



GETTING TO KNOW THE STANDARDS  
THAT NEED TO BE CERTIFIED

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 Alianza  
por la  
Solidaridad



## LEGAL FRAMEWORK

This establishes the standards related to norms or regulations that affect part or all of the volunteer management cycle

### Standards:

- 1- Duty of care & Safety and Security measures (Art. 28 and Annex I, points 5 -6 IR )
- 2- Equal opportunities and non-discrimination (Art. 11 and 12 DR, Art. 7 IR)
- 3- Safeguarding children and vulnerable adults (Art. 18 DR)
- 4- Health and Safety (Art. 30 IR)
- 5- Data protection (Art. 16 DR, Art. 7 IR)



## PARTNERSHIP SENDING AND HOSTING

This establishes the framework of sending and host organisations and defines the principles within the consortium

### Standards:

- 6- Partnership (Art. 8, 9 and 10 DR)



## VOLUNTEER MANAGEMENT CYCLE

It refers to the different phases that the organisations carry out to ensure an adequate relationship and care of the volunteer.

### Standards:

- 7- Volunteer task assignments and selection (Art. 3, 4,5, 7, 8 IR)
- 8- Learning and development plan (Art. 4 DR, Art. 8 IR)
- 9- Procedures for pre-deployment preparation of EU Aid Volunteers (Art. 11,12 and 20 IR)
- 10- Apprenticeship (Art. 13 and 14 IR)
- 11- Performance Management (Art. 19 and 31 IR)
- 12- Professional and social recognition (Art. 7 DR)
- 13- Living conditions (Art. 25,26 and 27 IR)
- 14- Working conditions (Art. 21 and 22 IR)
- 15- Contract with the volunteer (Art. 16 IR)
- 16- Integrity and code of conduct (Art. 17 IR)
- 17- Debriefing (Art. 23 IR)

# Mandatory standards

Do you know which of the standards are mandatory?

**Activity: recognition of  
the mandatory standards**

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# Mandatory standards

- ▶ 3 first standards:
  - ▶ 1. Duty of Care & Safety and Security Measures
  - ▶ 2. Equal opportunities and non-discrimination
  - ▶ 3. Safeguarding children and vulnerable adults.

*15 minuts*

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# Mandatory standards

- ▶ Next standards
  - ▶ 4. Health & Safety.
  - ▶ 5. Data protection.
  - ▶ (6. Partnership)

*15 minuts*

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## DUTY OF CARE & SAFETY AND SECURITY MEASURES

### What is this standard?

These guidelines refer to the legal framework, procedures and activities that an organisation must implement to guarantee the security and safety of the people who are part of it (staff, volunteers, etc.)

### Why is this important?

Having a security and safety policy and relevant procedures ensures that the organisation is prepared to prevent and respond to possible incidents (traffic accidents, attacks, threats, etc.) that could affect physical integrity of its members as well as the normal operations, image or work of the organisation.

For the EU Aid Volunteers initiative, the safety and protection of volunteers is a priority and is seen as a shared responsibility between the sending organisation, the host organisation and the volunteers themselves.

## What does an organisation need in order to achieve this standard?

The organisation has developed, in a participatory manner, a security plan containing:

- Security organisational charts
- Security Management
- Context Analysis
- Risks Analysis
- Security Levels
- Security Procedures and rules
- Evacuation Plan
- Management
- Communicate the plan / training on safety aspects
- The care, safety and security policy includes volunteering management.
- The staff knows and is trained on how to implement the care, safety and security policy.

The organisation updates the security policy regularly.

## Does the organisation have a care, safety and security policy which considers requirements that are needed to take part in EU AID Volunteers?

The task description and recruitment process include requirements regarding security awareness and appropriate behaviour

The organisation has ensured that all information on security and safety procedures is shared with and understood by the volunteer to provide a context-specific security briefing before departure and within 24 hours of arrival in the country of deployment.

The organisation has ensured that the EU Aid Volunteer is covered, as a minimum, by the insurance provided

-The organisation has informed relevant national authorities before EU AID Volunteer deployment.

