

Rural Education and Environment Development Center (REED-Nepal)



Volunteer Management Policy

Policy Owner:	Chief Executive Officer
Approved by:	Executive Committee of REED Nepal
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1. Introduction

The Rural Education and Environment Development Center (REED Nepal) recognizes the importance and value of volunteers and their contribution to the ongoing development of the organization. This Policy seeks to ensure that: the rights of volunteers are respected; their role is clearly understood by all parties; and the processes for engaging volunteers. The organization reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy

2. Purpose

The purpose of Volunteer Management Policy is to:

- Ensure that the rights of volunteers are respected
- Ensure that the roles of volunteers are clearly understood by all parties, and
- Ensure the process of engaging the volunteer

3. Scope

The policy applies to all the national and international volunteers, staffs, and board members working within the scope of REED Nepal and its partners.

4. Rights of Volunteers

REED Nepal Volunteers have a right to:

- Adequate information and a clear job description of what is expected and to understand why they are doing a task and how it fits into the broader REED Nepal program.
- Assignment to a suitable project, task or job and to refuse to undertake tasks they are unable to do, or would prefer not do, and to seek alternative tasking.
- On-the-job supervision provided by a designated REED Nepal staff member.
- Respect and support from co-workers, as well as recognition and feedback from their supervisor for their work.
- Reimbursement for out-of-pocket expenses, providing prior approval is obtained from the supervisor.
- Briefing on the broader aspects of REED Nepal and discussion with their supervisor on whether REED Nepal is suited to them or whether they are suited to REED Nepal.
- Request a reference from their supervisor when applying for a job, providing the volunteer has volunteered at REED Nepal for a minimum period of 3 weeks to three months.
- Provide feedback, suggestions and recommendations to REED Nepal regarding their job or the wider program.
- Access to dispute resolution procedures and support through such a process.
- Confidentiality of their personal details.
- A safe and healthy environment free from harassment, bullying or discrimination.
- A place to work and suitable tools and materials.

5. Responsibilities of Volunteers

REED Nepal Volunteers are responsible for:

- Reliability and commitment, where possible, to regular day/s and times of work so that tasks can be planned accordingly.
- Advising REED Nepal of changes of contact details.
- Consulting with and accountability to their supervisor.
- Proactively seeking support when needed.
- Undertaking job training, as required, to carry out duties stated in their Job Description.
- Abiding by all REED Nepal policies and procedures regarding their work.
- Respecting confidential information that may be acquired during the course of their duties.
- Discussing any grievances or problems with their supervisor and/or CEO.
- Transparent and accountable use of REED Nepal resources only with their supervisor's approval.
- Notifying their supervisor if they are no longer able to work with REED Nepal.
- Conducting themselves in a professional, ethical and socially acceptable manner.
- Demonstrating enthusiasm, loyalty and belief in the work of REED Nepal.
- Contributing to a safe and healthy environment free from harassment, bullying or discrimination.
- Informing REED Nepal of any pre-existing medical conditions or special needs that REED Nepal should be aware of that might affect the volunteer's ability to undertake certain tasks.
- Reporting any workplace injury immediately to their supervisor.
- Refraining from smoking in any REED Nepal building.
- Treating everyone with dignity, courtesy and respect.
- Abiding by and signing the REED Nepal *Volunteers Code of Conduct* (see [Annex A](#)).

6. REED Nepal's commitment to Volunteers

REED Nepal recognizes that volunteers contribute a vast wealth of skills, knowledge and support towards the organization's operations. All REED Nepal staff and Directors are required to treat volunteers with respect and support. Staff are accountable for volunteers under their supervision and volunteers should always be supervised while in the REED Nepal office.

6.1 Recognition of Volunteers by REED Nepal staff

Volunteers are to be included, where possible, in all relevant staff meetings, discussions and celebrations. Long term volunteers (those who have provided regular voluntary assistance for more than six months) are to be included in staff training sessions whenever possible.

6.2 Training

Supervisors are expected to provide adequate training to enable their volunteers to carry out their authorized duties. Supervisors are responsible for their volunteers while they are learning REED Nepal systems and must make themselves available to help when needed. Volunteers will be provided with the appropriate procedures manual. Volunteers should be given every opportunity to develop their skills to enhance their own skill base and enhance REED Nepal's effectiveness. Specific training for volunteers will be provided where appropriate and financially possible.

