



Resource manual & policies, procedures and rules
for international volunteers

Introduction to Build up Nepal

We are working to empower rural communities to build safe houses and facilitating local job creation by catalysing and facilitating and training of community-based local micro-entrepreneurs

“Seeing our house turned into rubble, living under a tarp and building my own house has been a story of hardship but also joy. I am proud that I had the strength and guts to attempt it and was able to build a home for my family.” - Shanti Majhi, mother of four, rebuilt her own house.

Build up Nepal is a non-profit company and social business in Nepal working to rebuild rural villages, create jobs and fight poverty. We introduce methods and equipment designed to be both affordable and applicable within local rural communities. With a view to ensure not only local ownership but also sustainability we provide training and long term support to rural communities and micro entrepreneurs empowering them to produce their own construction material - Earth Bricks - and build safe, affordable, environmentally sound houses in their communities. Furthermore, we are taking various affirmative actions to encourage and support women entrepreneurs mitigating cultural/social and economic biases.

We have already started construction in many villages since the 2015 earthquake. Compared to building with fired bricks from a kiln, the Earth Brick technology has the following benefits:

- 25 - 40 % cheaper, making it genuinely affordable for poor rural families
- Utilization of local materials resulting in 60% less CO2 emissions
- Reduction of migration and creating sustainable jobs in the village

The Earth Brick construction technology is applicable across Nepal beyond earthquake-affected communities where many families still live in poor and unsafe housing. Additionally, the method is easy to learn, resulting in many women now actively engaging in the reconstruction work as well as starting their own Earth Brick enterprises.

In the coming years, we aim to reach more rural communities and train community based micro entrepreneurs to start reconstruction and construction with Earth Bricks. Each project we start creates 10-15 local jobs in production and construction and builds 20 to 30 new safe homes every year. Read more about our work: www.BuildupNepal.com

Application of this document

These Regulations and policies of this document are applicable to short and long term international volunteers and international employees. Here forth the term volunteer will refer to all above mentioned. Volunteers hosting visitors are responsible for ensuring any visitors to the operational area abide by these security procedures.

Table of contents

Introduction to Build up Nepal	2
Application of this document	2
Security policy	4
Code of Conduct Build up Nepal	4
Anti-corruption regulation – how to handle presents, gifts, fraud and corruption	5
Work Health & Safety policy	5
Equal opportunities and non-discrimination	6
Policy for equal opportunities, training and development	7
Policy on Professional and social recognition	7
Safeguarding children and vulnerable adults	7
Child Protection Guidelines	8
Policy on Work Health & Safety	8
Safety at work regulation	9
Working conditions	9
Procedure for Handling Complaints	10
Living Conditions Policy on accommodation	11
Policy on Data protection	11
Policy for Partnerships	12
Recruitment procedures	12
Volunteer Task Assignments	13
Identification and selection of candidate volunteers	13
Approval of Volunteer	14
Management of deployment of Volunteers	14
Procedures for pre-deployment	14
Mentoring policy	15
Pre-departure procedure:	15
Induction	15
Learning and development, monitoring and performance management:	16
Debriefing process	16

Security policy

At Build up Nepal we are fully committed to ensuring the safety and security of the volunteers we receive. Our code of conduct provides a solid foundation for a health, caring, safe and secure work place. Our “Work health & Safety” policy further elaborates on our commitment to providing a safe, secure and healthy workplace for all our employees as well as volunteers working with us.

Furthermore, Build up Nepal is committed to duly assess the security, travel, and health risks for the deployment of volunteers to Nepal. Before deploying any volunteer, we will produce and update a briefing document that will be shared with each volunteer prior to deployment to Nepal.

Build up Nepal will work to ensure information on security matters is understood by volunteer by requesting a written confirmation from each volunteer that they have understood the context specific security, safety and health risks as well as recommended measures to mitigate risks and contingency plans to be applied should any incidences occur during the stay volunteer.

We are committed to continuously updating our security monitoring and briefing, which will offer context specific written security briefing to the volunteer prior to departure and to conduct a briefing on location within 24 hours of arrival.

Please see our Security Management Plan (separate document) for details on security measures of Build up Nepal and how we work to secure the safety and security of volunteers.