The EU Aid Volunteer is recommended to register with the national embassy or consulate in the host country

Other evidence of previous experiences of security management / assessment

### *Mandatory evidence:*

- *your organisation's security policy for humanitarian operations;*
- *a statement as to whether this (and, if so, which elements) applies to volunteer management;*
- *data on incidents and how they are managed; or*
- *examples of a security management and evacuation plan previously adopted under your organisation's security policy (see Guidelines for aspects typically included/covered by this component); or*
- *example of risk assessment previously adopted under your organisation's security policy (see Guidelines for aspects typically included/covered by this component); or*
- *example of security training previously performed under your organisation's security policy (see Guidelines for aspects typically included/covered by this component); or*
- *certification/accreditation through another approved mechanism (e.g. national, European or international scheme) that addresses this requirement.*

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## **EQUAL OPPORTUNITIES AND NON- DISCRIMINATION**

### What is this standard?

The Preamble to the Delegated Regulation No. 1398/2014 of the EU Aid Volunteers initiative, indicates that: "Principles relating to equal opportunities and non-discrimination are enshrined in national and Union legislation and should always be respected and promoted by the sending and hosting organisations."

### Why is this important?

European governments, institutions and organisations must combat discrimination and offer all people fair and equitable access to social opportunities.

The **EU Aid Volunteers initiative** adopts as a general principle equal opportunities and non-discrimination and declares that it is "**open to all eligible candidates regardless of their nationality, sex, race, ethnic origin, age, social background, religion or belief, marital status or sexual orientation and of whether they have a disability**" (Art. 11 RD 1398/2014).



## What does an organisation need in order to achieve this standard?

*Does your organisation commit to and integrate the principles of equal treatment and non-discrimination into its policies and procedures?*

- The organisation has integrated the principles of equal treatment, equal opportunities and nondiscrimination into the volunteer management processes (identification, selection, recruitment, preparation, and performance management).
- The organisation has reflected this in their binding internal rules on recruitment and selection.
- The organisation can demonstrate its commitment to these principles through the example of its recruitment adverts.
- The organisation is promoting an inclusive organisational culture and trains its staff on its policies of equal treatment, equal opportunities and non-discrimination.
- The host organisation has accepted the equal opportunities and non-discrimination policy document.
- The sending organisation has supported the host organisation to implement equal opportunities and non-discrimination policy.

*Mandatory evidence:*

- *binding internal rules on recruitment and selection; or*
- *sample of recruitment adverts; or*
- *staff guidelines on interviews and assessments; or*
- *your organisation's policy on equal treatment, equal opportunities and non-discrimination; or*
- *certification/accreditation through another approved mechanism (e.g. national, European or international scheme) that addresses this requirement.*



# SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

## What is this standard?

The normative of Safeguarding Children and Vulnerable Adults, is particularly related with the normative of Equal Opportunities and Non-Discrimination, because the vulnerability is associated with a particular ("protected characteristic") condition that identifies a person as a member of a determined group that, as a general rule, is in conditions of clear inequality with respect to the majority group.

## Why is this important?

Vulnerable individuals must be safeguarded in light of the higher risk of abuse to which they are exposed. Organisations working with vulnerable people must take into consideration ways in which they can minimise risks and provide a safe, dignified and respectful environment for users and volunteers.

The EU Aid Volunteers initiative has established the obligation of protecting minors and vulnerable adults through, amongst others, a zero tolerance policy for cases of sexual abuse. The sending organisations have the full responsibility of guaranteeing the implementation of such effective mechanisms in their programmes.

## What does an organisation need in order to achieve this standard?

*Is the organisation committed to a policy of zero tolerance to any abuse of children and/or vulnerable adults, including sexual abuse?*

- The organization has a policy containing a binding commitment to this requirement.
- The organisation has internal procedures for reporting abuse and supporting victims.
- The organisation shall carry out all legally required statutory checks in order to get clearance for staff and volunteers to work with these target groups.
- The organisation undertakes actions aiming at avoiding abuses, such as: it provides training on the issue, designates clear management and supervision responsibilities, applies strict practices regarding hiring and selection of personnel and volunteering, promotes a culture of openness and awareness-raising on the issue.
- The organisation has required legally statutory checks for volunteers to work with children and vulnerable adults.

