relevant information to keep you and those around you healthy and secure.

Following the advice set out below will also help keep you and others safe.

Make sure you are aware of health and safety measures where you're volunteering. Your Regional Volunteer Officer can advise you if you're unsure.

When you're volunteering, if you ever feel you are not physically able to do something or do not have the required knowledge or skills, please let us know so we can support you.

It's important to ensure that our actions do not put other volunteers, staff, or the general public at risk.

All the procedures and precautions in the world are no substitute for vigilance. If you spot a risky situation, a safety hazard or an accident waiting to happen, take action and let other people know straight away. And if you're not sure, then always ask.

All the most up-to-date health, safety and security policies can be found in the 'Policies' section of our website here:

humanappeal.org.uk/about-us/our-policies

Lone Working

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.

You should not work alone unless that is part of your role and is outlined in the role profile. If working alone is part of your role, then before you start your Regional Volunteer Officer / Volunteer Team Leader should discuss it with you so that you're both comfortable the right health and safety procedures are in place.

Your Regional Volunteer Officer / Volunteer Team Leader may be able to provide you with an emergency contact number or follow up with you after you've volunteered to see how it went.

If you find yourself volunteering alone unexpectedly then you should stop and let your Regional Volunteer Officer / Volunteer Team Leader know. If, under any circumstances, you ever feel at risk, please do not feel you need to continue volunteering. Contact your Regional Volunteer Officer / Volunteer Team Leader to say you have stopped and gone home. If you believe you are in danger, contact 999.

Media Relations

No comments or stories should be given to media outlets or journalists about Human Appeal. Our media relations are handled by a trained team and interviews can only be given with Senior Management approval. If approached by a media source, seek advice from your supervisor or the Volunteering Team.

Misconduct

Human Appeal will not tolerate any rudeness displayed towards other volunteers, staff, or members of the public. 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. If we have evidence of any of the above, this will be investigated and may result in termination to your relationship with Human Appeal. We will only ask a volunteer to leave their role if all other means for resolving the situation have been exhausted or in response to gross misconduct.

Professional boundaries

Staff members and volunteers should not allow their relationship to exceed that of a healthy working relationship. If either party feels this is something that may happen, they must inform the volunteering manager as soon as possible who will be able to advise further.

Respecting confidential information

When you're volunteering, you may need access to certain types of confidential information, such as embargoed press releases, personal data, or campaign messages that are still in development. If so, you'll be given training on handling the information appropriately. If you're concerned about how confidential information is being handled, then speak to your Regional Volunteer Officer. If the concern relates to safeguarding, please follow the guidance in the safeguarding section below. If you think there has been a breach of confidentiality, let your Volunteer Officer know straight away – breaches must be reported within 48 hours to comply with data protection regulations.

POLICIES AND PROCEDURES

Smoking and substance abuse

Smoking on the premises of our offices/shops or in the surrounding area is not permitted.

This is extended to any of our event or meeting venues. Volunteering whilst under the influence of alcohol or drugs will not be accepted. If your performance is affected because of alcohol or drugs, or we believe you have been involved in any drug related action/offence, dependent on the circumstances, this could result in your dismissal.

Use of social media

As a volunteer, we ask you to take care when posting anything related to our organisation on your personal social media accounts.

Of course, we want you to share our posts and help our community to grow but remember that you are our community representatives. Any posts which could put our reputation in jeopardy could result in disciplinary action.

It is imperative that permission has been granted from those involved before you post any picture.

Please read our Social Media Policy for more information: humanappeal.org.uk/about-us/our-policies

Vetting checks

As a Human Appeal Volunteer, you should attend an induction and provide details of at least one referee from whom we can obtain a reference. For volunteers who are undertaking internships, two references will be required.

As part of our vetting checks, we will also complete a Thomson Reuter check and online media check using the details you have included in your registration form. If you fail to provide us with referee details when requested or do not make a reasonable effort to attend a volunteer induction, this will limit your involvement with us. If you have any questions regarding vetting checks, please do get in touch.

Whistleblowing

Human Appeal takes malpractice and wrongdoing in relation to the organisation's procedures and actions very seriously. We aim to ensure that as far as possible, our employees and volunteers are able to blow the whistle and tell us about any wrongdoing at work which they believe has occurred or is likely to occur.

If you feel unable to raise a concern about safeguarding or another matter through the usual reporting process, then you can follow Human Appeal's Whistleblowing Policy. This identifies the named people – the executive director of HR, the CEO or the Whistleblowing trustee – you can contact.

Individuals should in most cases, report their concern to their Regional Volunteer Officer / Volunteer Team Leader who is expected to respond to that matter. If the relevant team leader / manager cannot deal with the matter, he or she will refer the concern to the Whistle-blowing Officer.

Dependent on the seriousness and sensitivity of the matter, and who is suspected of the wrongdoing, the individual can, if necessary, report directly to the Whistle-blowing Officer.