6.3 Volunteer awards and acknowledgement

Volunteers who have provided long-term support of REED Nepal will have their anniversaries acknowledged and where possible, celebrated. Volunteers' contributions will be highlighted in REED Nepal's newsletters/website as appropriate.

6.4 Confidentiality

All Volunteer's personal information will be treated with confidentiality. Resumes and registration forms can be shown to relevant staff in order to decide a volunteer's suitability for a position.

6.5 Reimbursement for purchases

Supervisors should advise their volunteers of budget limitations and must approve any purchases before they are made. Volunteers will be reimbursed for approved purchases out of supervisor's budget. Receipts must be obtained and the supervisor will fill out petty cash claim on volunteer's behalf.

6.6 Domestic travel expenses

With prior approval by the relevant supervisor, all travel expenses incurred reasonably by a volunteer in the course of her/his duties shall be fully reimbursed by REED Nepal upon presentation of appropriate documentation.

6.7 Work health and safety

REED Nepal is committed to providing a safe workplace for all staff and volunteers and in return expect volunteers to work safely. This means working intelligently, with common sense and foresight.

Ultimately, everyone at the workplace is responsible for ensuring health and safety at that workplace. All volunteers must cooperate with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to volunteers, and ensure that they do not adversely affect the health and safety of others.

Any volunteer is entitled to raise any health and safety concerns with the CEO, in the first instance, so that they can be resolved. Any changes will be discussed at staff meetings.

All volunteers and staff are provided with the REED Nepal's *Staff Safety and Security Policy* for further information.

7. Volunteering in Nepal

REED Nepal supports volunteer in Nepal as an integral part of its flagship Teacher Training and Quality inclusive Education (TTQIE) program and other projects. The volunteer component of TTQIEP (teacher training quality inclusive education program and other projects) is managed jointly by REED Nepal's and funding agencies. Teachers volunteering and other kinds of volunteer for the respective projects in Nepal are required to enter into a Volunteer Contract (refer [Annex B](#)) that includes provision of the following documentation before departure:

- Curriculum Vitae/resume
- Teacher registration/licensing details for Australia or New Zealand or UK or any countries
- Signed copy of the Contract for Teacher Volunteers Working in Nepal (at Annex B)
- Signed copy of REED Nepal's Child Protection Policy
- Completed police check for donor's/volunteer's country
- Completed and signed medical form (at [Annex C](#))
- Copy of travel itinerary, passport and visa (with at least 6 months' validity and flight details for insurance coverage)

Volunteers are advised to read the policy for exclusions, and to use reputable means of transport.

Volunteers will be provided with policy details that include emergency evacuation. Volunteers will require personal travel insurance for any additional travel separate to TTQIE work.

Volunteers must also read: REED Nepal's *Staff Safety and Security Policy*, which contains important information about safety and security in the field; as well as the *Volunteers Handbook (Annex D) for Teaching in Nepal* which contains important information about REED Nepal's teaching program and volunteering in Nepal.

8. Academic internships

REED Nepal's resources to manage academic interns is, as with other volunteers, dependent on whether or not there are appropriate opportunities available. Immigration procedures for overseas enquiries will usually take several months. Potential interns are asked to provide:

- Course details – University, degree and how far into the course they are.
- Contact details for their course coordinator or supervisor.
- Necessary requirements as defined by their university and academic supervisor in order to fulfil an internship. This includes whether interns need to work in an office for a minimum number of hours, or have flexibility to work on a specific project remotely.
- Resume/CV including details of any relevant work experience.

The REED Nepal supervisor and representative of funding agency will complete an evaluation report at the conclusion of the internship.

9. Intellectual property and confidentiality

The intellectual property in a volunteer's work belongs to REED Nepal and cannot be used or sold without REED Nepal's permission. All confidential records, documents and other papers, together with any copies of extracts thereof, made or acquired by a volunteer in the course of their work shall be the property of REED Nepal and must be returned to REED Nepal on completion of work for REED Nepal. Where appropriate, with permission of the CEO or supervisor, volunteers may take copies of their work with them when they leave.