*Mandatory evidence:*

- *your organisation's policy containing a binding commitment to this requirement; or*
- *internal procedures for reporting abuse and supporting victims; or*
- *certification/accreditation through another approved mechanism (e.g. national, European or international scheme) that addresses this requirement.*



## HEALTH AND SAFETY

### What is this standard?

Health and safety policies aim to ensure an adequate working environment in order to assure the adequate physical and psychological conditions for the people involved. They comprise 2 types of actions:

- A · Prevention of occupational hazards.
- B · Improving safe and healthy workplace conditions.

### Why is this important?

As it has been previously stated, people's lives, and therefore, health, should be of paramount importance in deployment actions. An organisation that works to guarantee human rights and needs for those in need must also be able to guarantee the health and safety of their staff and volunteers. If the volunteers and humanitarian staff are in good health, they are able to do a more effective job in bringing assistance to those who need it.

The EU Aid Volunteers initiative requires sending and hosting organisations to ensure the health and physical and psychological safety of volunteers.

## What does an organisation need in order to achieve this standard?

*Does the organisation have a health and safety policy that takes into account the necessary requirements to participate in the EU AID Volunteers initiative?*

- The organisational policy on health and safety is applicable to volunteers and includes set of physical and mental health and safety guidelines for deployment to third-countries, in particular to humanitarian contexts.
- The organisation briefs volunteers on the health and safety policies and guidelines prior to their deployment.
- The organisational policy is being regularly updated.

Within the organisation are available:

- Health and safety documents and guides (with the host organisation).
- A risk assessment, including safe and secure working and living conditions.
- A deployment pack (with health information).
- Pre-and post-deployment briefings.
- Comprehensive medical and travel insurance provisions.
- Pre -and post- deployment medical check-up.

*Mandatory evidence:*

- *your organisation's health and safety policy; or*
- *certification/accreditation through another approved mechanism (e.g. national, European or international scheme) that addresses this requirement;*
- *health and safety guidelines for volunteer deployment.*





## What is this standard?

The protection of personal data is a fundamental right in the European Union, as set out in Article 8 (1) of the Charter of Fundamental Rights of the European Union and Article 16 (1) of the Treaty on the Functioning of the European Union.

"Personal data" means any personal information that can be used to directly or indirectly identify a natural person, such as a name, telephone number, e-mail address, place and date of birth, etc.

### Why is this important?

Due to EU Aid Volunteers management, personal data about volunteers will be obtained and kept for future reference. This sensitive information must be managed in compliance with data protection legal and contractual responsibilities, in order to avoid penalties, reputational risks and disqualifications. The EU Aid Volunteers initiative requires compliance with the European Directives on the processing of personal data.

The sending and hosting organisations must comply with these directives and comply with the regulations of the countries themselves, ensuring that there is no abuse or misuse of the personal data of the candidates and ensuring the identification and storage of documentation from registration of the candidates and through all stages of the process in which they participate.

## What does an organisation need in order to achieve this standard?

*Does the organisation have a data protection policy which guarantees personal data processing according to European and national regulations, as appropriate?*

- There are procedures, which are regularly implemented, to avoid any abuse or misuse of data protection of staff, volunteers, clients, etc.
- The organisation ensures that it handles only the relevant data, and ensures that personal data are only viewed by authorised personnel, that they are kept under security conditions, and stored only for the necessary period of time.
- Any interested parties are informed about their right to data protection, right to make claims, to use and view their own data, and their right to know the entities that will have access to their personal data, as well as the type of data each entity can access.
- The organization has documents showing its compliance with the data protection standard.
- The organization has an internal data protection report from data controller.

*Mandatory evidence:*

- *documents showing your organisation's compliance with the data protection standard; or*
- *internal data protection report from data protection controller; or*
- *certification/accreditation through another approved mechanism (e.g. national, European or international scheme) that addresses this requirement.*



## What is this standard?

Success in an international volunteer program is based on collaboration between the sending and hosting organisations, and between them and their relationship with the volunteer.

The sending organisation is responsible for preparing and supporting the volunteer prior to departure, during his or her mission and upon the return of his or her international volunteer period.

The host organisation is responsible for ensuring safety, decent living and working conditions for the volunteer throughout the period of their volunteering.



Collaboration between sending and host organisations is essential to support the volunteer at all stages of their voluntary activity.

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The partnership agreement between the sending and hosting organisations establishes the framework of collaboration between the two organisations, the principles governing this collaboration, the rights and obligations of each in the different stages of support for volunteers, as well as the channels of communication, coordination spaces and mechanisms for making decisions and solving problems.



