



GLOBAL VOLUNTEERING POLICY

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Global Volunteering Policy

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Policy Owner	People and Culture
Key Responsibilities	Samantha Barlow – Volunteer Manager
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Revision History

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Global Volunteering Policy

1. Introduction

Human Appeal is a non-profit organisation working across the globe to strengthen humanity's fight against poverty, social injustice and natural disaster. Through the provision of immediate relief and the establishment of self-sustaining development Programs, we aim to invest in real, effective solutions.

We work year-round to establish healthcare, education, and livelihood Programs that pave the way for empowered, self-serving communities. We also provide food, medical aid, and disaster relief during emergencies, a critical intervention that saves lives. Our skilled local teams can access some of the most hard-to-reach places in the world, at their most vulnerable of times.

2. Policy Statement

Volunteers are an integral part of Human Appeal's success. They extend the high standard of service that we provide for the vulnerable. Volunteers represent Human Appeal's most valued supporters. They enhance and strengthen Human Appeal's ability to deliver services and activities to beneficiaries. Volunteers expand the reach of our work and capacity by giving us their time and bringing new skills, knowledge and a fresh perspective.

3. Policy Objective

This Volunteering Policy is a framework for Human Appeal's Volunteer Program globally. The policy explains why Human Appeal involves Volunteers as well as defining their role within the organisation. The policy outlines the processes and procedures that all Human Appeal employees and Volunteers must follow to ensure that Volunteers have a valued experience with the Organisation.

4. Definition of Terms

Volunteer - Anyone who, without financial compensation, or expectation of it, performs duties at the direction of and on behalf of Human Appeal. Volunteers are recruited to enhance the working capacity of existing teams but are not a substitute for paid members of staff and are under no contractual obligations with Human Appeal. A person whose role is defined by the above is considered a Volunteer regardless of their position within the organisation, their role title or the amount of time they commit to Human Appeal.

Human Appeal's main types of voluntary positions are as follows:

1. **Campaign/Event Support Volunteer** – Those involved with specific Human Appeal campaigns / events / activities. No minimum commitment is required for a Volunteer to be involved with a campaign.

2. **Challenge Volunteer** – Those involved with local and national challenge activities like sports events and hikes to raise funds for their desired project
3. **Intern** – Those involved in office-based work within a designated department, committing to at least 3 days per work (subject to change depending on the needs of the department). This includes any individuals who may be at Human Appeal on an unpaid university/college placement. (Appendix Canada)
4. **Staff Volunteer** – A paid Human Appeal employee who is involved with Human Appeal activities completely on a voluntary basis with no expectation of payment for the hours offered in a voluntary capacity
5. **Volunteer Team Leader** – Those who lead a team of Volunteers or take a leading role in supporting the Volunteering Team and/or Fundraising Department in coordinating events, Volunteers and campaigns. Regular commitment and communication are required for this role.

In addition to these roles, where possible, Human Appeal also accommodates cooperate, placement and work experience volunteers.

For the purpose of the policy, all in the above roles will be referred to as ‘Volunteers’ unless otherwise specified.

Volunteer Manager – Member of staff, who plans, develops and manages delivery of the charity’s Volunteer Program to contribute to the Organisation achieving strategic key priorities. Including but not limited to, reviewing and updating volunteering policy and procedures that are adhered to by volunteers and relevant employees, reporting volunteer involvement and impact for the Organisation.

Volunteer Officer/Coordinator – Member of staff under the management of the Volunteer Manager, who is responsible for the delivery of the Volunteering Program, enforcing the volunteering policy and procedures, while managing volunteers and reporting on volunteer involvement within their region.

Supervisor – A member of staff who directly manages a Volunteer. They can be in any department but must have passed Managing Volunteers Training as delivered by the P&C Department.

5. Scope

This policy applies to all employees, Volunteers and any other representatives of Human Appeal, who must follow the defined processes and principles related to volunteer involvement. The policy may not cover every circumstance that may occur within an Organisation with such a volunteering program. It is therefore important that Employees and Volunteers follow the policy as closely as possible, but should they find themselves in any extenuating circumstances, they should consult the Volunteer Manager or the Director of People and Culture who will use their judgement to advise.

6. The Volunteer Life Cycle

The volunteer life cycle describes all the stages, phases, and events that occur in an individual's journey with an Organisation. The diagram below shows a Volunteer's journey through Human Appeal.



6.1 Recruitment

Human Appeal is committed to building a diverse Organisation that is responsive to the needs of our beneficiaries. We are committed to equal opportunities at all stages of recruitment and selection. Short-listing, interviewing (when relevant to the role) and selection of Volunteers should always be carried out without regard to protected characteristics: age; disability; marriage; pregnancy and maternity; race; religion or belief; and gender. Please refer to Human Appeal's Equality & Diversity Policy.

6.2 Role Profile

All voluntary roles must have a role profile, which includes specific duties for each role and the skills and attributes the volunteer needs to complete the necessary tasks. It should also include the level of commitment that is required for the role, but this should be flexible to balance a Volunteer's limited availability with the department's needs. Role profiles give potential Volunteers a clear understanding of the role, and what we expect from them during their time with us.

6.2.1 Registration / Application

All Volunteers must complete a volunteer registration form unless they are applying for an internship or team leader role, whereby a CV must be submitted instead. This allows Human Appeal to collect information on all prospective Volunteers.

The Volunteering Team must check all sections of the registration form are complete, paying close to the candidate's eligibility to volunteer in the UK (Canada and USA, France and Ireland appendix), their age and any criminal convictions that may have been declared.

Any Volunteers who are not registered with Human Appeal, cannot get involved with any Human Appeal activity under the volunteer title and is not a representative of Human Appeal's volunteering department. If an employee at any level, is knowingly inviting and/or accommodating unregistered volunteers to participate in activities, this will be reported to their line manager, and they will face a disciplinary.

For internships, the Volunteering Team must send any CVs submitted to the hiring supervisor within two working days. The recruiting supervisor must inform the Volunteering Team of the outcome of their applications within two working days to ensure efficiency.