Code of Conduct Build up Nepal

At Build up Nepal we aspire to creating positive change. We are firmly committed to bringing about a positive change in the society and communities we operate. Thus, it is of the highest importance that all our volunteers to act correctly on behalf of Build up Nepal and themselves. This means, but is not limited to, following the law, acting truthfully and honourable as well as treating co-workers, volunteers and fellow human beings with courtesy and respect. At Build up Nepal we strive towards a firm recognition that everything we do should and will be measured against the highest standards of integrity. We want to set the bar high as we believe that it helps us attract honest and great people as well as to help us create value for our partners, beneficiaries and different stakeholders.

Managers and staff and volunteers are to know and follow the code. It is expected of managers to regularly inform the staff and volunteers under their control, and check so that the code of conduct is being followed. Failure to do so will result in corrective measures, which can include the termination of employment or volunteer deployment. This code apply for employees, volunteers and management but we also expect our partners and other who temporarily works with us to also follow it, and request it in the relation to their work with Build up Nepal.

While recognizing that it will be impossible to predict every possible ethical scenario that could go wrong we also want to **encourage all our volunteers and staff to live up to the highest standards of integrity;** including following the guidelines in this code, the national law as well as other Build up Nepal guidelines. Sometimes making the right call isn't easy so if you are not sure then please ask a manager or senior member in the company or report the issue.

Build up Nepal prohibits retaliation towards any staff, volunteer, manager or other person who reports or takes part in an investigation of potential abuses of our code of conducts, other policies or the national laws. If any employee or volunteer is suspecting that a fellow worker, manager, or the Build up Nepal at whole is falling short of our commitment, then we encourage you to not be silent. Please speak up so that corrective measures can be taken. The policy applies to all staff, volunteers, consultants, partners, vendors, contractors, outside agencies and other companies/organizations with a relationship with Build up Nepal. Signing up to this code include for EU Aid Volunteers specifically commit themselves:

- *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.*
- *Commitment to the safeguarding of children and to the protection of vulnerable adults, through a zero-tolerance to sexual abuse and compliance with the Child safety policy of Build up Nepal.*
- *Comply with zero-tolerance to the use of drugs illegal in the country of deployment.*
- *Respect of local laws.*
- *Integrity, anti-fraud and anti-corruption.*
- *Maintaining high standards of personal and professional conduct.*
- *Commit to the security and health and safety procedures including Work, Health and Safety policy.*
- *Comply with the data protection policy and rules on contact with the media*
- *To follow the rules prohibiting the misuse of the equipment.*
- *The duty to report breaches and provisions for whistle blowing.*

Anti-corruption regulation – how to handle presents, gifts, fraud and corruption

- It is forbidden to solicit or accept valuable gifts or presents for whatever service they may have rendered in their capacity as representatives of the Build up Nepal.
- Where valuable presents are sent to a person or to his/her family because of service rendered in his/her official capacity, the gifts should be returned immediately to the partner or donor, and with an explanation, that acceptance of such presents is not allowed under the working regulations. Where the refusal of a present would cause offence and embarrassment to the partner or donor, it should be handed over to the office and recorded.
- Any fraud of properties, may it be equipment or money, is prohibited.
- It is forbidden to offer or give any valuable gifts, presents or money to people while serving for whatever service they may require or offer.

Health & Safety policy

We are firmly committed to a policy enabling work activities to be carried out safely, and with all possible measures taken to remove and reduce risks to the health, safety and welfare of workers, volunteers, authorized visitors, and other stakeholders who may be affected by the operations of Build up Nepal.

We are committed to ensuring we comply to all Work Health and Safety regulations national and work to, where we can, exceed national regulation towards providing a safer, healthier and better work environment and conditions for health, safety and growth where applicable.

Our commitment:

Management will provide and maintain (to the extent possible):

- A safe and healthy living and working environment in accordance to the health, safety and security management rules and procedures.
- Safe and healthy facilities for the welfare of volunteers.
- Regular inspection and servicing and maintenance of vehicle and machineries.
- Information, instruction, training and supervision that is reasonably necessary to ensure that each volunteer is safe from injury and risks to health.
- Logistical support as needed in occasion of any health incidents, whereas volunteer or sending organization is to ensure adequate insurance coverage.