## What does an organisation need in order to achieve this standard?

*Does your organisation have the relevant tools to ensure that the participating partner organisations comply with the requirements of EUAV?*

- The organisation has the experience of reaching out for and working with international partners when sending volunteers.
- The organisation has a template for a partnership agreement that is based on the principles of equality, shared values and a shared vision, transparency, responsibility, accountability and reliability, mutual trust and respect, complementarity, flexibility and adaptability, mutuality in allocating resources and setting objectives.
- The partnership agreements include the role of the hosting organisation, giving the importance of the needs assessment to be performed prior to the project proposal submission.

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# STANDARDS

Related to the Volunteering  
management cycle



# Standards related to the volunteering management cycle

**Activity for  
recognizing the  
standards**

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Which of those standards are required to be performed in coordination between Sending and Hosting organizations?

In which of those do you have experience?

### Before deployment

- 7- Volunteer task assignments and selection
- 9- Procedures for pre-deployment preparation of EU Aid Volunteers
- 10- Apprenticeship placements
- 15- Contract with the EU AID Volunteer

### During deployment

- 13- Living conditions
- 14- Working conditions
- 8- Learning and development plan.
- 11- Performance Management
- 16- Integrity and code of conduct

### •After deployment

- 12- Professional and social recogn
- 17- Debriefing ition

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## VOLUNTEER TASK ASSIGNMENTS AND SELECTION

### What is this standard?

**Identifying the tasks** that each volunteer must perform is one of the most important steps in ensuring the success of a volunteer programme. The purpose of the profile definition is to ensure the agreement between the personal expectations of the volunteers and the expectations of the organisation.

The role of volunteering in organisations varies from one to the other. For this reason, organisations must start from the analysis of the capacity of the host organisation to receive an EU Aid Volunteer (carried out during the partnership phase).

The **process of selection volunteers** consists of finding the best candidates who meet the needs identified in the profiles. For this it is necessary to:

- Prepare an adequate announcement of the existing vacancies that contains all the relevant information and that is attractive for the groups to which it is targeted.
- Analyse and define the channels of dissemination of the offers.
- Prepare the procedure and tools for receiving applications, ensuring that they are accessible to all interested parties.

The organisations must determine the person or persons of their team who will contact all interested parties, to resolve doubts, guide the presentation of the candidates and provide information on the different stages of the selection process. The selection process should be transparent, fair and effective, offering equal treatment to all stakeholders and ensuring equal opportunities and non-discrimination (standard 2).

## What does an organisation need in order to achieve this standard?

- It has a format and explanations with examples that allow the proper identification of tasks to be performed by volunteers.
  - This template/format has been shared and / or worked on together with the partner organisations.
  - The organisation knows and applies the competence framework to identify the tasks of volunteers.
  - The competences required for volunteers are defined jointly with host organisations.
- 
- The identification and selection of candidates is a process that is carried out in cooperation with the host organisation, through periodic and constant information.
  - The actions and times to follow for the definition of tasks, the publication and evaluation of the applications and the final selection are detailed.
  - In addition to the announcement of the offer for a minimum period of one month on the EUAV platform, actions are carried out to publicise the advertisement, to reach a larger public and ensure that potentially interested candidates are aware.
  - Online tools are used to standardise the design of the application form, and procedures are in place to guarantee its reception and storage, as well as the CV, the motivation letter and the self-evaluation of the candidates.
  - The possibility of carrying out an assessment of their ability to analyse a given situation through a written test, a test or similar tests is offered. If so, there are clear processes for developing the tests and objectively qualifying them.
  - It implements an objective procedure for the analysis of the information given by the candidates, the interviews, and the final selection.
  - The final decision on the selection of the candidates is made by the host organisation. All candidates are informed of the selection decision.



### *Optional evidence:*

- *binding internal rules on existing practices on volunteer task assignment; or*
- *task assignments adopted for previous volunteer deployments managed by your organisation;*
- *competence profile developed by your organisation for previous volunteer assignments;*
- *evidence of previous placements and the host organisation's role in the selection process; or*
- *reference from the host organisation.*

## LEARNING PLAN AND ITS DEVELOPMENT

### What is this standard?

The framework of competences provides a profile of the volunteer's situation before, during and after their volunteering. The framework is then a tool that the organisation and volunteers can use to ensure they have a clear view of what is expected through the volunteering placement, what work has to be done to develop the competences, and how to be accountable for it.