6.2.2 Interviews for Internships and Volunteer Team Leaders

An interview is an opportunity for the recruiting member of staff to have a discussion with the candidate about their skills, talents and interests to assess an individual's suitability for the role. It is also a chance for the candidate to find out more about Human Appeal and the role. This is essential for the roles stated above due to the level of responsibility that comes with the position, including but not limited to, extended access to personal data and Human Appeal systems.

Interviews must take place with a member of the Volunteering Team and the recruiting supervisor, where possible. It is important for all involved to appreciate that the interview is not a competitive process, and the sole selection criterion is suitability for the role.

Details discussed during the interview must be recorded on an interview form and saved in the candidate's record, along with the outcome of the interview. A decision on whether to recruit the candidate must be made within three working days of the interview. If more than one candidate is being interviewed, the candidate is to be informed of our SLA, so they understand the delay with their interview outcome.

Whilst it is understandable that technical qualifications or additional selection stages i.e. a trial day, may be necessary for some roles, this must no way match or exceed any stages included in the recruitment of a paid role.

Volunteer Team Leaders can be selected from a Campaign Volunteer who has exhibited leadership skills; however, they will still need to go through the recruitment process and have an interview.

6.3 Onboarding - Vetting Checks

Human Appeal is committed to protecting all stakeholders involved with the Organisation, especially as we work with and for vulnerable groups. The purpose of vetting checks is not to make it difficult for Volunteers to get involved with Human Appeal, but to protect our stakeholders, including but not limited to, beneficiaries, donors, employees as well as Volunteers themselves from any risk to their well-being and safety.

6.3.1 Criminal Record Check

Due to the sensitive nature of our work, some volunteers will require a Criminal Record Check (or the equivalent of this check in the relevant regional office) depending on their role and if they are engaging in 'regulated activity' with vulnerable groups such as children and the elderly. We will therefore require

Volunteers to provide three forms of ID and complete a DBS form online. This does not apply to general volunteering, Team Leaders and Internships. (Appendix USA & Canada, France, Ireland)

6.3.2 Recruitment of Ex-Offenders

Volunteers are required to declare any unspent convictions and immediately report to the charity any convictions or offences with which they are charged, including traffic offences, during their time with us. If a volunteer has received a criminal record since they have been onboarded, it is their responsibility to update the volunteer's department immediately.

Having a criminal record will not necessarily bar someone from volunteering with us. This will depend on the nature of the position and the circumstances and background of their offence. Volunteers are not required to declare any spent convictions.

6.3.3 Online Media Check

All Volunteers must have an online media check completed with staff checking the Volunteer's name against google. The first 10 searches must be checked against details of the Volunteer and assess whether any of this information is a) a match to the Volunteer and b) whether the information poses a risk to the Organisation should the Volunteer be involved.

6.3.4 Reference

References are taken up to help confirm suitability for volunteering and for specific roles. Volunteers should provide details of at least one referee who has known them for at least the last 12 months who can be approached for a reference. This cannot be a family member. Volunteers can volunteer in activities if a Thomson Reuters check and Online Media check has been completed. Interns and Volunteer Team Leaders will be required to provide details of 2 referees with at least 1 of the referees having known them for at least the last 12 months. Interns and Volunteer Team Leaders can proceed with their role with 1 reference, TR check and Online Media Check in place.

6.3.5 Right to work

All Volunteers must have a right to work within the country in which they are volunteering in. Depending on the voluntary role, we may ask Volunteers to provide identification such as a passport, driving licence, or a birth certificate. A person's right to volunteer can be dependent on their status in the country that they wish to volunteer in and the type of volunteer work. The Volunteer must ensure they are allowed to volunteer if they are a visa holder without a work permit. (Appendix USA & Canada, France, Ireland)

Disclaimer: While Human Appeal provides support and information to ensure we are an inclusive Organisation, our staff are not qualified lawyers / solicitors/ attorneys and any information provided by Human Appeal should not be construed as legal advice.

6.3.6 Thomson Reuters (World One Check)

All Volunteers must have a Thomson Reuters check in place before starting any role within Human Appeal. A recheck is completed every 12 months unless the Volunteer has left the Organisation. Should a Volunteer leave Human Appeal and then return, another check must be completed. Any checks that require further investigation must be sent to the Compliance Officer and the Volunteer Manager, who will decide an outcome on whether we can proceed with the Volunteer.

Campaign/Event Support / Reach / Challenges Volunteer	Volunteer Team Leaders	Intern
Online Media Check	Online Media Check	Online Media Check
1 Reference	2 References	2 References
Thomson Reuters (World One Check)	Thomson Reuters (World One Check)	Thomson Reuters (World One Check)

6.4 Onboarding

6.4.1 Induction

The Volunteering Team is responsible for inviting all registered volunteers to attend an online induction session. This induction is designed to equip volunteers with the necessary information, expectations, and guidance relevant to their role, and to provide a clear understanding of Human Appeal's mission, values, and ways of working.

Induction Components:

- Volunteers will be required to watch a video induction outlining their role, key organisational policies, and appropriate codes of conduct.
- Upon completion of the video, volunteers must complete a short quiz to confirm their understanding of the content.

Once the quiz has been successfully completed:

- The volunteer's account will be updated to reflect completion of induction.
- A digital copy of the Volunteer Handbook will be sent to the volunteer for reference.

Due to the low-risk nature of online volunteer roles, volunteers may still participate in online fundraising, if they have registered but not completed an induction. However:

- Volunteers who have not completed the induction will not be added to official Human Appeal communication channels (e.g. communication groups, mailing lists) or be allowed to attend any Human Appeal events.
- Full engagement in the volunteer programme is subject to completion of the induction process.

All Volunteer Team Leaders are required to complete an official induction prior to commencing their role.

All interns must complete an induction process which includes:

- Viewing the official induction video
- Completing the associated induction quiz to confirm understanding

For on-site internships, the following additional steps are required:

- A formal introduction to their designated team
- A guided tour of the premises, including a briefing on relevant health and safety procedures specific to their working environment and fire procedures.