Management are committed to work with staff, volunteers and employees with in matters relating to health and safety in the workplace and continually to do our best to improve safety and health at the workplace; both in office and for the fieldwork. This is include but is not limited to following aspects

- To revise the health and safety risk assessment
- To undertake revisions of security plan and evacuation plan and ensure it is available to volunteer.
- To ensure that the volunteer is informed about any change in the area of working and any change of the security procedures.
- To ensure that in event of a negative change in local security situation, which in any degree affect the security of the volunteer, sending partner shall be contacted.
- To provide briefing for the volunteer, covering the following aspects:
 - Health risks specific to the area (Environmental, health, weather related risks, etc.)
 - Provide information on how to contact local hospitals and local medical professional.
 - Show where first aid kits are located.
 - Show the volunteer where fire extinguishers are located and how to act in case of fire.
 - Explain how work site injuries or security incidents shall be reported and make available the incident reporting form.

Equal opportunities and non-discrimination

At Build up Nepal we are committed to the equal treatment throughout recruitment, deployment and operation of our organisation. This applies to all volunteer, staff, management and board members as well as all operations.

Gender Equality: All activities, communication and behaviour shall consider gender equality issues. All people are to be treated equally, and signs of unequal treatment shall be reported to the supervisor or the director.

Non-discrimination: Build up Nepal is committed to non-discrimination of children, youth, women and elder and vulnerable people in general. Our commitment to equal opportunities and non-discrimination is reflected in our policy for equal opportunities, training and development.

Policy for equal opportunities, training and development

We recognize that we have an important role to play in recognizing and enhancing equal rights and opportunities for all; regardless of race, sex, caste, religion, age and colour of skin. We envision and work towards a workplace, nation and world where there are equal opportunities for all including equal opportunities for training and development.

Our commitment: We are committed to stewardship in promoting equal opportunities for all. We want to provide a safe, healthy workplace with equal rights and opportunities for all staff, employees and volunteers; and to support them with opportunities in training and development to the largest extent possible. We are committed to:

- To comply fully with all relevant national legislation, and to exceed these wherever possible.
- To actively work towards providing equal treatment and opportunities to all our staff, employees, volunteers, beneficiaries, partners and other stakeholders.
- To ensure equal rights, opportunities, trainings and development to our staff and employees regardless of race, sex, cast, religion and colour of skin.
- To invite our beneficiaries, partners and stakeholders to participate in our efforts.
- To include our employees and staff in the work to enhance our shared goals.
- To openly and transparently communicate our policies and practices to interested parties.

We seek the co-operation of all employees, staff and volunteers, partners and other stakeholders. We encourage suggestions for realising a workplace, nation and world with equal rights, opportunities and development for all.

This policy applies to all Build up Nepal operations and functions, including office work and field work.

Policy on Professional and social recognition

Build up Nepal is duly committed to providing conditions for growth, contributions and mutual learning to all our volunteers. We give the volunteers the opportunity to get involved and engaged in humanitarian and promote the EUaid Volunteer Initiative through deployment in Nepal to contribute and learn about the reconstruction efforts since the 2015 earthquake in Nepal.

Safeguarding children and vulnerable adults

Build up Nepal is firmly committed to a zero-tolerance regard to any abuse of children or vulnerable adults. In case of incident, we are encouraging all our staff and volunteers to report by submitting the incident form and act, if appropriate, as well as to support those who are at risk. Build up Nepal is determined to take preventive actions by including the concern in recruitment procedures. Additionally, staff, employees

and volunteers are obligated to pay specific attention to the treatment of vulnerable groups including but not limited to children, youth, women. This policy is detailed in Build up Nepal Child Protection Guidelines.

Child Protection Guidelines

We believe that it is always unacceptable for a child or young person to experience abuse of any kind and recognize our responsibility to safeguard the welfare of all children and young people, by a commitment to practice which protects them.

Our commitment: Build up Nepal values young people and children as being a vital part of the communities where we work and we desire to see them grow and develop in a healthy and safe environment. The purpose of this policy is to help guide our organization towards protecting children and youth in our operations and the communities where we work.