The EU Aid Volunteers initiative defines a framework of competences to facilitate the development of volunteers and has established the obligation to develop a learning plan that records the learning outcomes expected of volunteers in their missions. The framework of competences should be tailored to the different profiles of volunteers, and take into account the needs of junior and senior volunteers.

Three dimensions competences must be considered: transversal, specific and technical competences, for which see the Annex of the Delegated Regulation 1398/2014 for specific definitions and individual descriptions

#### **Transversal competences**

required in many sectors of volunteering and employment and which are not specific to the field of humanitarian aid

#### **Specific competences**

required for the EU Aid Volunteers initiative and humanitarian aid more widely

#### **Technical competences**

resulting from specialist knowledge relevant in the context of humanitarian

## What does an organisation need in order to achieve this standard?

*Does the organisation have a procedure to prepare, for each volunteer, a learning and development plan containing: the results expected to be obtained by EU Aid Volunteers, the competences required, their learning needs and achievements in the different phases of their participation in the initiative?*

- The organisation knows and manages the competence framework established by the EU Aid Volunteers initiative and differentiates transversal, specific and technical competences.
- It has defined the methodology and mechanisms to identify learning needs, development activities and achievements in each phase of participation.
- It has a plan template that includes the basic information of the volunteer, their proposed circumstances and tasks, as well as the established and acquired competences, the learning needs, and the development activities and courses carried out.
- The plan is a process that is constantly updated and is part of the selection, training (if appropriate), deployment and debriefing phases.





## PROCEDURES FOR PRE-DEPLOYMENT PREPARATION OF CANDIDATE VOLUNTEERS

### What is this standard?

The incorporation of the volunteers in the organisations is a process which requires a lot of information and preparation, both theoretical and practical, to ensure that the volunteer has sufficient tools for the development of their activity.

In the process of incorporation, 4 key aspects can be defined:

- A · Introduction to the functioning of the organisation
- B · Detailed information about the work that the volunteer will perform
- C · Team involvement in the host process
- D · Define a mentor who will accompany and support the volunteer

The incorporation and preparation is a key moment that can exert significant impacts –both positive and negative– on the subsequent work of the volunteer, as well as its relation with the own organisation.

Pre-deployment induction is fundamental to ensuring the success of the EU Aid Volunteers initiative, the deployment mission and the proper performance of volunteers. The organisation should ensure that the volunteer is fully trained, has access to the relevant tools, knows how to operate them and understands how to comply with all required procedures.

For the EU Aid Volunteers initiative, the induction is a priority and is seen as a shared responsibility between the sending organisation and the host organisation.

## What does an organisation need in order to achieve this standard?

*Does the organisation have processes and procedures addressing essential preparations prior to the volunteers' deployment?*

- The organisation organises face-to-face induction sessions for the volunteers (including both individual and joint sessions) prior to their deployment, where the volunteer receives clear information on the respective roles and responsibilities of the relevant staff involved in the project.
- Where appropriate, the sending organisation organises joint induction sessions for volunteers together with the hosting partners.
- The sending organisation has the practise of appointing a contact person for the volunteer.
- The organisation has provided information about the Commission's humanitarian aid field office responsible for the country of deployment and informed this office of the imminent deployment of volunteers.
- The organisation has ensured that all information provided during the induction process is read and understood by the candidate volunteers and remains easily accessible throughout their participation in the Initiative.

*Optional evidence:*

- *example of previously adopted induction programmes for staff/volunteers.*



## What is this standard?

Training procedures can include a pre-deployment apprenticeship phase in which EU Aid Volunteers can demonstrate their knowledge and skills, as well as gain first-hand experience of the problems experienced by the organisation, and how to address these problems and to apply the relevant procedures.

In the context of the training process, the sending organisation, having previously consulted with the host organisation, can promote pre-deployment apprenticeship placements for junior professionals to learn through experience the procedures, ethics and context of humanitarian work.

The apprenticeship placements can have a maximum duration of 6 months, with a possibility of extension in exceptional and duly motivated cases.