6.4.2 Volunteer Handbook

All volunteers, regardless of their role or duration of service, will be issued a Volunteer Handbook immediately following the successful completion of their induction.

The Volunteer Handbook includes:

- Key organisational policies and procedures relevant to volunteering
- An outline of the Volunteer Code of Conduct
- Guidance on health and safety, safeguarding, confidentiality, and reporting procedures

The induction session will highlight and summarise key areas of the handbook to ensure volunteers are aware of their responsibilities and support mechanisms available.

6.4.3 Code of Conduct Agreement

Following induction, each volunteer will receive a copy of the Code of Conduct Agreement along with the Volunteer Handbook.

Volunteers are required to:

- Sign and date the Code of Conduct Agreement
- Return the signed document to the Volunteering Team

The Volunteering Team will store the signed agreement securely on the Volunteer Database.

The Code of Conduct Agreement outlines:

- The standards of behaviour expected of volunteers
- The commitment volunteers make to uphold Human Appeal's aims, values, and key policies
- Expectations regarding confidentiality, professionalism, and conduct during voluntary service

The Code of Conduct is binding in honour only and does not constitute a contract of employment between Human Appeal and the volunteer. It serves to promote mutual understanding, accountability, and a shared commitment to ethical volunteering.

6.5 Learning and Development

For roles such as interns and Volunteer Team Leaders, the Volunteering Team will coordinate the following training during or post-induction:

Volunteer*	Volunteer Team Leaders	Intern
Volunteer Handbook	Volunteer Handbook	Volunteer Handbook
Induction	Induction	Induction
	Cash Handling (when needed)	
	Managing Volunteers	
	First Aid	
	Mental Health First Aid	

Please note that for specific voluntary roles such as Challenges, it is the responsibility of the Fundraising Leads to ensure that Volunteers under these divisions receive the correct training, including any required health and safety training; which is necessary for their role.

It is the responsibility of the department that the intern is recruited for, to train and develop the intern on how to complete specific tasks related to their role.

6.6 Performance Management

6.6.1 Supervisions/1-2-1s - Interns must be managed and supported effectively by their supervisor and, where applicable, the surrounding team. Supervisors are encouraged to have monthly 1-2-1s to discuss successes and challenges with their interns for the first 3 months after which this can be conducted quarterly. The interns can also choose to have supervisions with a member of the Volunteering Team instead. The Volunteering Team will relay back any issues or concerns raised by the intern to the supervisor. With the support of the Volunteering Team, it is up to the Supervisor themselves to put resolutions in place to address any issues.

Volunteer Team Leaders will have regular meetings with their regional Volunteer Officer. This can be part of their regional group of team leaders or individually. Team Leaders will have regular communication with their Regional Volunteer Officer to discuss successes, challenges and concerns regarding themselves, roles or team of Volunteers.

Volunteers can have a 1-2-1 or catch up with their regional Volunteer Officer upon request.

6.6.2 Staff Training - To ensure Volunteers are effectively and correctly managed and supported, any employee who is managing Volunteers (regardless of their role or rank) on a regular basis will be required to attend and pass a Managing Volunteers or Managing Interns training.

6.6.3 Timesheets - Interns must submit timesheets to the Volunteering Team every month with the hours they worked. This will be recorded on the intern's file. For all other Volunteers, the Volunteering Team will record their hours based on the event / activity register, once received from the relevant department that the Volunteers have been working with.

6.6.4 Professional Boundaries - Employees and Volunteers should not allow their relationship to exceed that of a healthy working relationship. Should either party feel that this is happening or might happen, they are to inform the Volunteering Manager as soon as possible, who can advise further. Please refer to the Employee Handbook for more information. If for any reason the Volunteering Team has concerns about the way the Volunteer is being managed, they will address this with the Supervisor directly and escalate further with HR if necessary.

6.7 Reward & Recognition

6.7.1 Human Appeal believes that Volunteers should be recognised for giving the Organisation their time and skills. The Volunteering Team will have plans to reward volunteers throughout the year, but it is also up to every department that works with Volunteers within any role, to ensure that Volunteers feel appreciated and are aware of how they are adding value to the department. Below are examples of acceptable forms of reward and recognition from a supervisor:

- Let their voices be heard
- Remember to thank Volunteers
- View Volunteers as part of the Team and aim to include them as much as possible
- Provide relevant feedback on the impact of their work
- Respect their time by planning tasks ahead of their shift
- Share knowledge and communicate opportunities for development
- Small details – birthday cards, certificates, thank you notes, etc. Under no circumstances should a Volunteer be given money/gifts that could have a cash value or make inappropriate allowances for Volunteers.

Should a member of staff want to reward a Volunteer for their contribution beyond the parameters outlined above, they must first contact the Volunteering Team to advise. Employees must not use inappropriate incentives to encourage individuals to volunteer.

In 2024, Human Appeal introduced the Volunteer reward and conduct system to formally recognise and reward volunteer contributions, while also maintaining standards of conduct (see Section 6.4.3)

Volunteers generously contribute their time and effort to support Human Appeal through event participation and fundraising activities. To acknowledge this, the following points structure has been implemented:

- Event Participation: Volunteers will be awarded 3 points for every full hour they are present and actively supporting a Human Appeal event.
- Fundraising: Volunteers will receive 1 point for every £20 raised towards an approved Human Appeal project.

Points are calculated and recorded by the Volunteering Team following each event or campaign. These points are cumulative and contribute towards a volunteer's overall standing within the organisation.

Volunteer points are used to determine eligibility for certain recognitions and rewards, including but not limited to:

- Invitations to special events
- Certificates of appreciation
- Eligibility for category nominations at the Annual Volunteer Awards Night

Recognition is based not only on the quantity of points but also on the volunteer's overall contribution and adherence to Human Appeal's values.

6.8 Volunteer Exit

6.8.1 Volunteers are allowed to cease volunteering with Human Appeal at any time. However, where possible, an agreed period leading up to the volunteer's exit will allow Human Appeal to make any alternative arrangements.

