

## Check list



# Checklist for Self Assessment of Sending Organisations\*

\*Adapted by LAPAS from materials produced by Comhlíomh, Alianza por la Solidaridad and the European Commission

### 1. Duty of Care, Safety and Security

Organisational security policy	
Security briefing paper	
Security Management and Evacuation Plan	
Security Risk Assessment template	
Security manual for country visitors	
Security training programme content	
Security Handbook	

### 2. Equal Opportunities and Non-Discrimination

Equal treatment, equal opportunities and non-discrimination policy	
Charter of Equal Opportunity and Non-discrimination	
General administrative regulations	
A sample of recruitment adverts	

### 3. Safeguarding Children and Vulnerable Adults

Child protection policy	
Internal procedures for reporting abuse and supporting victims	
Code of Conduct	

### 4. Health and Safety

Health and safety policy	
Health and safety guidelines for volunteer deployment	
Leaflet on volunteer health	
Workshop on psycho-emotional dimension	
Security Management Plan	
Insurance	
Medical form	

### 5. Data Protection

Data protection policy	
Data protection statements	
Document/ handbook on protection of personal data	

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**6. Partnership**

Partnership Agreement	
Needs assessment	
Proven experience in partnerships	
Proven communication with partners	

**7. Volunteer Task Assignments and Selection**

Binding internal rules and existing practices	
Task assignment samples	
Competence Profile	
Selection criteria	
Placement Announcement	

**8. Learning and Development Plan**

Learning and Development Plan	
Mechanisms in place to support volunteer's learning and development	

**9. Procedures for Pre-Deployment Preparation of EUAV**

Pre-Deployment Induction	
In-Country Induction	

**10. Apprenticeship**

Learning and Development Plan	

**11. Performance Management**

Anonymised terms and conditions of international deployment	
Performance management plans	

**12. Professional and Social Recognition**

Professional and Social Recognition Plan	
Examples of publicity events/activities	

**13. Living Conditions**

Evidence from previous deployments	

**14. Working Conditions**

Agreement with an in-country partner	
Anonymised terms and conditions of international deployment	
Evidence of how security and health risks have been prevented and managed	

**15. Contract with the Volunteer**

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Contract – Terms of Employment with the volunteer	

**16. Integrity and Code of Conduct**

Organisation's internal policy and rules	
Code of Conduct	

**17. Debriefing**

Evidence of an effective debriefing plan	

## Check list

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## 1) Duty of Care/safety and Security Measures (MANDATORY)

Does the organisation have a care, safety and security policy in line with EUAV requirements?

Required Document	Minimum Requirements outlined in document	Tick
Organisational security management policy	Organisation's security policy for humanitarian operations	
	A statement that this (or, which of the elements) applies to the volunteer management)	

Required Document	Minimum Requirements outlined in document	Tick
Security Briefing Paper	Concise information on security policy	

Required Document	Minimum Requirements outlined in document	Tick
Security management plan and evacuation plan ( <i>Art 28, Annex 1 (5-6), IR</i> ) (in two or one documents, need to be previously adopted in the organisation)	Organisational chart of staff responsible for security risk management in both SO and HO, including current contact details	
	Incident and crisis management process (clear procedures, roles and responsibilities in the event of an emergency)	
	A security incident reporting mechanism for the sending and hosting organisations	
	Emergency- evacuation plan	
	Provisions for medical evacuation	
	Context analysis and risk analysis	
	Security levels	
	An indication that this plan refers also to volunteers and volunteer management	
	A regular reviewing mechanism by SO, including updated by HO	
	Scenario planning organised by the SO with HO to assess potential security situations, security management and evacuation plan; where possible, drill exercises shall be organised in order to ensure smooth cooperation between the sending and hosting organisations in an emergency scenario	
An indication that the staff knows and is trained on how to implement the care, safety and security policy		

Required Document	Minimum Requirements outlined in document	Tick
Security Risk Assessment Template	A template that includes all risks that are assessed for the Security Manual for Country visitors	

