

# Engineers Without Borders Denmark Global Volunteering Programme – guideline.

## 1 Introduction

Volunteering abroad and sharing technical skills and support has formed the backbone of Engineers Without Borders Denmark (hereafter EWB-DK)'s mission since the organization was established back in 2001. In 2014, EWB-DK launched an intern programme along with a mentoring setup. Volunteering in field, transfer of technical knowledge and building of local capacity and supporting partner organizations globally involves students; young professionals, senior professionals and our highly experienced volunteer base.

### 1.1 Objective of guideline:

This guideline covers all types of assignments for volunteers deployed with partner organizations by Engineers Without Borders Denmark.

The objective with the guideline is to ensure that the framework for volunteering abroad is transparent and information is easily accessible for all interested in volunteering with EWB-DK and its partners. It is also to ensure a transparent process of selection and consistent non-discrimination approach to volunteer assignments encouraging equality and diversity within the organization.

Below diagram clarifies the process to undergo in connection with an EWB-DK mission and the deployment of volunteers, interns or staff/consultants, this document clarifies the steps in further details.

### 1.2 EWB-DK's Global Volunteering Programme

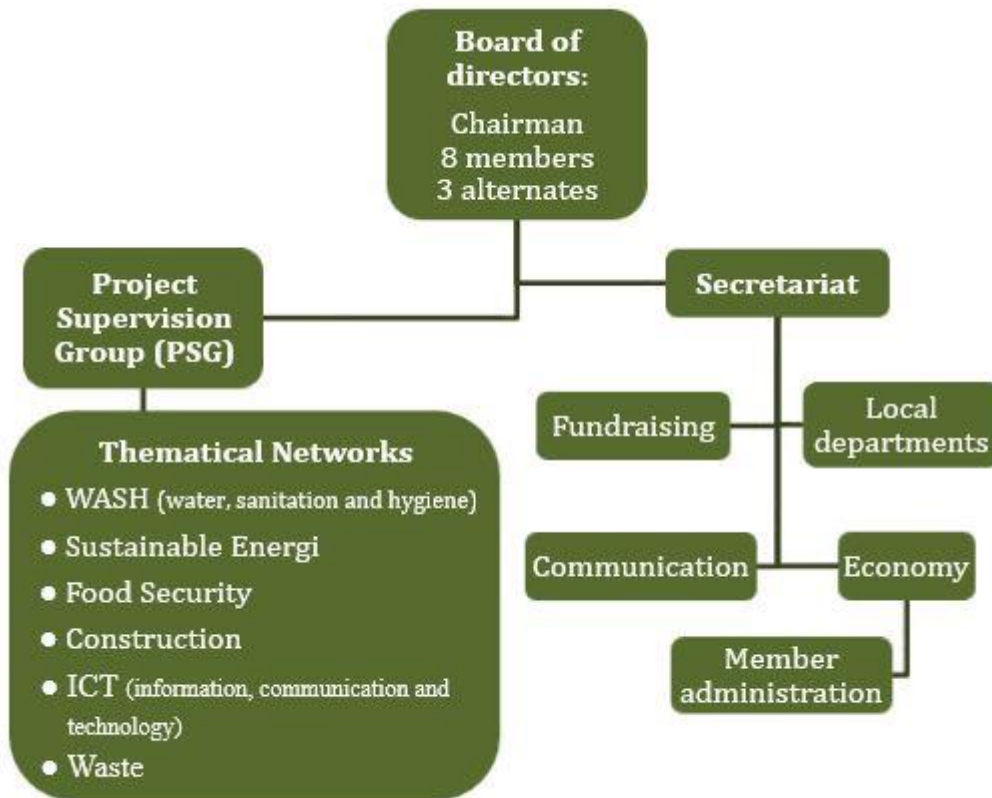
EWB-DK's Global Volunteering Programme serves several objectives. Main objective is to provide and facilitate local capacity building within local communities and local partner organizations through the provision of international skilled staff/volunteers. The programme seeks to strengthen local technical knowledge and enhance capacity of the local organizations and civil society. Hereby, to enable them implement sustainable and relevant local humanitarian project in order secure basic human rights and a dignified life and livelihood. The programme also serves to expand the international volunteer/staffs knowledge of working in technical humanitarian projects, and under other and often challenging social, economic and cultural conditions. The programme and EWB-DK has a firm mission to enhance the technical resource base with skills, interest and knowledge to form part of international humanitarian assistance. EWB-DK has since 2004 sent volunteers abroad and since 2017 EWB-DK has been partner with EU AID Volunteer Programme and deployment under this programme forms part of EWB-DK's Global Volunteering Programme.