10. ICT Acceptable Use

All ICT equipment users are obligated to use these resources responsibly, professionally, ethically and lawfully. These obligations specifically include:

- Not using REED Nepal's ICT equipment for any unlawful activity, any activity in conflict with REED Nepal's interest, or activities not work-related (other than limited personal use as allowed by REED Nepal).
- Not attempting to gain access to any unauthorized area of the systems or change system configurations or disable the systems in any way.
- Not attaching any unauthorized computer or device to the REED Nepal network.
- Using a strong password, keeping it confidential, changing it significantly when it expires, and informing REED Nepal immediately if a password is lost, stolen or compromised.
- Minimizing the risk of IT virus infections by not downloading or opening files, attachments or software from sources outside the organization unless they are work-related.
- Using e-mail in accordance with REED Nepal's Communications Policy. Remaining vigilant and appropriately skeptical of virus, spam and fraudulent emails that attempt to

- entice people into activating a virus or entering a malicious website.
- Using REED Nepal's systems in a safe and sustainable way, taking care to minimize the use of energy and consumables. This includes taking care to minimize the risk of RSI, taking frequent breaks and notifying REED Nepal if there are any health or safety concerns.

11.. Conflicts of Interest

Actions and decisions taken at all levels within REED Nepal and its work need to be informed, objective and fair. Volunteers with a conflict of interest must make disclosure of the situation and all relevant facts known to their manager at the earliest possible opportunity. Volunteers needing to disclose conflict of interest should complete the *Conflict of Interest Disclosure Form*. Any conflict will be recorded in the *Conflicts of Interest Register*. Breach of this policy may jeopardies the volunteer's work with the REED Nepal.

If the situation of a volunteer changes during their time at the REED Nepal and they need to disclose a conflict of interest, they must complete the *Conflict of Interest Disclosure Form*.

For definitions of what constitutes a conflict of interest, all volunteers must consult REED Nepal's *Conflicts of Interest Policy*.

12. Inappropriate behavior, Fraud and Counter-Terrorism

REED Nepal provides a positive and safe work environment and expects all volunteers to uphold these standards and act in a suitable manner at all times.

REED Nepal has a zero tolerance approach towards fraudulent activity or behavior. It is committed to conducting all aspects of organizational and program management in a transparent and accountable manner to support good governance. Further details are included in the *Fraud and Anti-Corruption Policy*.

The REED Nepal Board is committed to compliance with national anti-terrorist legislation to avoid dealing with individuals and organizations associated with terrorism. All organizations and individuals involved in managing and implementing REED Nepal-supported programs and projects are expected to ensure that funds and resources are not being used to support terrorist activity. REED Nepal will ensure that its personnel and organization are aware of their responsibilities to: comply with anti-terrorist legislation; and inform REED Nepal immediately if any link whatsoever to a proscribed person or entity is discovered. Further information is in REED Nepal's *Counter-Terrorism policy*.

13. Volunteer dismissal

Arrangements for terminating the involvement of volunteers is the same as for REED Nepal staff. If a volunteer behaves in a manner that is inappropriate, dangerous, harmful or contrary to REED Nepal's mission, goals and policies, this will be immediately discussed with the volunteer and a period of review set. Depending on the situation it is possible that dismissal may take place immediately. If a review period has been agreed and the problem continues, the volunteer will be advised in writing of the need to improve performance and requirement for further review. If the problem is ongoing, the CEO will interview the volunteer and a final written warning will be given. In the event of the problem recurring after a final warning, the volunteer will be asked to cease volunteering for REED Nepal. The volunteer will be entitled to seek review of their termination with the REED Nepal Board Chair.

14. Resignation

Volunteers are an invaluable resource to REED Nepal but it is recognized that, due to changing circumstances, the volunteer may need to resign from their commitment. REED Nepal requests volunteers to give as much notice as possible to their supervisor before leaving. On departure, volunteers are asked to provide their supervisor with an update on the progress of their work and to return any books, materials or files (electronic or otherwise) belonging to REED Nepal.