Required Document	Minimum Requirements entailed in document	Tick
Security Manual for country visitors (or Risk Assessment of security, travel and health risks) ( <i>Annex 1 (6), IR</i> )	General situation in the country of deployment (such as economic situation, recent history and anticipated changes to establish levels of risk and insecurity regarding political instability and complexity, conflicts, civil unrest, ethnic and religious dynamics, etc. to establish a map of threats, the likelihood of each threat occurring and their likely impacts)	
	Natural-Disaster Risk-Mapping	

	Local attitude and level of local communities' and authorities' acceptance of the EU Aid Volunteer/the initiative	
	Other agencies operating at the same location	
	Contingencies and evacuation plans	
	Facilities i.e offices and accommodation	
	Reporting mechanisms and monitoring for security incidents	
	Connectivity and communications available and communication equipment (accessibility and reliability)	
	Availability of transport and current maps, including freedom of movement and ease of access	

Required Document	Minimum Requirements outlined in document	Tick
Security Training Programme Content	Example of a security training previously performed under the organisation's security policy, containing information on and outline of all topics covered, as well exercises conducted	

Required Document	Minimum Requirements outlined in document	Tick
Security handbook	Security management and evacuation plan	
	Relevant contact details to be shared with the EU Aid Volunteer on the crisis management officer or team	
	Context-specific information, guidelines and rules provided by the hosting organisation	
	Available support from SO and HO for the physical, material and psychological security and safety of the EU Aid Volunteers	

Other ideas?	Minimum Requirements outlined in document	Tick



## 2) Equal opportunities and non-discrimination (MANDATORY)

Does your organisation commit to and integrate the principles of equal opportunities and non-discrimination in its policies and procedures?

Required Document	Minimum Requirements outlined in document	Tick
Equal treatment, equal opportunities and non-discrimination policy ( <i>Art 11-12 (2), DR</i> )	Comply with relevant Union and national legislation removing any barriers to employment for all groups identified in that legislation (vulnerable groups)	
	Staff welfare policy	
	Cover all aspects of the volunteer's experience, including:	
	<b>Individual standards for behaviours (code of conduct);</b>	
	Advertisement of placement;	
	<b>Recruitment and selection;</b>	
	Training and development;	
	Performance management;	
	Working conditions including pay and dismissal procedures;	
	Clearly state the roles and responsibilities within the equal treatment and non-discrimination realm of all staff and volunteers, senior management and leadership teams, human resources departments and any other stakeholders identified by the organisation;	
Regularly monitored and reviewed to remain in accordance with the relevant legislation and being correctly implemented.		

Required Document	Minimum Requirements outlined in document	Tick
Charter of Equal Opportunity and Non-discrimination	A brief statement of organisation's policy and measures taken towards equal opportunities and non-discrimination	

Required Document	Minimum Requirements outlined in document	Tick
General administrative regulations	Example of internal rules and regulations related to recruitment and selection, staff guidelines on interviews and assessment, etc.	

Other possible evidence	Minimum Requirements outlined in document	Tick
A sample of recruitment adverts	A sample that showcases the lack of discriminatory actions	

## Safeguarding the vulnerable

### 3) Safeguarding the children and vulnerable adults (MANDATORY)

Is your organisation committed to zero tolerance of infringement of rights of children and vulnerable adults (including sexual abuse)?

Required Document	Minimum Requirements outlined in document	Tick
Child protection policy	Comply with relevant Union and national legislation dealing with protecting children and vulnerable adults	
	Regularly monitored and reviewed to remain in accordance with the relevant legislation and being correctly implemented	

Required Document	Minimum Requirements outlined in document	Tick
Internal procedures for reporting abuse and supporting victims	State the procedures in place for reporting abuse and protecting the whistleblowers;	
	Clearly state the procedures in place for supporting victims	

Required Document	Minimum Requirements outlined in document	Tick
Code of conduct	Can be the same Code of Conduct as in Standard no 2	

Other ideas?	Minimum Requirements outlined in document	Tick

#### 4) Health & Safety (MANDATORY)

Does your organisation have an adequate health and safety policy, in line with EUAV?