There may be occasions where Human Appeal will ask a Volunteer to cease volunteering. We will adopt a fair and consistent approach to instances in which we ask a Volunteer to leave their role (please see section 11. Misconduct & Disclosures).

6.8.2 If a Volunteer decides to leave, the Supervisor or a member of the Volunteering Team should speak to the Volunteer and where possible, establish their reason for leaving. If the Volunteer simply needs a break from volunteering, then please inform the Volunteering Team to ensure that this is noted on their file. This allows us to keep in touch with the volunteer and arrange a return date if applicable.

6.8.3 If the Volunteer wants to leave indefinitely, agree on their last day, so the Volunteer can return any Human Appeal materials, and the Supervisor can arrange a collection for a thank you gift.

6.8.4 All Volunteers, regardless of the circumstances surrounding their departure from Human Appeal, will be sent a volunteer exit survey, where they can provide feedback on their experience in confidence. This will be reviewed by the Volunteering Team.

6.8.5 Volunteers' data must be archived six months after the last contact.

7. Expenses

We value our Volunteers immensely and want to ensure there are no barriers to volunteer involvement.

7.1 To ensure that the Organisation is accessible to all potential Volunteers, Human Appeal will reimburse Volunteers for any reasonable out-of-pocket expenses incurred for voluntary activities. (Appendix USA & Canada, France, Ireland). Volunteers can be reimbursed for the following:

For daytime fundraising events, the following transport reimbursement policy applies:

- Public Transport: Volunteers are eligible to claim reimbursement for standard class public transport fares (e.g., bus, tram, train, or underground) when attending approved fundraising events.
- Ride-Sharing (e.g. Uber): Reimbursement for ride-sharing services will only be considered if two or more volunteers share the journey. In such cases, the fare may be reimbursed in full or on a proportional basis, subject to submission of a valid receipt and confirmation of shared travel.
- Authorised travel on buses and trains, taxi fares (when agreed in advance and/or after 7pm) or mileage if Volunteers have used their own car. Please note, mileage includes fuel, and this will not be reimbursed separately. Our aim is to keep expenses low for greater impact of beneficiary donation.
- Depending on volunteering hours (more than 5 hours), if meals are not provided, Volunteers can claim up to £5 for meals
- Internet access or printing for Human Appeal
- Health and safety costs such as protective clothing when necessary
- Any other expenses (agreed in advance) that has caused the Volunteer to be out-of-pocket

7.2 Volunteers must agree on any expenditure outside of travel beforehand with the Volunteering Team and keep all receipts to submit for the expense claims.

7.3 All expenses must be claimed within one month of the date they are incurred. The reimbursement will normally be made by Human Appeal's normal reimbursement process.

7.4 It is under the discretion of the Volunteering Team if expenses will need to be capped. The Volunteers will be informed of this ahead of any event so the Volunteer can make an informed decision of whether they wish to attend the voluntary activity.

8. Health & Safety

8.1 Human Appeal has a duty of care to Volunteers to ensure that Volunteers can complete voluntary work safely. All employees are responsible for Volunteers' health & safety, procedures and precautions are no substitute for vigilance. We must do all we can to make sure the Volunteer experience is safe and enjoyable.

8.2 Volunteers must take reasonable care of themselves and others while volunteering for Human Appeal and follow any health and safety advice and instruction given for their role. Volunteers should not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

8.3 Street Fundraising Guidelines

Volunteers who wish to carry out fundraising activities on public streets must adhere to the following guidelines to ensure their own safety and that of the public:

- **Sociable Hours:** All street fundraising must take place during sociable hours (typically between 9:00 a.m. and 7:00 p.m.). Fundraising outside of these hours is strongly discouraged and not supported by Human Appeal, as it may pose increased safety risks to volunteers and members of the public.
- **Permissions:** Volunteers are required to obtain the appropriate permissions and/or licenses from the relevant Local Authority prior to engaging in any street collections. Failure to do so may result in the activity being deemed unauthorised.

Human Appeal does not condone or endorse street fundraising conducted outside of permitted hours or without the necessary permissions. Volunteers are expected to uphold the organisation's standards of safety, legality, and professionalism.

8.3 Volunteers and employees of Human Appeal should co-operate with Human Appeal's Volunteering Team on health and safety matters and immediately report accidents/incidents (including near misses – accidents/incidents that may have led to injury).

8.4 Lone working is not unhealthy, unsafe or a threat to a persons' well-being. Rather, the circumstances of lone working may introduce certain risks to that environment that could threaten the health, safety or well-being of a Volunteer who finds him or herself working within that environment. Volunteers should not work alone unless that is part of their role. If working alone is part of their role, then before they start, it is best practice that their Volunteer Team Leader / Officer should discuss it with the Volunteer to ensure that they are both comfortable and the right health and safety procedures are in place. If the Volunteer finds themselves volunteering alone unexpectedly, then the Volunteer can stop and should let their Regional Volunteer Officer / Volunteer Team Leader know.

8.5 If, under any circumstances, the Volunteer ever feels that their health and safety is at risk, they should not be expected to continue volunteering.

9. Campaign Events

9.1 Should employees require Volunteers to support for events / activity, they must complete the Event Brief and send this to the Volunteering Team for review and approval. The Volunteering Team will assess the event brief and advise on anything that the employee should take into consideration before recruitment begins. Only once the Volunteering Team approves the event brief, will recruitment begin.

9.2 If any artists / partners / external stakeholders at events are not screened in line with Human Appeal's screening process, volunteer recruitment will not begin, and it will be referred to the Compliance Team for next steps.

9.3 Employees who recruit Volunteers for an event / activity without the support of the Volunteering Team, must inform the Volunteering Team of the list of Volunteers they have recruited. The Volunteering Team will provide Volunteers' personal contact details, emergency contact details and medical history to selected employee(s) who will be attending the event / activity.

9.4 Employees must deliver a health & safety briefing at the beginning of any event or shifts. This must cover fire, evacuation, procedure of the venue, first aiders, tasks, itinerary etc.