We recognize that:

- The protection and welfare of children and youth is of highest importance
- All children and youth, regardless of gender, racial heritage, religious beliefs, sexual orientation or identity all have equal rights to be protected from all types of harm and abuse
- That we have an obligation to help protect children and youth

We are committed to:

- To comply fully with all relevant national legislation, and to exceed these wherever possible in order to protect children and youth
- To actively work towards protecting children, youth and their rights and well-being
- To ensure equal protection of all children and youth regardless of race, sex, cast, religion and colour of skin
- To invite our beneficiaries, partners, stakeholders to participate in our efforts
- To include our employees and staff in the work to enhance our shared goals
- To openly and transparently communicate our policies and practices to interested parties

We seek the co-operation of all employees, staff and volunteers and partners and other stakeholders. We encourage suggestions for realizing a workplace, nation and world with protection of children and youth and their rights.

This policy applies to all Build up Nepal operations and functions, including office work and field work.

Policy on Work Health & Safety

We are firmly committed to a policy enabling work activities to be carried out safely, and with all possible measures taken to remove and reduce risks to the health, safety and welfare of workers, contractors, authorized visitors, and other stakeholders who may be affected by the operations of our company.

We are committed to ensuring we comply with all Work Health and Safety regulations national and work to, where we can, exceed national regulation towards providing safer, healthier and better work environment and conditions for health, safety and growth where applicable.

Our commitment: Management will provide and maintain (to the extent possible):

- A safe and healthy working environment
- Safe and healthy facilities for the welfare of staff and employees
- Information, instruction, training and supervision that is reasonably necessary to ensure that each worker is safe from injury and risks to health
- A commitment to continually to our best to improve safety and health at the workplace; both in office and for the fieldwork.

Safety at work regulation

Each staff, employee and volunteer have the obligation to:

- Comply with safe work practices; with intent of avoiding injury to themselves and others and damage to equipment and environment
- Treat the health and safety of themselves and others as a serious matter
- Not misuse nor interfere with materials and directions given for health and safety
- Always wear protective equipment, safety gear and clothing where necessary; for ex. Seat belt when travelling by car, helmet when traveling by motorcycle as well as during on-site work; such as helmets, gloves, etc.
- Comply with safe work practices; with intent of avoiding injury to themselves and others and damage to equipment and environment.
- Comply with direction given by management for improving health and safety
- Immediately, no matter how small, report all accidents and incidents on the job
- Report all known or observed hazards to their supervisor or manager.

We seek the co-operation of all employees, staff and volunteers, beneficiaries, partners and other stakeholders. We encourage suggestions for realising our objectives to create a safe working environment with zero incidents. This policy applies to all Build up Nepal operations and functions, including office work and field work.

Working conditions

Working conditions for volunteers will be similar as our employees but with higher flexibility. Working days will generally be Monday through Friday 8 AM to 5 PM. 1-hour lunch is applicable and most commonly the volunteer(s) will carry out his/her/their work at our office in Patan, Lalitpur, Nepal.

Duty Hours: The general duty hours of this Build up Nepal shall be 9AM to 5:00PM Sunday to Friday. The time for them engaged in the field work shall be as allocated by their Program Manager.

Working Days: The offices of the Organization shall be open from Sunday to Friday and shall recess for one day weekend on Saturday.

Leave: volunteer Leave and special are regulated under the partnership and to be covered by contract EUAid volunteer entitlements are regulated in accordance with EUAid provisions.

Mode of applying for Leave: All leave requests shall be submitted in advanced except in the case of Sick Leave and on emergency. The applicant shall forward approved Leave Application Forms to Administration Department.

Training / Seminar Fees: The Build up Nepal shall reimburse fees for training / seminars approved by the Executive Committee and attended by employees or volunteer, on actual basis.

Travel: all travel need to be approved in advance including agreement on reimbursement of travel cost.

Staff Meetings

- Weekly basis for planning the day to day activities
- Monthly meeting for planning the schedule for weekly meetings & works to be done during the month & the achievements of the prior month
- Quarterly meeting to review the overall progress of the Organization & to review the financial data's
- Annually basis to review the year passed & take lesson & correct ourselves for the coming year & discuss any extra ordinary issues if any

These informative meetings allow employees and volunteers to be informed on recent activities, changes in the workplace and employee recognition. Volunteer to attend staff meetings conducted in English as a minimum.