Present guideline outlines the conditions and responsibilities by both EWB-DK and the volunteers in field during placement abroad. The Global Volunteering guideline is aligned with EWB-DK's policies and strategy as stipulated in EWB-DK's strategy 2015-2020 Building a Better Tomorrow.

Revised December 2018

**EWB-DKs structure**

The organization of EWB Denmark consists of a board, thematic networks and secretariat covering the wealth of work carried out. The Global Volunteering Programme is managed by a programme coordinator at EWB-DK’s secretariat holding the overall responsibility of the success for the programme, the individual volunteer and the host partner organization.



**1.3 Objectives for EWB DK volunteer programme are following**

- Capacity building of partner organization’s technical capabilities and skills by providing latest technical knowledge available in a developing country context.
- Support and expand the focus and understanding of the resource base of technical senior experts, young professionals and newly graduates in relation to sustainable development and poverty issues.
- Enhance technical capacity and knowledge and assist in implementation of projects, where high degree of technical expertise is required.
- Support the local partner and the project implementation, with a view to humanitarian needs, linking reconstruction, recovery, disaster risk reduction, building resilience and contributing

Revised December 2018

to sustainable development communities within which the partner organizations are operating.

- Support and expand EWB-DK's and the humanitarian aid sector, NGO's (Danish and international) DANIDA, EU AID and UN etc. relevance to member base (junior and senior) and partners by offering the opportunity for practical experience from volunteering at EWB-DK's and local partner's projects.

#### 1.4 Code of Conduct Volunteer Policy

Operating in field and in a development and humanitarian context entails to be conscious of one's role and responsibilities towards local co-workers, stakeholders, to the task assigned but most of all to the end beneficiaries in the local communities, EWB-DK and partners serve. As part of the recruitment process, all candidates must commit to the principles of EWB-DK's Code of Conduct, incl. EWB-DK's Volunteer Policy.

It is of the highest importance that all EWB-DK's volunteers act correctly and respectfully, on behalf of EWB-DK and partner organizations as their behaviour may reflect back upon organization's reputation and the "do-no-harm" principle is the fundament for all action.

Failure to do so will result in corrective measures, which can include the termination of volunteer deployment.

Volunteers are obliged to sign up to EWB DK Code of Conduct:

- *We will respect human rights and the political, cultural and religious customs of the countries in which we work.*
- *We will not participate in or accept corrupt and fraudulent practices.*
- *We strongly discourage the use of facilitation payments.*
- *We do not accept politically based contributions.*
- *Our Code of Conduct shall be known and acknowledged by our partners and associates.*
- *All members and staff are accountable and under an obligation to raise any issue of doubts with the EWB-DK Board for clarification.*
- *We strive as individuals and as organization to adhere to international standards and norms for international humanitarian engagement as outlined in the Core Humanitarian Standards.*

**Overall framework for EWB-DK consists of several supporting policies, which are:**

Child Safety Policy

Volunteer Policy

Anti-Corruption Policy Core Humanitarian Standards

Travel Security Policy

*Revised December 2018*

Security Plan incl. evacuation plan (due security reasons it is only shared with individuals for whom the Security plan is relevant – e.g. volunteers or staff to be deployed)

Data Protection policy

Complaint mechanism

Core Humanitarian Standard

By signing up to the code of conduct, volunteers commit themselves to all EWB DK policies, procedures and principles including but not limited to:

**Respecting of the humanitarian aid** principles reflected in Core Humanitarian Standards, and display **respect for other people** and their dignity and acknowledge the **principle of non-discrimination** as derives from Volunteer Policy.