9.5 Volunteers must sign in and out of events and this register must be kept with a member of staff. At the end of the event, the employee must submit this to the Volunteering Team.

9.6 Should Volunteers support activities during unsocial hours (i.e. mosque collection during night prayers in Ramadan), it is essential that public transport is avoided, and travel home is arranged for the Volunteer. We ask employees to use their judgement to arrange the safest mode of transport for the Volunteer.

9.7 If a Volunteer does not feel safe, or that their health & safety is not being taken seriously, they can contact speakout@humanappeal.org.uk or email the Volunteering Team. Please refer to Human Appeal's Safeguarding Policy.

9.8 Volunteers must not use personal or privately purchased card machines to collect donations on behalf of Human Appeal. This is to ensure financial transparency, security, and compliance with fundraising standards.

- If a donor does not have cash, volunteers should direct them to donate via the official Human Appeal Volunteer Online Fundraising Platform.
- Volunteers must be discouraged from purchasing or using their own card machines under any circumstances.
- For large, volunteer-led events, Human Appeal-issued PDQ machines may be used, but only under the supervision and presence of official fundraising staff.

9.9 Volunteer Attendance and Cancellations

Human Appeal values the time and dedication of its volunteers. However, repeated absences without prior notice can disrupt event operations and limit opportunities for other volunteers.

To maintain fairness and efficiency:

- Volunteers who cancel within 24 hours (working day) of an event, or fail to attend without notifying the team, will receive one strike in line with the Volunteer Reward and Conduct System (see Section 6.7).
- Strikes may affect a volunteer's eligibility for future events and rewards.

Volunteers are encouraged to inform the Volunteering Team as early as possible if they are unable to attend a scheduled event.

10. Communication

Whilst the nature of our work means that we may need to contact Volunteers outside of work hours, we must still ensure professional boundaries are adhered to and that we are respecting Volunteers' time. Therefore, Volunteers can only be contacted using any means, by a Human Appeal member of staff, from 9am to 9pm on any given day. The only exceptions to this are as follows:

- Ramadan
- There is a Human Appeal event / activity that the Volunteer is involved in the next day or on the day itself and communication is necessary to relay important information
- Volunteer attended an event / activity that finished late, so the employee wants to ensure that they are safely home

Employees are not to communicate with Volunteers via any direct messaging option on social media channels. Communication platforms, text messages, phone calls and emails are the only acceptable way for Volunteers and employees to communicate directly. The only exception to this rule is if a Volunteer directly messages the Human Appeal Facebook page or the Human Appeal Volunteer Facebook group. When using communication platforms with volunteers, the following guidelines must be followed when using this platform with Volunteers:

- Only registered volunteers who have successfully completed the official induction process may be added to volunteer communication groups.
- All volunteers and staff must have 2-Factor Authentication (2FA) enabled on the communication platforms prior to being added to any Human Appeal volunteer group. Proof of 2FA must be shown to the Volunteering Team as a security measure to protect both volunteers and staff from unauthorised access or misuse.
- Only a member of the Volunteering team can add volunteers into a communication group.
- Fundraisers should not create volunteer communication groups without informing the Volunteering Team.
- A member of the Volunteering Team must be in any communication group that include Volunteers.
- Volunteers cannot share any information on any other Volunteers.
- Volunteers and employees must not obtain other Volunteers' numbers from a Human Appeal communication group without said Volunteer's permission. Any Volunteers or employees, who do this, especially for non-Human Appeal related business, will be taken through the misconduct process.
- Volunteers cannot share any information / images / content that goes against the volunteer code of conduct or confidentiality agreement.

- Volunteers cannot share any information related to other organisations or direct competitors of Human Appeal.
- A Volunteer Officer will create a group that has Volunteers who have signed up to an upcoming event to relay important information quickly but must disband and delete this group once the event has ended. (see point above about communication group requirements)
- When closing a communication group, Volunteer Officers must remove all contacts from the group, before deleting said group.

These measures are in place to ensure safe and secure communication, maintain confidentiality, and protect the integrity of the volunteer programme.

11. Misconduct & Disclosures

11.1 Human Appeal will not tolerate any rudeness displayed towards other Volunteers, staff, or members of the public, which will be considered as misconduct. Objectionable or insulting behaviour, or bad language is not tolerated, and suitable action will be taken where appropriate. Volunteers are expected to behave in a kind and pleasant manner. We have a zero-tolerance policy when it comes to misconduct related to bullying, harassment, and safeguarding.

For minor misconduct, the Volunteer will be taken through the reward and conduct system.

Volunteers who engage in misconduct will be subject to the following three-stage disciplinary process:

1. First Strike – Formal Verbal Warning

The volunteer will receive a formal verbal warning, outlining the nature of the misconduct and expectations for future behaviour.

2. Second Strike – Written Warning

A written warning will be issued and recorded in the volunteer file. This will detail the repeated or additional misconduct and clearly state that further incidents may result in termination of the volunteer relationship.

3. Third Strike – Termination of Volunteering

Upon receiving a third strike, the volunteer will be formally removed from the Human Appeal volunteer programme and no longer permitted to participate in volunteering activities.

11.2 Examples of Misconduct

Strikes may be issued for, but are not limited to, the following behaviours:

- Vaping, smoking, or swearing while wearing Human Appeal-branded clothing
- Failing to attend a registered event without prior notice or cancelling within 24 hours of the event.
- Disrespectful, disruptive, or inappropriate behaviour towards staff, fellow volunteers, or members of the public
- Breach of confidentiality or failure to comply with Human Appeal's policies (including safeguarding and health & safety)

11.3 Upon investigation, if the Volunteering Team warrant the misconduct serious enough, they can directly issue a written warning or termination of volunteering without having to go through previous warnings. Volunteer Officers must keep a record of the details of conversations that take place related to the misconduct and keep this in the Volunteer's file.

11.4 We will only ask a Volunteer to leave their role if all other means of resolving the matter has been exhausted or in response to gross misconduct.