Suggestions: At Build up Nepal, we value your ideas. If you have a suggestion or idea that will improve practice operations or that will create a positive change, you can submit your suggestion verbally or in writing to your supervisor or to the Executive Director. The Executive Committee Team evaluates all suggestions. If your suggestion is approved, you will be recognized for your suggestion.

Suggestion Box: Build up Nepal encourages employees who have suggestions that they do not want to offer orally or in person to write them down and leave them in the suggestion box. If this is suggestion or concern is submitted anonymously, every care will be taken to preserve the employee's privacy.

Procedure for Handling Complaints

Under normal working conditions, employees or volunteers who have a job-related problem, question or complaint should first discuss it with their immediate supervisor. At this level, employees, volunteers

usually reach the simplest, quickest, and most satisfactory solution. If the employee or volunteer and supervisor do not solve the problem, Build up Nepal encourages employees, volunteer to contact the Human Resources Representative or if need for escalation the Director. Volunteer is to contact and inform sending partner, which in dialogue Build up Nepal and volunteer should reach a settlement.

Living Conditions Policy on accommodation

Build up Nepal will organize adequate affordable housing for the volunteer, which include ensuring that each volunteer shall have a clean lockable room with access to clean water and sanitation facilities. The room shall be located at a reasonable distance from the volunteer's main working location. The accommodation for volunteers may take the form sharing a room with a host family, individual housing or housing with other volunteers. Build up Nepal will help facilitate integration of volunteers in the local community and enable them to interact, however language need to be taken into consideration. Build up Nepal will undertake contractual relations and brief the landlords in advance where applicable.

Build up Nepal will ensure that volunteers do have access to means of communication enabling them to contact Build up Nepal and sending partner as well as their relatives.

In order to ensure the security and health and safety risks are prevented, managed and mitigated and that procedures hereof comply with requirements, Build up Nepal will undertake assessment prior to deployment of safe and healthy living and working conditions.

Policy on Data protection

Build up Nepal is fully committed to safe handling of personal data and sensitive information. We seek explicit consent before obtaining and storing data and always seek to fully comply with EC Directive and Regulation. Build up Nepal is committed to ensure that only relevant data is processed and obtained. Any personal data such as name, age, address and date of birth, including sensitive data, information regarding their recruitment, assignment and performance shall be:

- Collected lawfully and adequately for a legitimate purpose
- Processed fairly and lawfully
- Corrected or updated, where necessary
- Accessed only by authorized personnel
- Made accessible upon request to the candidate Volunteer concerned
- Kept securely
- Stored no longer than necessary for the original purpose.

For reference and details on Directives 95/46/EC and Regulation (EC) No 45/2001 GDPR

<https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1528874672298&uri=CELEX%3A32016R0679>
https://ec.europa.eu/info/law/law-topic/data-protection/reform/rules-business-and-organisations_en

Policy for Partnerships

Build up Nepal engage in a variety of partnerships with different categories of partners. It is the aim to tailor the format of agreement to each individual partner determined by the character and duration of partnership. We aim for all partnerships to be based upon mutual values including: accountability, reliability, responsibility, mutual trust, and respect, complementarity building on the diversity, focusing on local capacity building. Therefore, we undertake needs assessments to inform our work. For long-term partnerships and partnerships concerning deployment of volunteers, Build up Nepal will make a Partnerships Agreement covering values, objectives, modalities and management of partnership with sending partner. The specific format may vary for the purpose of alignment with partner's request. To guide the formulation a partnership agreement, we apply our guide for Partnerships Agreement.

Needs assessment:

Build up Nepal has a long experience in hosting volunteers, teams of volunteers and thesis students from different universities around the world. Previous teams have been diverse and has all added value and insights to our work. We seek to receive groups of volunteers or individuals to help us in our technical improvement work and to improve our work to rebuild rural villages in Nepal.

In order to ensure that each volunteer add value and contributes to the efforts of reconstruction and sustainable climate resilient livelihoods of communities Build up Nepal will conduct needs assessment informing formulation of task assignment and projects.

Needs assessment to be conducted prior to definition of task assignment will as a minimum cover:

- Analysis of which competences and capacities are lacking in the context of operation by communities and within Build up Nepal
- Current capacity of the Build up Nepal
- Analysis of potential added value of volunteers and envisaged knowledge transfer or capacity building assistance to the communities where Build up Nepal operates
- Risks and vulnerability and security for the volunteer

See "Guide for Partnerships Agreement" in annex for details.