Volunteers must contribute in **Safeguarding of children** and to the protection of vulnerable adults' incl. zero-tolerance to sexual abuse in compliance with EWB-DK Child Safety Policy. Volunteers are to demonstrate **integrity, anti-fraud, and anti-corruption** in compliance with EWB-DK Anti-corruption policy. incl. Duty to report breaches and provisions for whistle blowing, the Complaint mechanism. Volunteers are obliged to follow **Security and health and safety** procedures in compliance with EWB-DK Security Management Plan and Travel security policy. **Personal Data Policy** is important and data must be obtained, shared and stored in compliance with EWB-DK's **Personal Data Policy**.

### 1.5 Overview of process:

Below diagram clarifies the process to undergo in connection with an EWB-DK mission, assignment and the deployment of volunteers, interns or staff/consultants, present document clarifies the steps in further details.

Udsendelsesproces – Frivilligt korps for humanitær bistand - individuals



**2 Planning**

**2.1 Definition of tasks and assignments abroad**

- Assignments under the EWB-DK’s Global Volunteering Programme are always embedded into activities with local partner organizations. Volunteer assignments under the programme is defined according to needs identified for capacity building either within the local partner organizations, in relevant stakeholders to the local partner her and foremost the end beneficiaries in the initiatives EWB-DK unfolds with its local partner organizations.

Needs assessments and how to translate the identified needs for capacity building into specific volunteer assignments are conducted on a continuously basis in consultation with existing partner organizations and potential partner in respective countries. Jointly with the local partner, EWB-DK assess existing local competences and capacities in order to roll out initiatives not limited to only the internal capacity of the partner but also the surrounding central stakeholders are assessed. The local needs assessment combined with the assessment of the expected added value by the deployed volunteer forms the platform for tasks under the Global Volunteering Programme.

Evaluation of the current capacity of the partner organization to host international volunteers is conducted in connection with the development of a specific posting / task. The assessment

Revised December 2018

of hosting capacity includes information from debriefing of previously deployed volunteers, consultation with partner, mission and project reports conducted by EWB-DK and partner organization.

Defining Task Assignment imply clarification of tasks in consultation with partner organization:

First, in view of needs assessment and continuous cooperation with partner organization on various interventions a specific task assignment is defined. Task assignment is clarifying tasks and activities to be conducted, timeframe and location and timeframe is agreed upon. It is agreed: What needs to be done, when, where and what to be achieved by the intervention, which will be reflected in Terms of reference.

Next step is then to identify relevant a competence profile of volunteer in consultation with partner organization. EWB-DK has defined generic volunteer personal competencies, which are required in all volunteers to be deployed. Depending on the specific task skills, competences and seniority level and experience, required are defined. This is then reflected in vacancy announcement and selection criteria.

## **2.2 The interventions and task assignments for which EWB Denmark deploy volunteers:**

Volunteers are deployed to both short and long-term development humanitarian aid projects, primarily with local partner organization and secondarily with end beneficiaries. The area of interventions comprise disaster risk reduction, preparedness and linking rehabilitation, recovery and development (LRRD) in developing countries, with partners of EWB-DK. EWB-DK is focusing mainly in areas such as water, sanitation and hygiene (WASH), sustainable energy, climate change adaptation, reconstruction and construction (health facilities/schools).

In order to support the implementation of long or short term intervention, tasks assigned to overseas volunteers may encompass capacity building of partners operating in vulnerable and/or disaster affected communities and enabling them better to respond to the needs of local communities and contribute in rehabilitation and disaster risk reduction, building resilience and linking to development. Additionally, tasks assigned may include capacity building and direct interaction with end beneficiaries or strategic stakeholders (government agencies, educational institutions, private sector vita to interventions and in other NGOs) via building capacity of vulnerable, disaster affected communities and local organizations.

Furthermore, volunteer deployment may be combined with apprenticeship and/or internship placements of up to 6 months in EWB-DK prior to assignment for junior volunteers, as it is the practice of EWB-DK intern programme covering internships in Denmark and abroad.

Volunteers are to contribute in communication activities in alignment with communication plan of EWB-DK.

## **3 Sourcing, recruitment selection and hiring procedure**

*Revised December 2018*

EWB-DK has as policy to foster diversity both culturally, between generations and to promote gender equality; hence, candidates are selected based on merit and competences with no reference to gender, cultural background or age.