11.5 If an employee fails to inform us of misconduct concerns in a timely manner, the Volunteering Team will not be able to take the Volunteer through the misconduct process for historic instances of misconduct.

11.6 In 2024, we introduced the rewards (mentioned above) and strike system. Volunteers will now receive a strike for repeated bad behaviour such as vaping, swearing in a HA t-shirt, not showing up to events they signed up for without informing staff or cancelling within 24 hours. When a volunteer receives three strikes, they are asked to leave Human Appeal.

11.7 Should a volunteer wish to make a disclosure, they are invited to speak to a member of the Volunteering Team in the first instance; to investigate and try to resolve the matter (a record must be kept of the issue and the actions taken). Should a Volunteer wish to speak to the Volunteering Team in confidence, we will keep concerns confidential unless an individual is at risk, by which we may have to breach confidentiality.

If this does not improve matters, the Volunteer / employee should put their concerns in an email providing as much information as possible and send this to the Volunteer Officer and Volunteering Manager. The person they have raised concerns about will have the opportunity to respond, and to take steps to improve the situation if necessary.

If after 14 days there is still reason for complaint, then the Volunteer / employee should email the Volunteering Manager to make them aware. They will investigate the problem further with all necessary parties and let the Volunteer know the outcome within 5 working days.

If the Volunteer discloses a concern to an employee outside of the Volunteering Team, it is the responsibility of said employee to inform the Volunteering Team as soon as possible and send a detailed record of the conversation and concern.

If the disclosure is related to the conduct of a staff member, the Volunteering Team will investigate this along with a member of HR.

11.8 If a volunteer is asked to leave their role at Human Appeal, the Organisation is under no obligation to accept their return at a later date. Any future re-engagement will be at the sole discretion of Human Appeal.

11.9 Voluntary departure – Volunteers who leave of their own accord may return at any time by emailing volunteers@humanappeal.org.uk to reopen their account.

Appeals

Volunteers have the right to appeal a strike by contacting the Volunteering Team within 7 days of

notification. Appeals will be reviewed by a member of the Management team and considered on a case-by-case basis.

Human Appeal is committed to supporting its volunteers and encourages open communication to prevent issues from escalating to formal disciplinary action

12. Safeguarding

12.1 Human Appeal's Safeguarding Policy provides a framework on recognising, raising and responding to safeguarding incidents. It applies to all staff, volunteers, partners, donors, fundraisers and visitors working under the name or with the support of Human Appeal's funds.

12.2 Human Appeal is committed to ensuring the safety and wellbeing of all volunteers. If a volunteer feels unsafe or believes their health and safety concerns are not being taken seriously, they are encouraged to raise the issue through the following channels:

- Email: speakout@humanappeal.org.uk
- Contact: Human Appeal Volunteering Team

All concerns will be handled in accordance with Human Appeal's Safeguarding Policy, which volunteers are encouraged to familiarise themselves with.

12.3 Human Appeal takes a 'zero-tolerance' approach to abuse and exploitation of vulnerable people and holds clear recognition that vulnerable people are at the heart of our work. We also recognise that safeguarding is everyone's responsibility and that we have an obligation to put in place reasonable measures to ensure, as far as possible, the safety and wellbeing of vulnerable people with whom we work, and those within the communities we seek to help, as well as our own people who may become vulnerable.

12.4 Child protection is a core part of, but not separate to, safeguarding. It is the process of protecting individual children identified as either suffering or at risk of significant harm as a result of abuse or other acts, influences or omissions. It also includes measures and structures designed to prevent and respond to abuse.

13. GDPR & Confidentiality

Human Appeal recognises the importance of protecting Volunteers' personal data and is committed to ensuring that it is held, handled and stored in compliance with the General Data Protection Regulation 2018.11.2. All Volunteers are required to comply with Human Appeal's Confidentiality Policy, and to keep any Human Appeal information they become aware of through their volunteering, that is not in the public domain, confidential. Volunteers must sign the volunteer confidentiality agreement.

14. Policy Review

This policy will be reviewed every 2 years to ensure continuing appropriateness.

Appendix 1: Differences in English Dialect applicable to this policy

UK & Ireland	US	Canada
Criminal Record Check (DBS Check)	Criminal Background Check	Criminal Background Check
Online Media Check	Online Media Check	Online Media Check
References	Recommendation	References
Thomson Reuter Check (One World Check)	Thomson Reuter Check (One World Check)	Thomson Reuter Check (One World Check)
Induction	Orientation	Orientation
Code of Conduct	Code of Ethics	Code of Ethics
CV	Résumé	Resume

Canada Appendix

1. Rights to volunteer

Everyone in Canada regardless of citizenship status has the right to participate in volunteer activities, unless restricted by specific legal, organizational, or safety-related policies. Human Appeal only recruits volunteers over the age of 16.

1.2 Interns – Interns in Canada are paid for their time. This recruitment will be organized through Human Resources and does not fall under the Volunteer Department.

2. Volunteer onboarding

Anyone can volunteer in Canada. They are not subject to immigration status.

2.1 Application Process:

All volunteers are required to follow the application process and fill out the necessary forms to confirm registration.

- Volunteers will be recruited in a manner that is inclusive and non-discriminatory
- Some volunteers may be subject to interviews and reference checks (role specific and does not apply for general volunteering).
- All volunteers attending events will be required to pass a Thompson Reuters screening to ensure everyone's safety.
- All volunteers are asked to complete an induction before they attend an event.

3. Criminal record checks

Human Appeal is committed to maintaining a safe and secure environment for all staff, volunteers, and beneficiaries. To uphold this commitment, criminal record checks may be required for certain volunteer roles, particularly those involving vulnerable populations or sensitive responsibilities.