At the end of the apprenticeship, both the volunteers and the organisations will evaluate this process and decide if deployment can be continued. This assessment will be based on the competences framework and the learning and development plan.

## What does an organisation need in order to achieve this standard?

*Does the organisation have processes and procedures for apprenticeship placements?*

- Organisation knows and manages the competence framework established by the EU Aid Volunteers initiative in the learning and development plan based on the needs of the apprenticeship with host organisation and volunteer.
- It has a plan template that includes the basic information on the volunteer, their deployment placement and tasks, as well as the established and acquired competences, the learning needs, and the development activities and courses carried out in the apprenticeship.
- The organisation has been aware of obligations under the following articles of the main regulation, which apply mutatis mutandis to the apprenticeship.
- The organisation has ensured that its mentor, in consultation with the host organisation, reviews the self-assessment and assesses the volunteer, and to explain and justify, if necessary, any such assessment and decision.

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## What is this standard?

Both sending and hosting organisations, which participate in the EU Aid Volunteers initiative, must develop a performance management system, based on performance objectives, expected outputs and results, to measure the progress and quality of the volunteer's work according to the task assignment.

Monitoring and evaluating the performance of each of the EU Aid Volunteers will be a continuous process throughout the entire volunteering period. The frequency of the follow-up actions will be agreed between sending organisations, host organisations and volunteers.

Evaluations should be carried out at least in the following phases:

- at the end of the apprenticeship placements (if they are carried out),
- depending on the length of volunteering, a mid-term evaluation will be carried out,
- at the end of their period in the country of deployment,
- during the final briefing.

Sending and host organisations should ensure that there are records of follow-up and performance evaluations of volunteers (in accordance with data protection standards), which demonstrate both the performance of volunteers and their contribution to the objectives of the project, and the overall purpose of the EU Aid Volunteers initiative.

The sending organisations will provide capacity building support for host organisations to measure progress, outputs and results in the light of the assignment of tasks of the EU Aid Volunteers initiative and its objectives.

## What does an organisation need in order to achieve this standard?

*Does the organisation have in place and implement procedures for performance management?*

- It clearly defines the responsibilities of sending and hosting organisations, as well as the monitoring mechanisms of volunteers.
- Ensure that the host organisation assigns a person in charge of supervising the tasks of the volunteers.
- Participates in the supervision and management of the volunteer's performance throughout their mission.
- According to the duration of the mission, it proposes an interim review to assess the progress made in relation to the objectives, and to readjust if necessary.
- Participates in the final performance review to evaluate, at the end of the mission, the achievements of the volunteer, making sure to provide data that demonstrate the volunteer's performance.
- Integrates the results of the performance reviews into the learning and development plan.

*Optional evidence:*

- *anonymised terms and conditions of international deployment for staff/volunteer;*
- *performance management plans adopted and implemented previously.*

## What is this standard?

Recognition is a way of thanking volunteers for their work, but it is also a tool to integrate and motivate them to continue participating and getting involved in the solidarity actions carried out by voluntary organisations.

The EU Aid Volunteers initiative sets out two types of recognition:

- ✓ **Professional recognition**, which is done through the delivery of a certificate that accredits their participation and which may contain the results of your learning and development plan and competences.
- ✓ **Social recognition**, through giving visibility to their solidarity action. To this end, it has launched the "EU Aid Volunteers Network" and calls for communication actions to thank the volunteers for their support and to promote their commitment once their mission is completed.

## What does an organisation need in order to achieve this standard?

*Is the organisation committed to promoting social and professional recognition of EU Aid Volunteers?*

- Makes sure that the volunteers receive professional recognition for their work through a certificate proving their successful participation in the initiative.
- Promotes social recognition through communication and dissemination of volunteers' work.
- The organisation has promoted social recognition linked to EU Aid Volunteers Communication Plan through engaging volunteers in external communications to publicise EU Aid Volunteers initiative.
- The organisation has publicised EU Aid Volunteers, especially highlighting the opportunities it provides for volunteers to remain engaged with issues relating to humanitarian aid and active European citizenship.
- The organisation has provided volunteers with opportunities to stay engaged with issues relating to humanitarian aid and active European citizenship.
- The organisation has a communication strategy developed promoting the identity and positive impact of EU Aid Volunteers initiative.
- Can provide other evidences: : EU Aid Volunteers local publicity event: brochures and images; local media outreach (potential interviews, provision of EU Aid Volunteers/human interest stories); volunteer testimonies in social media, newsletters, organisations' magazines.