The application process is managed by EWB-DK's secretariat in coordination with project management on the specific intervention the assignment is connected to-in close consultation with partner organization. The duration of selection and pre departure process is normally two to three months from selection decision to departure. For shorter postings, the process will be shorter. We select potential candidates based on presentation of written motivational letter and CV, hence personal interviews (one or two if needed). EWB-DK volunteer programme coordinator conduct interviews with participation of the specific project management. Partner organization is, if possible participating in the interviews online.

### **3.1 Recruitment process:**

Partner organization is involved throughout the recruitment process. First step is to make a sourcing/recruitment plan defining, timeline of activities and involvement of partner organization, stakeholders – who, when, where, why, incl. roles and responsibilities in process flow. Recruitment process is to cover following actions: Agree upon competence profile, Formulate vacancy announcement, Identify relevant posting platforms for vacancy announcement, Settle deadlines and media for submission of applications. Define requirements to apply for applications: a motivation letter, CV, task specific content of online questionnaire for specific vacancy, and proof of education, references to be available upon request etc. Hereafter follow, the evaluation of applications in consultation with partner organization and final decision and communication to applicants.

## **4 Preparation**

After the partner organization have provided written confirmation on selection decision, following preparatory measures are taken:

### **5 Before Assignment**

Before assignment the below listed preparatory measures is implemented. These steps involve compliance as well as on boarding to the EWB-DK and are influenced by individual factors such as nationality, seniority, level of education, etc.

A contract is to be signed by partner organization, EWB-DK and the volunteer.

#### **5.1 Administrative preparatory measures**

In order to ensure that all EWB DK volunteers work in compliance with national laws of the host country, EWB-DK conducts a compliance audit for each project before initiating an assignment, which entails reaching out to representations of the partner countries in Scandinavia, United Kingdom or Germany.

*Revised December 2018*

- Immigration requirements are checked by EWB-DK with relevant embassies, in order to provide advice regarding visa and actions taken to ensure that volunteer is equipped with valid visa, work permit etc. in compliance with legislation of hosting country.
- Tax and social security issues checked by EWB-DK and actions taken ensuring that the volunteer is provided with adequate advice in accordance with individual civil situation.
- For each assignment, EWB DK will assess if there are any tax or social security obligations and/or entitlements in the Home or Host Country.
- Assignment Administration: EWB-DK requests personal information document including blood type and other medical aspects and information on emergency contacts.
- EWB-DK establishes a schedule for transfer of subsistence allowance etc. with each volunteer.

## **5.2 Safety and Security measures**

- Partner organization is to conduct security risk assessments and arrange for safe and healthy working and living conditions in compliance with requirements of EWB-DK Security framework (Security plan is handed out on an individual basis as it entails sensitive information).
- Volunteers are obliged to register with the Danish Ministry of Foreign Affairs as per EWB-DK's Travel security policy.
- Insurance of EWB-DK cover all volunteers and staff travelling on behalf of EWB-DK. Prior to assignment abroad or any other travel volunteer is equipped with insurance card and provided a copy of Police. Additionally volunteer is to receive a briefing on the insurance coverage according to police as part of the pre departure Security, safety and health briefing.
- EWB-DK prepares and conducts briefing, orientation and training
- Partner organization implements induction programme and context specific security briefing.

## **5.3 Logistical measures**

- Upon approval of travel, EWB-DK will undertake travel arrangements and request partner organization to plan travel in country and that local transportation arrangements are in place.
- Requests partner organization to provide names and contact information on staff designated following roles of relevance for volunteer: Security & Crisis Manager, Project Manager, Contact point, Mentor and Supervisor.
- During the pre-departure procedures the volunteer will be informed on who serves as: Project Manager, Security & Manager and Technical Advisor & Mentor (Contact person) (in Denmark and in Hosting organizations)

## **5.4 Training**



Revised December 2018

EWB-DK attach great importance to ensuring volunteers are deployed with the best possible opportunities to succeed. Therefore, EWB-DK seeks under the guidance of the assigned EWB-DK mentor to identify if there is a need of prior capacity building of the volunteer beyond the mandatory introduction programme. EWB-DK also consults with partner organization on how to address learning needs and secure suitable training before and during posting. EWB-DK will then plan and provide orientation, training and briefings tailored specific task assignment, context/location and volunteer profile (junior/senior) in view of individual training needs identified in consultation with partner organization and volunteer and project manager/technical mentor in EWB-DK. Learning monitoring and follow-up is planned for postings more than four months.