3.1 Requirement for Checks

- Vulnerable Sector Check (VSC): A Vulnerable Sector Check is mandatory for volunteers who work directly with vulnerable individuals, including children, in accordance with safeguarding best practices.
- Recommended Checks - Criminal record checks are strongly recommended for volunteer roles that involve:
 1. Handling or managing financial resources
 2. Access to personal, confidential, or sensitive information
 3. Positions requiring a high degree of trust or responsibility (e.g. team leads, long-term placements)

3.2 Province Variations

The type and scope of criminal record checks may vary depending on provincial or regional legislation. Volunteers will be guided through the appropriate process during onboarding or prior to commencing any duties that require screening.

3.3 Privacy and Data Protection

Human Appeal is committed to protecting volunteer privacy and managing all personal information in accordance with Canadian privacy laws and best practices. Information obtained through criminal background checks will be:

- Collected and processed in compliance with applicable Canadian privacy legislation, including the Personal Information Protection and Electronic Documents Act (PIPEDA) and any relevant provincial laws
- Stored securely and accessed only by authorized personnel on a strict need-to-know basis
- Used solely for the purpose of assessing volunteer suitability for specific roles that may involve interaction with vulnerable persons or access to sensitive information
- Not disclosed to any third party without the volunteer's written consent, unless disclosure is required by law.

Human Appeal will not share any information externally without explicit volunteer consent, except where legally obligated to do so. All reasonable steps are taken to ensure that personal data remains confidential, secure, and used appropriately.

3.4 Compliance Screening (Thomson Reuters / World-Check)

All volunteers participating in activities are subject to a Thomson Reuters check.

- Screenings are repeated annually unless a volunteer exits the organization
- Returning volunteers must complete a new screening
- Any issues flagged during the screening will be reviewed by the Compliance Officer and Volunteer Manager, who will determine eligibility

4.0 Reimbursements

- **Meal Coverage:** Canada does not have specific guidelines regarding providing meals, however as per best practice (UK guidelines), volunteers will be provided a meal if they volunteer 5 hours or more.
- Any travel expenses will be decided by the Canadian office of Human Appeal.

USA Appendix

Volunteer Registration & Application

1. Right to Volunteer

Volunteers must be legally permitted to volunteer in the United States. While volunteering is typically unpaid and may not be considered “employment”, certain immigration statuses may restrict even unpaid work.

Volunteers may be asked to provide documentation such as:

- A valid government-issued photo ID
- A birth certificate, permanent resident card, or work authorization document
- A valid visa, if applicable

It is the volunteer’s responsibility to confirm their eligibility to volunteer. We recommend consulting an immigration attorney if there is uncertainty regarding visa status or work permissions.

2. Criminal Record Check

All prospective volunteers must complete the full volunteer application form on our website. The Volunteer Coordination Team will review applications to ensure all information is complete and accurate, with specific attention to:

- Eligibility to volunteer in the United States
- Age requirements for roles
- Any disclosed criminal history (if applicable)

Volunteers must confirm that they are legally authorized to participate in unpaid volunteer activities in the U.S. under current immigration and residency laws.

Background Checks

Due to the nature of some of our programs, certain volunteer roles—particularly those that involve working directly with minors, the elderly, or other vulnerable populations—may require a criminal background check.

Volunteers in these roles must:

- Complete an online consent form for a background screening through a designated third-party service
- Provide up to three forms of identification, such as a driver's license, passport, or state ID
- General volunteers and team leaders are not typically required to undergo a background check unless otherwise stated in the role description. This could be subject to change in different states of the US.

3. Compliance Screening (Thomson Reuters / World-Check)

To maintain the integrity and safety of our programs, all volunteers must pass a compliance screening through Thomson Reuters (World-Check) before starting their role.

- Screenings are repeated annually unless a volunteer exits the organization
- Returning volunteers must complete a new screening
- Any issues flagged during the screening will be reviewed by the Compliance Officer and Volunteer Manager, who will determine eligibility

4. Volunteer Expenses

Reimbursable expenses include:

- **Meal allowance:** Human Appeal will provide a meal when 5 or more hours are spent volunteering.
- **Necessary supplies,** such as protective clothing or PPE, if required for the role
- **Printing or internet costs** incurred specifically for completing volunteer duties
- **Any additional expenses** must be approved in advance to the USA Volunteer Department to decide if eligible for reimbursement

5. Data Privacy & Confidentiality

Human Appeal is committed to protecting volunteer privacy and handling all personal information with the utmost care. Information obtained through criminal background checks will be:

- Collected and processed in compliance with applicable U.S. data protection laws, including the Fair Credit Reporting Act (FCRA) and relevant state legislation
- Stored securely and accessed only by authorized personnel on a need-to-know basis
- Used solely for the purpose of assessing volunteer eligibility for specific roles
- Not disclosed to any third party without the volunteer's written consent, unless required by law

No information will be shared externally without the volunteer's consent, except where legally required.

France Appendix

1. Rights to volunteer

Human Appeal welcomes volunteers of all backgrounds in France, regardless of age or immigration status, in accordance with French volunteering laws. However, specific conditions apply to ensure compliance with national regulations:

- a. Individuals of any age or immigration status may engage in volunteer activities with Human Appeal France, provided the role complies with local laws and organisational policies.
- b. Retired people are not permitted to volunteer within an organisation or structure where they were previously employed. This is in accordance with French legislation aimed at maintaining clear distinctions between paid employment and voluntary service.
- c. Unemployed individuals may volunteer without affecting their unemployment benefits, provided the following conditions are met:
 - The volunteer activity must not be conducted within an organisation where the individual was previously employed.
 - The volunteer activity must not interfere with the individual's active job search obligations.
 - The volunteer activity must not replace or resemble paid employment, nor result in compensation or employment-equivalent tasks.
 - Volunteering should not prevent active research from work;
 - This activity must not replace employed work.