Related Documents

REED Nepal Code of Conduct
REED Nepal Complaints Policy
REED Nepal Staff Safety and Security Policy
REED Nepal Counter-Terrorism Policy
REED Nepal Child Protection Policy
REED Nepal Human Resources Management Procedures Manual
REED Nepal Communications Policy
REED Nepal Conflict of Interest Policy
REED Nepal Fraud and Anti-Corruption Policy
REED Nepal Volunteer Handbook for Teaching in Nepal

Annex 1

Rural Education and Environment Development Center (REED-Nepal)

Volunteer Code of Conduct

As a REED Nepal Volunteer I agree to:

- Uphold the standards articulated in the REED Nepal *Code of Conduct*.
- Abide by the laws, regulations and employment rules of the country of placement and employer.
- Maintain a professional standard of behavior at all times.
- Adhere to and sign the REED Nepal *Child Protection Code of Conduct*.
- Avoid involvement in party or sectarian politics, and any public comment on political or religious matters when representing REED Nepal.
- Refrain from any wrong doing or conduct that may bring REED Nepal, its programs or the Government of Nepal into disrepute.
- Perform duties in the best interests of REED Nepal and the communities of the Project location
- Provide accurate and timely reports to REED Nepal.
- Act in a manner that respects the dignity, values, history, religion and culture of the people of the project location, consistent with the principles of basic human rights.
- Take adequate precautions to ensure personal safety and security (as outlined in the REED Nepal's *Staff Safety and Security Policy*) including:
 - abiding by the security advice given by REED Nepal if/when travelling with in Nepal /project location and
 - immediately advising REED Nepal of any health, safety or security threats.
- Avoid all comment to the media during any period of controversy, crisis, health or security threat, including during or after an evacuation.

This agreement is valid for 3week to 6 months from date of signature, or until such time as the arrangement is terminated by either party.

To agree to the above-mentioned clauses please sign and return this document to REED Nepal.

We look forward to working with you. For any queries or questions please contact the REED Nepal Office on 015521942

Signature of Volunteer:.....

Date:.....

REED Nepal Signature:.....

Date:.....

REED Nepal is committed to continual improvement of its Volunteer Program. All feedback regarding the volunteer's experience at REED Nepal is appreciated. If the volunteer is leaving due to dissatisfaction with REED Nepal it would be beneficial if they notified the CEO as to their reasons. Confidentiality will be respected in all matters.

Rural Education and Environment Development Center (REED-Nepal)

CONTRACT FOR TEACHER VOLUNTEERS WORKING IN NEPAL

I interest in the Rural Education and Environment Development Center (REED Nepal) and for volunteering to join our teacher training workshops in Nepal. We invite you to complete the following contract.

I,, agree to volunteer my services to the REED Nepal's Teacher Training and Quality Education (TTQE) program. I agree to undertake my work in a professional manner, in accordance with the following:

- Uphold the standards articulated in the REED Nepal *Code of Conduct*.
- Abide by the laws, regulations and employment rules of the country of placement and employer.
- Maintain a professional standard of behavior at all times.
- Adhere to and sign the REED Nepal *Child Protection Code of Conduct*.
- Avoid involvement in party or sectarian politics, and any public comment on political or religious matters when representing REED Nepal.
- Refrain from any wrong doing or conduct that may bring REED Nepal, its programs or the Government of Nepal into disrepute.
- Perform duties in the best interests of REED Nepal and the communities of the Project location.
- Provide accurate and timely reports to REED Nepal.
- Act in a manner that respects the dignity, values, history, religion and culture of the people of the Himalayan region, consistent with the principles of basic human rights.
- Take adequate precautions to ensure personal safety and security (as outlined in the REED Nepal's *Staff Safety and Security Policy*) including:
 - abiding by the security advice given by REED Nepal when travelling Nepal/project location
 - immediately advising REED Nepal of any health, safety or security threats.
- Avoid all comment to the media during any period of controversy, crisis, health or security threat, including during or after an evacuation.
- Ensure that my application to work as a volunteer in Nepal is truthful and ensure that I meet the volunteer criteria.
- Apply to the airlines you fly with for an extra 10 kilo weight allowance. (The Education Adviser will provide a letter of support if needed.)
- If anything is not working, I agree to be proactive in communicating with the Education Adviser and/or the Nepali Training Coordinator.
- Abide by the following REED Nepal policies:
 - Volunteer Policy
 - Complaints Policy