“It feels amazing when we put forward a fundraising idea and a few weeks later it all comes together, and it changes a lot of lives.”

**Nafeela,
London Volunteer**



VOLUNTEER FAQs

Q: What age restrictions are there for volunteering?

A: The minimum age to volunteer with us is 16 years old. We do not have an upper age limit for volunteers.

Q: If I move overseas, can I still volunteer with Human Appeal?

A: Due to migration laws, we only accept volunteers who have a registered address in the UK.

Q: How much time do I need to give?

A: Aside from our internships, which are usually a three to six-month arrangement, there is no minimum volunteering requirement unless otherwise stated. Our volunteering opportunities are very flexible, and it is up to you how much time you wish to give.

Q: Do I need any qualifications or experience to become a volunteer?

A: No, we encourage people from all walks of life with a variety of skills and experience to join our volunteer family. You just need the enthusiasm, energy, and drive to get involved and help those who are suffering in the world.

Q: If I am experiencing any problems, who should I talk to?

A: There are many ways that you can reach out to us. If you have any concerns or issues, you can contact your Regional Volunteer Officer. You can also email volunteers@humanappeal.org.uk.

If it is related to safeguarding and you would like advice or would like to talk in confidence, we have a 24/7 safeguarding hotline number where you can reach us on: **07933994408**.

Q: Are Human Appeal Projects Zakat-applicable?

A: Yes, much of Human Appeal's work is Zakat applicable. Our Zakat-applicable projects are sustainable and impactful, continuing to benefit people for years to come.

Q: How do I get involved with a volunteering opportunity?

A: An email will be sent to you from the Volunteering Team, so please make sure you add (volunteers@humanappeal.org.uk) to your email address book.

Q: Will I get a t-shirt?

A: Yes, before every event we will provide a T-shirt for you to then keep as an ambassador of our organisation.

Q: Why does Human Appeal have an admin fee?

A: Our admin fee is about ensuring that skilled people can safely deliver your donation and maximise its impact. To perform their duties successfully, charities need to charge an admin fee. Our staff are on the frontline every day in the world's most hostile places, often putting their lives at risk. Our admin fee is about ensuring that expert hands safely deliver donations to those intended. Find out more: humanappeal.org.uk/appeals/how-we-are-making-a-difference

Q: Do all of Human Appeal's costs go on admin fees?

A: No. The vast majority of donations go directly to the people we support. Your money is used to transform the lives of those who are suffering most in the world. Only 9 pence out of every £1 donated is reinvested back into Human Appeal. Find out more: humanappeal.org.uk/appeals/how-we-are-making-a-difference

Q: How does money reach the beneficiaries?

A: Once the funds are in Human Appeal's bank account, donations are transferred from Human Appeal UK to the selected country of the specific project. From there, our local programmes team or local partner team implements the project according to the delivery and budget.

Q: What expenses can I claim back as a volunteer?

A: We value our volunteers immensely and want to ensure there are no barriers to volunteer involvement. We will reimburse all reasonable travel expenses incurred by you in relation to your volunteering. If you volunteer for five hours or more, we will provide you with a complimentary meal or snack.

Q: What travel expenses will you reimburse?

A: We will reimburse all reasonable travel expenses incurred by you in relation to your volunteering. We ask that you avoid taking taxis unless it is after 7pm with staff approval. We will also reimburse mileage for those who choose to drive. All expenses should be sent to volunteers@humanappeal.org.uk.

Q: How long will it take to reimburse expenses?

A: Reimbursement can take up to 10 working days to complete from when you first email us your receipts.



ON A FINAL NOTE

Refer a friend

If you have found your role rewarding, please spread the Human Appeal love and tell your family and friends about us. We are always looking for new volunteers! All they have to do is complete our online registration form: humanappeal.org.uk/volunteer-with-us

Safeguarding reminder

Human Appeal are here for you, 24 hours a day, 7 days a week on our designated safeguarding helpline number which is available to all. You can contact us on **07933994408** for any safeguarding concerns or contact your Regional Volunteer Officer, even if it is not related to Human Appeal you can speak to us in confidence. This helpline is manned by Human Appeal's Volunteer Manager who is trained to provide you with advice and support whether this is about yourself, fellow volunteers, family member or friends. Alternatively, if you prefer speaking to your regional volunteer officer, they can be contacted on their numbers in the Contact us section.

Tell us what you think

We always strive to do better, and we rely on our volunteers to tell us how. We want volunteers to steer our decisions and volunteer programme.

You can email volunteers@humanappeal.org.uk or speak to a member of the team if you have ideas on how we can improve the volunteer experience. Positive or negative, we welcome all feedback.

We hope you enjoy your volunteering journey with us!



FACT
In 2019, 7/10 Britons said they had volunteered at some point in their lives

CONTACT US

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For volunteering enquiries please email: volunteers@humanappeal.org.uk.

Head Office Telephone Number: **0161 225 0225**

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