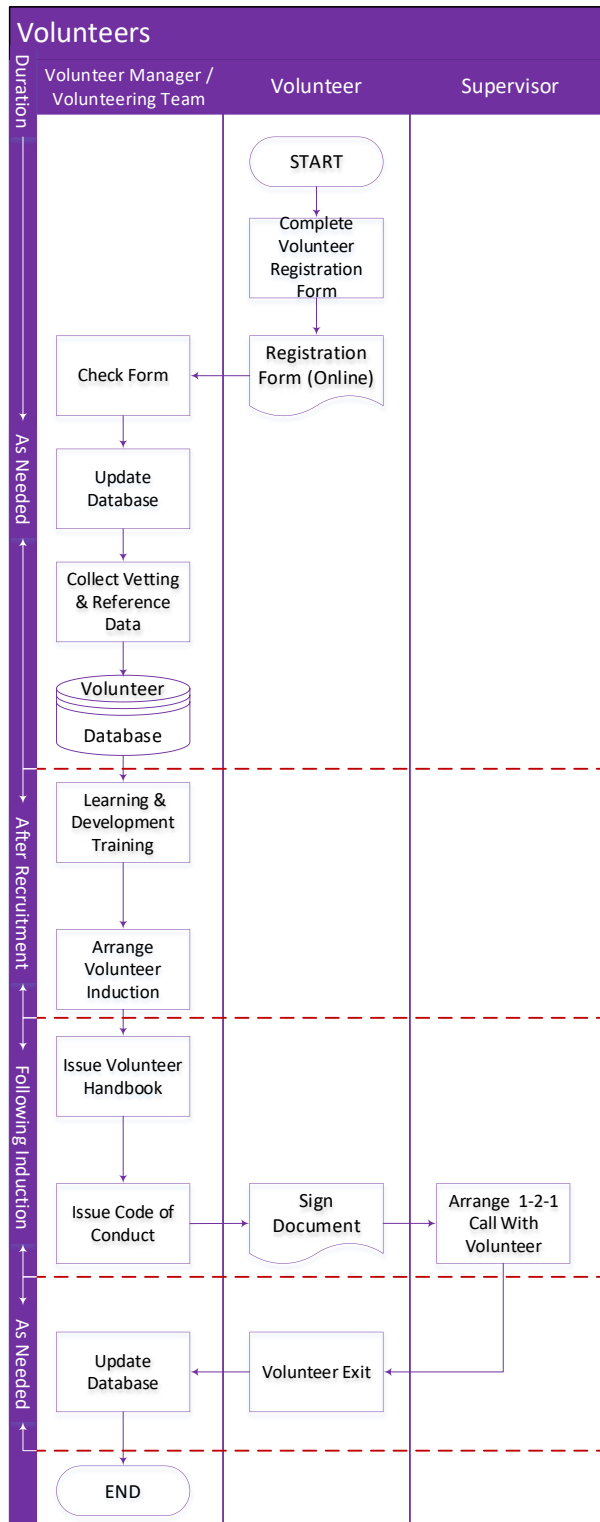
2. Compliance Screening

A charity may request an extract from the volunteer's criminal record but cannot access it directly. Any checks must comply with the RGPD, be justified by the task in hand and be carried out with the volunteer's consent. The use of private companies is permitted, providing data is processed lawfully and proportionately.

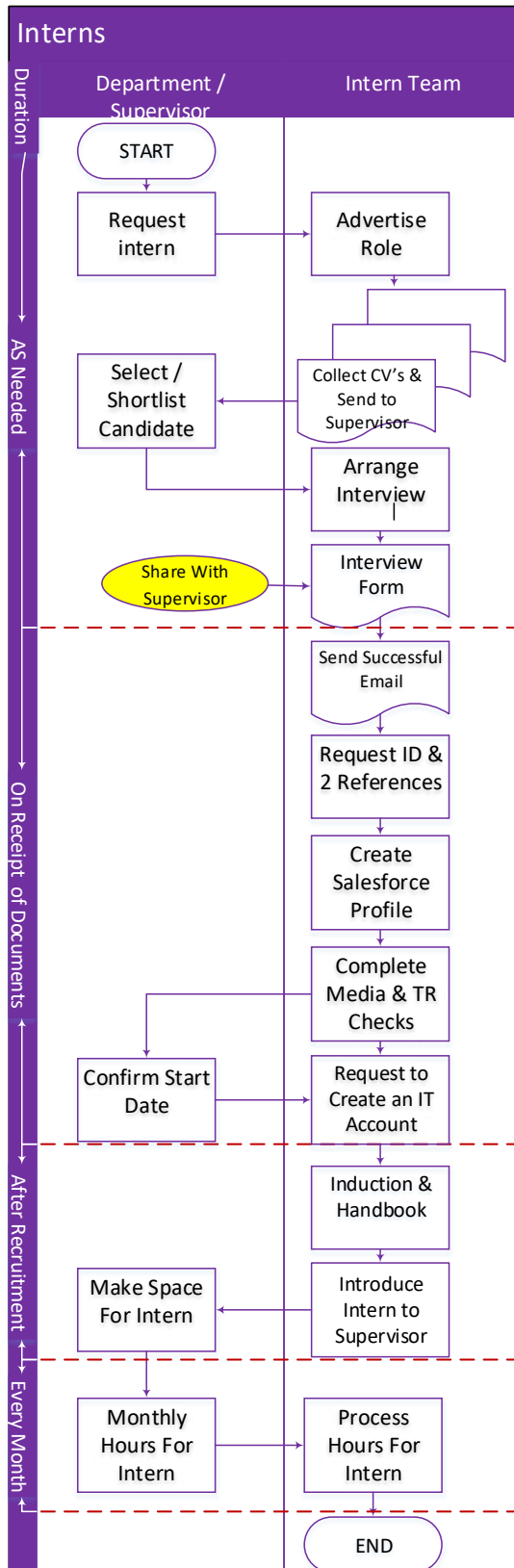
3. Volunteer Expenses

- Volunteer out of pocket expenses will be decided by the French office of Human Appeal.
- Volunteers in France are not legally entitled to receive meal allowances, no matter the amount of time worked for the organization. However, Human Appeal will ensure volunteers who give over 5 hours will be provided

Appendix A: Volunteer Process Flow



Appendix B: Intern Process Flow



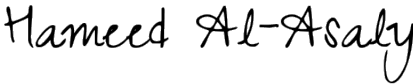
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