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## What is this standard?

All EU Aid Volunteers shall have adequate living conditions according to local standards in the country of deployment. To achieve this objective, the EU Aid Volunteers initiative covers the cost of travel expenses, visa fees, accommodation and food expenses, to offer basic comfort and ensure that safety, health and safety risks are managed effectively.

All EU Aid Volunteers have the right to:

- ✓ Be provided by their round-trip ticket to the place of deployment and with additional tickets in the case of unexpected events or holidays when their deployment period is more than 18 months.
- ✓ Receive information and logistical support to obtain relevant visas.
- ✓ Receive a lump-sum payment, following a table that will be published by the Commission for each of the countries of deployment, according to national rates.
- ✓ Be provided with a clean and secure room, with access to drinking water and sanitation facilities, located at reasonable distance from their working location.

## What does an organisation need in order to achieve this standard?

*Has the organisation identified and defined all the procedures it must develop to ensure adequate living conditions for volunteers during their mission and ensure their well-being, motivation, health and safety?*

- It organises and covers the round-trip expenses for the EU Aid Volunteers, from their place of home residence to the country in which they will undergo their mission, including the case of an unexpected early return, and, when necessary, will organise an additional return ticket for extraordinary reasons.
- Facilitates information, logistical support and financing, in order to obtain the corresponding visa (with the host organisation support).
- Guarantees the payment of allowances to the volunteers in form of lump-sum payments that shall be delivered on time and in regular intervals. Payments will be administered according to the amounts previously defined by the EU and calculated to cover volunteer's expected expenses (food, toilet articles, clothes, local transport, etc.).
- Upon the successful completion of the deployment, the volunteers will receive compensation for resettlement costs (100 euros for each month of their mission).
- Ensures the volunteers have adequate accommodation at a reasonable cost, according to the local criteria and the requirements established in the EU Aid Volunteers initiative regulations.-



# 14 Standard

## WORKING CONDITIONS

### What is this standard?

Humanitarian action tends to take place in contexts where basic amenities are often limited and where humanitarian workers and volunteers can be exposed to situations of suffering and great stress. It is essential to ensure that staff and volunteers are provided with good working conditions to guarantee that actions for protection and aid, in communities affected by humanitarian contexts are adequately managed.

Adequate working conditions are ensured through risk prevention actions related to safety, health and security, which include, amongst others:

- Actions to prevent frequent diseases in the area, and other detected risks.
- Availability and accessibility of health care facilities.
- Maintenance of premises
- Vehicule maintenance.
- Availability and quality of the working space.
- Working hours that guarantee enough time for leisure and personal development.
- Holidays and minimum rest time.



## What does an organisation need in order to achieve this standard?

*Has the organisation identified and defined all the procedures it must develop to ensure adequate working conditions for volunteers during their mission and ensure their well-being, motivation, health and safety?*

- Work and coordinate with the host organisation to ensure adequate working conditions that allow volunteers to perform their tasks properly during their mission (schedules, work days, rest periods, etc.).
- The organisation has ensured (with the host organisation) that security and health risks are prevented, managed and mitigated and that the proposed working conditions comply with the regulatory framework (see Standard 5: Health and Safety).
- The organization has an example of agreement with in-country partners.

*Optional evidence:*

- *anonymised terms and conditions of international deployment for staff/volunteer;*
- *example of agreement with in-country partners;*
- *evidence of how security and health risks relating to staff's working conditions have been prevented, managed and mitigated.*



## **CONTRACT WITH THE EU AID VOLUNTEER**

### **What is this standard?**

A contract outlines all the obligations and commitments arising from the agreement between organisations and volunteer. On the one hand, it clarifies the rights, obligations and tasks of the volunteer and on the other it identifies the sending and hosting organisations' responsibilities, as well as the process for settling disputes.

The contract between the volunteer and the organisation is a tool that consolidates the relations between both sides and serves as the frame of reference for making decisions, conducting evaluations and solving problems that may arise during the volunteer period.