- a. EWB-DK provides individual orientation, and training activities (internship for juniors, training in EWB-DK project management procedures for seniors).
- b. EWB-DK provides task assignment specific briefing, which encompasses assignment introduction on the specific technical task assignment; work place etc. Individualised plans for posting particularly for the first period is developed with mentor, in order to secure a solid local on boarding on the assignment.
- c. EWB-DK plans and provides orientation in the policies, principles and operational procedures, which covers various general issues and financial and administrative aspects of the posting. The volunteer Programme Manager conducts these orientations. This includes code of conduct, information on mentoring, administrative procedures among others.
- d. EWB-DK plans and performs mandatory briefing on security, health and safety, including cultural and organizational awareness tailored specific context of deployment. Incl. orientation on EWB-DK's security framework: Volunteers are obliged to complete assigned mandatory online security training.

## 5.5 Mentoring programme

EWB-DK's mentoring programme consists of both a support person at EWB-DK's secretariat available for advice, guidance and counselling regarding administrative matters, social wellbeing and cultural integration; and a task assigned mentor, who may or may not be the project manager. The task assigned mentor serves as technical backstopping as well as guide and support volunteer according to Terms of Reference, advising and coaching on task assignment related matters. In addition to the task assigned mentor based in Denmark, EWB-DK requests partner organizations to assign a mentor too. Ensuring that volunteers have access to mentoring and guidance throughout their time volunteering in the field. The mentoring programme of EWB-DK is to ensure help and support for volunteers if needed both on a general level as well as in the technical character of the posting. EWB-DK strives to accommodate that mentor accompanies the volunteer to launch the assignment/project in the field, together with volunteer and to introduce the volunteer to the partner organization.

The role of mentor is to:

- Serve as advisor and support in the volunteers development of task specific skills and knowledge and also secure continued performance based monitoring, based on the objectives of the posting (Follow-up/monitoring and sparring will mainly be online).

Revised December 2018

- Develop a learning and development plan together with volunteer. The learning and development plan is to serve as a tool for continuous dialogue throughout the assignment.

## **6 During Assignment / Deployment**

EWB-DK coordinates with partner organization to ensure travel and arrival is organised in compliance with EWB-DK's Security Plan and Travel security policy. It is for the partner organization to make logistical arrangements and support the volunteer in settling in at the posting. Partner organization in general assist in the provision of adequate housing in compliance with requirements as stated in EWB-DKs travel and security framework Partner organization provides the volunteer with a context specific security briefing within 24 hours of arrival providing most critical information on security, safety and health related matters including evacuation plan and emergency numbers.

Partner organization in consultation with EWB-DK mentor and volunteer programme management prepares an introduction programme for first 3 weeks, on-boarding process is to ensure following activities:

- Relevant authorities are informed and registration obtained in accordance with national and international legislation.
- Volunteer is made familiar with security management plan, and other relevant policies, procedures of organization, including work safety regulations, code of conduct standard operating procedures.
- Volunteer is introduced to management, assigned local mentor/supervisor and the office and hereafter to communities' beneficiaries, local authorities, and strategic partners, relevant for conducting the task assignment.
- Volunteer is introduced to operational area of the partner through accompanied field visits.

## **7 Learning and development, monitoring and performance management**

- a. For assignments longer than four months, a learning and development plan will complement the results based monitoring the assignment will undergo. EWB-DK task assigned mentor is responsible for the monitoring and follow up on the learning and professional development of the volunteers as well as the results and objectives of the posting are met.
- b. The volunteer is to prepare progress reports to be submitted to the Project Manager/Mentor at a frequency and format as agreed upon in contract for postings over four months monthly reporting is mandatory.
- c. A Task Assignment Report (handing over report) is to contain descriptions of technical activities conducted and how to maintain and repair installations, if applicable in order to secure sustainability.