Recruitment procedures

The process of recruiting EUAid Volunteers is based on Build up Nepal's partnership with sending partner below is outlined the specific steps to be conducted:

- a) The definition of task assignment and of competence profile is conducted in dialogue between Build up Nepal and sending organisation
- b) The selection criteria agreed upon both regarding generic competences and specific professional skills Build up Nepal
- c) Announcement and format for application to be developed jointly
- d) Announcement on the EUAID Volunteers Platform, websites of organisations as a minimum.

- e) Process of assessment of applications and long and shortlisting of candidates involve hosting and sending organisation, while host organisation take final selection decision.
- f) Sending and hosting organisations are to consult with prospective volunteers on learning needs and suitable training for volunteer.
- g) Refer to Principles of equal treatment and non-discrimination Statement in announcement and throughout process.
- h) To include working conditions to include specific terms of deployment obligations and rights of volunteer

Volunteer Task Assignments

Procedures for developing a task assignment applied by Build up Nepal:

- Based on our needs assessment we will propose, the task assignment for an EU Aid Volunteer, including flexible elements
- Then we will submit to sending partner for them to review task assignment and if need be adjust or revise in order to ensure a suitable and realistic matching
- Consider the competences needed of the EU Aid Volunteer, the needs and absorption capacity of Build up Nepal, and the communities of operation.
- Define a competence profile of the EU Aid Volunteer.
- Formulate selection criteria with minimum requirements.
- The competence profile shall indicate whether the volunteer is a senior or junior professional and the need for any apprenticeship placement.

Identification and selection of candidate volunteers

Identification and selection of candidate volunteers will be a process of mutual responsibility and cooperation between Build up Nepal as hosting organisation and the sending organisation. The key to selection of candidate volunteers is that the volunteers are qualified for the task we are assigning and that they are suitable volunteers to come to the context of Nepal.

The identification and selection of a Volunteer appropriate to carry out the tasks as identified in the needs assessment of the organizations is the responsibility of the partner organization. In addition to have the relevant professional competences to perform the assigned tasks, additional criteria apply to evaluate the incumbent ability to perform in the role as volunteer.

Selection Criteria - Specific technical skill and professional competences

Personal Competences - The Volunteer should possess and be able to show the following personal competences

- Ability to work in teams as well as independently
- Respect other cultures and adjust his or her own behaviour to avoid misunderstandings
- Ability to deliver results and report to the appropriate person.
- Communication skills

- Ability to adjust to changing situations
- Have a realistic view of their contribution to the hosting organization and their beneficiaries.
- Clearly formulate tasks to be carried out by others.
- Ability to identify critical improvements needed to ensure sustainability of results.

Personal values - The Volunteer should share the core values, which are:

- Human Dignity
- Teamwork and Innovativeness
- Transparency and Accountability
- Fairness and Integrity
- Commitment

Approval of Volunteer

The Volunteer candidates are to provide following documents include:

- CV
- Personal Letter
- Criminal record (if any)
- Medical report
- Selecting criteria applied by the sending partner organization
- Motivation to selection of the volunteer candidate from the partner organization.

The Director or supervisor or a selection committee is to select incumbent volunteer after shortlisting in consultation with Sending PARTNER and communicate decision in written form by signing the Letter of appointment / Contract for volunteers.

Criminal Record: Where possible statutory checks will be conducted before accepting a candidate volunteer. The Management, Board or the Director will accept no person with a criminal record or who has been convicted of offence involving abuse, harassment, without their knowledge and special clearance.

Medical Report: pre-deployment a candidate volunteer must be assessed by a medical institution in their country of residence. The medical report must be signed.

Management of deployment of Volunteers

Procedures for pre-deployment

A systematic and schematic approach will be deployed for preparation regarding measures to ensure the of security, health and safety of volunteer, and that information relevant to the volunteer are compiled and conveyed in briefing prior to deployment / both on health safety and security and considering the task assignment.