Beyond the formalisation of a document, it is important that the contract serves to:

- ✓ Make evident the commitment of the volunteer to the mission and values of the organisation through the development of actions.
- ✓ Demonstrate the duty of the organisation to transmit to the volunteer the values of solidarity and the importance of citizen support to face the common challenges that we have as a society.

## What does an organisation need in order to achieve this standard?

*Does the organisation have and apply the procedures and tools in order to ensure the proper development of the deployment of the volunteers, taking into account the specific terms of deployment and the volunteer's rights and obligations?*

- The sending organisation is aware that must sign a deployment contract with the volunteer as set out in article 14(5) of Regulation 375/2014 and article 16 16(2) of the Implementing Regulation
- The organisation defines and prepares with the hosting organisation the deployment contract that includes, according to the EU Aid Volunteers regulation, as a minimum, the following elements: role, title, duration and location of placement, and tasks to be performed, duration of the contract, performance management, working and living conditions, financial rights and obligations, practical arrangements, confidentiality, expected conduct, disciplinary policy, mediation mechanism, security management and health and safety responsibilities, learning and development plan.
- The organisation has ensured that the volunteer has the right to an effective legal remedy in the event of dispute with your or the host organisation, in accordance with the national provisions applicable to your organisation.

*Optional evidence:*

- *previously used deployment contract.*



# Standard 16

## INTEGRITY AND CODE OF CONDUCT

The code of conduct shall be binding on the EU Aid Volunteers and shall include:

Commitment to developing a sense of identity around the EU Aid Volunteers initiative and to contributing to its objectives.
Respect for other people and their dignity and respect of the principle of non-discrimination.
Respect of the humanitarian aid principles as referred to in the EU Aid Volunteers initiative.
Commitment to the safeguarding of children and to the protection of vulnerable adults, including through a zero-tolerance to sexual abuse.
Respect of local laws.
Integrity, anti-fraud and anti-corruption.
Maintaining high standards of personal and professional conduct.
Compliance with security and health and safety procedures.
Duty to report breaches and provisions for whistle-blowing.
Rules on contact with the media and information management.
Rules prohibiting the misuse of the organisation's equipment.

### What is this standard?

The code of conduct includes all these commitments of personal and professional behaviour that must be fulfilled by all the members of the organisation or sector, regardless of the position or function they occupy, and it is a reference guide to support everyday decision making. Its main target is to relate the mission, the values and the principles of an organisation with the rules that govern the professional and personal behaviour of its members.

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## What does an organisation need in order to achieve this standard?

*Does the organisation have and apply the procedures in order to ensure the proper development of the deployment of the volunteers taking into account the specific terms of integrity and code of conduct?*

- Organisation defines and agrees with the host organisation on the integrity policy designed to prevent corruption and bribery.
- Organisation has and applies a code of conduct that is suitable for and applies for the volunteers.
- Organisation ensures that volunteers know and understand the code of conduct and are aware of the consequences of the breach of it and gross misconduct.

*Optional evidence:*

- *your organisation's policy and binding internal rules.*

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## What is this standard?

Carrying out the debriefing with the necessary structure and organisation allows the finalisation of the evaluation process of the organisation and of the volunteer's deployment. It also allows, through the dialogue between organisations and volunteers, to detect gaps and aspects to improve to achieve better results.

The EU Aid Volunteers initiative has established the need for a final debriefing to complete the volunteer's evaluation process, but it is mainly meant as a supporting space after their mission, as well as for guiding their future engagement in humanitarian aid-related matters.

It is recommended that every returning volunteer should have access to a performance evaluation report, both professional and personal, regardless of how long they have been overseas.

## What does an organisation need in order to achieve this standard?

*Has the organisation organised briefings upon the return of volunteers?*

- The organisation has decided (with the host organisation) on the content and process of the debriefing to be provided for all volunteers, including those returning prematurely.
- Provides the returned volunteer with timely personal or group debriefing, based on feedback from the host organisation and finalisation of the learning and development plan.
- Provides a post deployment medical check and informative and psychological advice.
- Draws (with the host organisation) the volunteer's attention to opportunities to stay engaged in issues relating to humanitarian aid and active European citizenship, including promotion of and involvement in the network for the initiative.
- The organisation invites returned volunteers to provide constructive feedback on the initiative.

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Hvala

Thank you

Grazie

Mulțumesc

köszönöm

Gracias

благодаря

Merci