Details on reporting requirements and format of assessment will be annex to individual contract.

*Revised December 2018*

Objective with the Learning and Development Plan is to guide the process, dialogue and recording by volunteer and mentors to ensure valuable volunteer experience. It will in addition to basic information on assignment and volunteer, among other aspects include following,

- Description of competences set out in the assignment.
- Outline of competences to be developed and strengthened.
- Assessment of the volunteer's performance and learning outcomes.
- Learning needs and planned development activities.

## **7.1 Communication**

EWB-DK attaches great importance to communicating knowledge about the work carried out with our partner organizations to both our members and stakeholders. Therefore, volunteers receive briefing prior to departure on our expectations and priorities related to the specific task assignment about communication. While abroad, the volunteer will be in dialogue with EWB-DK communication officer providing photos and text from fieldwork serving as content for EWB-DK media platforms. Volunteers are expected to participate in interview about volunteer experience and tasks etc. upon request, while not speaking on behalf of EWB-DK or partner organization to external media, authorities or stakeholders unless explicitly delegated.

## **8 Administrative and financial arrangements: expenditures/cost covered during and after assignment**

### **8.1 Subsistence allowance**

EWB-DK provides subsistence allowance to volunteers in their capacity as non-employed individuals in the form of lump sum payments. It is EWB-DK's policy that volunteering with our organization is not to entail any costs for the individual volunteer in relation to all task specific and posting related expenditures. Allowance is transferred in accordance with schedule defined by contract in view of duration of deployment.

For missions below one month of duration volunteers are entitled to lump sum/per diems according to the official Danish Government rate. For postings with duration above one month, a lump sum allowance is provided.

Field trips with a duration of more than 24 hours of duration or temporarily posting short term posting our side of the area of posting may be subject to reimbursement of costs upon receipts or per diem with reference to specific agreement/ individual contract.

For postings, more than one month accommodation costs are not part of the subsistence lump sums, but will be facilitated by partner organization or subject to separate lump sum payment.

Accompanying family: EWB-DK does not cover any costs nor have any legal obligations towards accompanying family members for volunteer stay shorter than 12 months. For postings longer than 12 months, conditions are subject to contract.

*Revised December 2018*

If net value of lump sum allowance is significantly depleted during posting (for example due to high local inflation or volatile price levels) EWB-DK will inform volunteer in a timely manner and take steps to mitigate this.

Social security and tax issues: EWB-DK will assist and facilitate volunteers in obtaining advice relevant for each individual situation. According to general advice regarding Tax, while deployed abroad below indicated obligations applies,

- Duration of stay below 6 months: If accommodation is maintained in Denmark during volunteer stay, this implies that tax obligations are equality maintained in Denmark.
- Duration of stay more than 6 months: Tax obligation in host country

## **8.2 Accommodation and living conditions:**

Cost of accommodation is covered in the form of a lump sum allowance, related to adequate and reasonable accommodation during volunteer posting. The volunteers will pay rent and utilities in the host country and forward documentation on a monthly basis.

The partner organization is requested to organize adequate affordable housing for the volunteer, which include a clean lockable room with standard furnishing and access to clean water and sanitation facilities. The accommodation shall be at a reasonable distance from the main working location and may take the form of a room with a host family, individual housing or housing with other volunteers. Volunteer is to notify the partner organization, if any accommodation issues arise. In certain areas of operation, there are no piped water or regular electricity and Internet access outside office is sporadic.

In order to ensure, that security and health and safety risks are prevented, managed and mitigated, EWB-DK requests our partner organization to undertake assessment prior to deployment of safe and healthy living and working conditions. Partner organization must confirm that the proposed accommodation follows the agreed security and health and safety procedures. Furthermore, partner organizations hosting volunteers must ensure appropriate security arrangements are in place. Requirements considering housing will vary by location; as a minimum there should be locked doors, barred windows, and in some areas a security guard or fenced accommodation.

EWB-DK will provide volunteer with mobile phone and who must purchase local SIM card upon arrival, enabling volunteer to communicate locally during the assignment. While partner organization is requested to facilitate cultural integration of volunteers in work place and the local community and enable them to interact, taking language aspects into consideration.