Mentoring policy

Each volunteer, or group of volunteers, will be assigned a mentor, which may also be the supervisor at Build up Nepal. It will be the responsibility of that mentor to regularly check in with the volunteer(s) and to hold regular meeting; including coaching on professional skill, guidance on cultural integration and other specific issues, social or assignment related.

The mentor will be chosen in harmony with the volunteer and within the professional field of his/her/their assignment.

Pre-departure procedure:

- The Volunteer is requested to read the Volunteer policy of Build up Nepal.
- The Volunteer is appointed a Supervisor serving also as mentor and provide support in areas such as:
 - o development of professional skills and improvement of performance and knowledge
 - o cultural integration and acclimatization
 - o coaching related to the task assignment
 - o dealing with psychosocial issues.
- The Volunteer is requested to seek medical advice and receive all vaccinations and medicine advised by the medical institution.
- The Volunteer must hand over emergency contact information (including insurance company, partner organization and relatives)
 - The Volunteer must process a valid visa for longer stay Build up Nepal may assist in obtaining work permit.
 - The Volunteer must confirm their travel dates and their length of stay with their Volunteer Supervisor or the Director.
 - The Volunteer is requested to provide contact information for detailed communication in case of any matters before arrival and during travelling and will receive similar from Build up Nepal.

Induction

- Build up Nepal will assure that the Volunteer is picked up according to agreement and arrangement
- The volunteer must hand over necessary documents, including
 - o Emergency contact information (including insurance company, partner organization and relatives)
 - o Copy of passport & copy of Visa
- The volunteer will receive a security briefing within 24 hours of arrival:
 - o Context-specific security briefing and health, security and safety briefing according to checklist and ensuring volunteer understand security management plan.
- During first week Volunteer will receive introduction briefing, which will include:

- Organization and management structure and processes (teams and people involved in the project or task)
 - Project site
 - Operational context
 - Mission and objectives in relation to the project
 - Expectations on outputs and results from the projects or task assignment.
- The Volunteer supervisor is responsible for introducing the Volunteer to relevant partners and the government authorities when applicable.

Learning and development, monitoring and performance management:

- Volunteer will attend orientation and training relevant to the task assignment.
- Volunteer is to work in close cooperation with Volunteer Supervisor.
- Volunteer is to work according to the task assignment and be flexible in case of amendments or changes according to project implementation and organization at large.
- Volunteer should on a continuously basis share knowledge, e.g. during staff meetings
- Supervisor will undertake performance assessment, at a frequency determined by the duration of stay and the nature of assignment.
- Volunteer is to prepare progress reports to be submitted to Supervisor and Director at a frequency and format at a minimum as agreed upon in contract. The volunteer may be assigned additional reports by supervisor or Director.
- A learning and development plan will be drawn up prior to deployment and once the volunteer reaches Nepal we will go through the plan mutually to understand each other's' expectations and to set a mutual ground for a good exchange and partnership.
- Supervisor and volunteer will define learning and development objectives to be achieved during the stay and will evaluate reflect and record those at a frequency agreed upon between Supervisor and Volunteer. Hence, the Learning and Development Plan will be used as a tool in regular check-in meeting throughout the volunteering period. At the end of the deployment period an evolution and debrief report will be drawn up.

Debriefing process

To provide our volunteers with the chance to continue their engagement and to effectively hand-over their work to Build up Nepal and share with future volunteers we have a debriefing process in place to facilitate this process. The following guideline outlines our process for debriefing and involving volunteers once their deployment has been completed.

- Supervisor carries out a performance review and evaluation of results achieved by Volunteer.
- When applicable, learning and development objectives of the Learning and Development Plan will be reviewed.

- Completion report will be prepared by the Volunteer including progress on targets, specific results and challenges encountered.
- The Volunteer is transferring information from the project to the Build up Nepal
- The Volunteer is to handover to the organizational equipment, facilities, any valuable items such vehicle, computer, keys, documents etc.
- Clarify whether there are any incidents (health, security, other) from placement that have to be reported and followed up on
- Clarify whether there are any other questions/issues that need attention and follow up
- Build up Nepal and the Volunteer will conduct a debriefing conversation prior to departure on the above state matters and any other concerns.
- **A certificate of completion** may be issued to a volunteer leaving the service according to performance. The certificate shall be signed by the Director and volunteer supervisor.