- o Staff Safety and Security Policy
- o Counter-Terrorism Guidelines
- o Child Protection Policy
- o Conflict of Interest Policy
- o Fraud and Anti-Corruption Policy

I further agree that, prior to my departure to Nepal, I will provide the REED Nepal with the following documentation:

- Curriculum Vitae/Resume
- Teacher registration/licensing details for Australia or New Zealand
- Signed copy of REED Nepal *Volunteer Policy*
- Signed copy of REED Nepal's *Child Protection Policy*
- Completed police check for countries of volunteers
- Completed and signed REED Nepal medical form (at Annex C)
- Copy of travel itinerary, passport and visa (with at least 6 months' validity and flight details of insurance coverage)
- Details, if any, of special dietary requirements

It is further advised that the REED Nepal volunteer coordinator will:

- Maintain effective communication with you prior to and when possible during the time you are in Nepal
- Ensure you are familiar with the nature of the workshop and the need for teamwork while attending the workshop
- Advise how your areas of study and educational skills can provide the optimum means to achieve the best possible educational outcomes
- Provide checklists on gear and advice re: fitness preparation and medical lists
- Advise re: security updates in Nepal
- Ensure hotel accommodation and travel arrangements are in place before your arrival in Nepal
- Ensure that your travel insurance cover is in place for the period that you are volunteering
- Cover basic expenses for you in Kathmandu and in the mountains. These expenses to include domestic flights, visas, airport tax, accommodation and basic food
- Provide information about our partner NGO REED, names and roles of trainers and the key /resources teacher network.
- Ensure emergency evacuation plan is in place
- Warn volunteers as to levels of hygiene while in Nepal
- Provide briefing as to safe modes of travel in Kathmandu

We thank you again for your support for the Australian Himalayan Foundation and for the people of Nepal, and look forward to keeping in contact. This agreement is valid for 12 months from date of signature, or until such time as the arrangement is terminated by either party.

To agree to the above-mentioned clauses please sign and return this document to REED Nepal. For any queries or questions please contact the REED Nepal CEO or the REED **Nepal Office on 015521942 .**

Signature of Volunteer:.....

Date:.....

REED Nepal Signature:.....

Date:.....

Annex 3

Rural Education and Environment Development Center (REED-Nepal)

Rural Education and Environment Development Center: Medical Form for Volunteers

To participate in one of REED Nepal's teacher training workshops in Nepal you will need to be of reasonable fitness and good health. In order to ensure this, we recommend that you physically prepare yourself for a minimum of two months prior to your departure. Preparation may include cycling, jogging, hiking, swimming or similar aerobic activity.

Teacher training workshops are often undertaken in remote locations, away from roads, and sometimes days away from the nearest medical facility. We therefore request you to complete the following questions to help minimize some of the possible risks when working in the field.

If the answer is *Yes* to any of the following questions, please supply details.

- | | |
|-----------------------------------------------------|-----|
| 1. Raised blood pressure | Y/N |
| 2. Mental/ Emotional instability | Y/N |
| 3. Pregnancy | Y/N |
| 4. Joint or mobility problems in the last 12 months | Y/N |
| 5. Heart or circulatory disease | Y/N |
| 6. Chest/lung disease | Y/N |
| 7. Diabetes | Y/N |
| 8. Epilepsy/neurological problem | Y/N |
| 9. Digestive or bowel disorders | Y/N |
| 10. Asthma | Y/N |
| 11. Surgical operations in the last 12 months | Y/N |
| 12. Any Others Problems | Y/N |

Fitness: reasonable/average/good/excellent (please circle one)

An idea of reasonable fitness is the ability to walk over rough ground with a daypack for 6 hours with only short stops.

Details/list of medication(s)/allergy to drugs, chemicals or food. If more space is required, please attach a separate sheet.

.....
.....

I (insert name) have been requested by the Australian Himalayan Foundation to complete a medical form to qualify my physical and emotional fitness for my forthcoming trip to Nepal. I confirm that the information published is true and accurate.

I further acknowledge that I have been advised by my doctor regarding inoculations as well as other appropriate medications to bring to Nepal.

Signature of Volunteer:.....

Date:.....

REED Nepal Signature:.....

Date:.....