## **8.3 Insurance:**

Revised December 2018

All volunteers under EWB-DK are covered by adequate comprehensive health and travel insurance. Each assignee will be informed about contact details and coverage before the assignment.

#### **8.4 Travel and related costs**

Please refer to EWB-DKs travel guideline for reimbursement of any costs, kindly note as a rule any cost for which is sought reimbursement, must be approved by EWB-DK in advance. EWB-DK arranges the travel of the volunteer to and from the place of deployment, and shall cover the travel costs.

EWB-DK will at the request of the volunteer, arrange and cover the costs of additional return travel under special circumstances (specified in corporate travel insurance),

EWB DK provides information and logistical support in arranging the visa for the volunteer and may request partner organization to facilitate the visa renewal process if required. EWB-DK covers the costs related to obtaining the visa, including necessary travel costs.

### **9 End of assignment**

Task closure and debriefing process consist of different components: written report by volunteer, debriefing meeting with mentor and manager (and staff if needed) within partner organization (and with stakeholders if relevant) and debriefing meeting with mentor of EWB-DK and administrative debriefing.

#### **9.1 Debriefing with partner organization**

The volunteer is to write final report on Task assignment and to make sure information relevant is shared with partner organization and technical mentor of EWB-DK. Volunteer's Task assignment Report (including assessment on the Learning and Development) is to be submitted before end of assignment to allow mentor and project manager to review prior to debriefing meetings. The objective of the Task Assignment Report is to ensure a handing over process at the local level with partner organization. The report is to contain descriptions of technical activities conducted and how to maintain and repair installations, if applicable, in order to secure sustainability and it is to clearly identify if action or follow up is needed by local partner staff / stakeholders in order to secure sustainability of the intervention.

- The volunteer and partner organization ensure follow-up on any incidents reported during stay are conducted.
- Partner organization ensures practical and administrative measures, including termination of lease of accommodation, handover of equipment etc.
- Concluding the debriefing process and based upon satisfactory conduct and performance during volunteering a Certificate of Completion is signed and provided to the volunteer.

*Revised December 2018*

- Orientation by the partner organization to all relevant stakeholders, partners, beneficiaries and local authorities on the finalisation of the volunteer's period of posting.
- After assignment EWB-DK with partner organization verifies that task closure process has been duly conducted by volunteer, including transfer of relevant knowledge and technical task related information. Administrative issues will be finalised between parties.

## 9.2 Debriefing process in Denmark

It is mandatory as volunteer to perform an administrative debriefing and task oriented debriefing. Volunteer programme manager and task assigned mentor will conduct debriefing DK. Furthermore, the volunteer is expected (and commit via contract) to place at the service her/his perspectives and insights within the organization. This is including attending and contributing knowledge to thematic groups of EWB-DK and to sharing volunteer experience with a audience of EWB-DK constituency and broader public.

Administrative debriefing:

- Confirm that volunteer have drafted a completion report (financial and activity oriented).
- Follow up on any incidents reported during stay to capture institutional learning / or to follow up on.
- Closure of contract and settlement of contract based entitlements.
- Communication aspects- volunteer to visual documentation from project site and narrative reporting prepare presentation on the experiences or other commitments related to communication strategy.
- Hand-over of equipment provided by EWB-DK.
- Experiences or observations regarding social and health related wellbeing of volunteer to be obtained for institutional learning of EWB-DK.
- Medical, psycho-social follow-up.
- Encouragement for continued engagement in the organization and humanitarian aid.

*Revised December 2018*

## **10 Supporting documents**

### **10.1 Security framework:**

10.1.1 Travel Security Policy

10.1.2 Security Plan incl. Emergency response plans incl. Evacuation plan

### **10.2 Assignments - Management of volunteers abroad:**

10.2.1 Volunteer policy

### **10.3 Principles and Procedures Policies:**

10.3.1 Personal Data policy

10.3.2 Anti-corruption policy

10.3.3 Child safeguarding policy

10.3.4 Strategy incl. vision mission and values

10.3.5 Code of Conduct

10.3.6 Project management manual

10.3.7 Complaint Mechanism