Required Document	Minimum Requirements entailed in document	Tick
Health and Safety Policy <i>(Art 30 (1), IR); (Annex 1 (7), IR)</i>	Comply with relevant Union and national legislation relating to health and safety measures;	
	Procedures in place for monitoring and promoting health and safety measures	
	Measures taken by the organization to safeguard and improve physical and mental health of all staff and volunteers;	
	Measures taken to ensure healthy and safe working environment for all staff and volunteers	
	Health and safety incident reporting mechanisms and monitoring	
	Regularly monitored and reviewed to remain in accordance with the relevant legislation and being correctly implemented	

Required Document	Minimum Requirements outlined in document	Tick
Health and safety guidelines for volunteer deployment	<b>Guidelines on Personal Health:</b>	
	a) Physical health (disease preventions, eating and sleeping advice, risk awareness on climate and geographical hazards, access to treatment);	
	(b) Mental health (advice on work-life balance, stress management, coping mechanisms and relaxation methods, points of contact for psychosocial support).	
	<b>Indicator Guidelines for safe and healthy working conditions:</b>	
	(a) mapping of diseases prevalent in the area (water-, mosquito-, human-borne, seasonal, etc.), including the level of likelihood and impacts;	
	(b) availability and accessibility of first-aid support (internally and externally), fire wardens and services, medical facilities and professionals (e.g. hospitals, nurses, access to medication);	
	(c) the level of maintenance for all locations (offices and accommodation); availability of electricity points, lighting, ventilation, sanitation and hygiene facilities;	
	(d) the level of vehicle maintenance, regular inspection and servicing, appropriate equipment (such as radio, first-aid kit, seat belts, water, blanket);	
	(e) availability and quality of desk space, chairs, computer equipment;	
(f) provisions for leave and working hours; access to recreational activities and sports facilities, libraries, markets, etc.; degree of remoteness; access to private space, religious buildings; and		
(g) health-and-safety incident reporting mechanisms and monitoring.		

Required Document	Minimum Requirements entailed in document	Tick
Leaflet on volunteer health	All relevant emergency and phone numbers, related to health and safety	

Required Document	Minimum Requirements entailed in document	Tick
Workshop on psycho-emotional dimension	A sample of a workshop previously performed under the organisation's health and safety policy, containing information on and outline of all topics covered, as well exercises conducted	

Required Document	Minimum Requirements entailed in document	Tick
Security management plan	Same as under standard 1	

Required Document	Minimum Requirements entailed in document	Tick
Insurance (Art 23, IR)	Insurance cover should be worldwide, 24 hours a day, starting from the day EU Vol leaves home to when vol arrives back home from country of deployment	
	Insurance coverage longer than 12 weeks, shall be extended for a further 8 weeks in the insured's home country to cover follow-up medical treatment for illnesses and injuries that occurred during the first period of coverage	
	Coverage should include coverage of all activities (including private activities) of EU Aid Volunteers during the first period of coverage	
	All EU Aid Volunteers shall be covered at 100 % for the following:	
	(a) medical and dental care;	
	(b) pregnancy and childbirth;	
	(c) accident;	
	(d) repatriation;	
	(e) life insurance;	
	(f) permanent and temporary disability or incapacity;	
(g) third party liability;		
(h) loss or theft of documents, travel tickets and personal belongings;		
(i) complementary assistance.		

Required Document	Minimum Requirements entailed in document	Tick
Medical form	A sample of a medical form	
	Information on existence of Policy on Medical Confidentiality	

Other ideas?	Minimum Requirements outlined in document	Tick

Data protection

**5) Data protection (MANDATORY)**

Does your organisation have a data protection policy, which is in line with European and national regulations?

<b>Required Document</b>	<b>Minimum Requirements entailed in document</b>	<b>Tick</b>
Data Protection Policy	Comply with relevant Union and national legislation relating to data protection	
	Internal rules for all staff and volunteers related to data protection	
	Internal procedures for data protection	
	Policy on Medical Confidentiality	
	Data protection breach incident reporting mechanisms and monitoring	
	Regularly monitored and reviewed to remain in accordance with the relevant legislation and being correctly implemented	

<b>Required Document</b>	<b>Minimum Requirements entailed in document</b>	<b>Tick</b>
Data Protection statements	A sample of the statements used by the organisation in relation to data protection	

<b>Required Document</b>	<b>Minimum Requirements entailed in document</b>	<b>Tick</b>
Document/handbook on protection of personal data	A concise information on organisation's measures in dealing with protection of data	

<b>Other ideas?</b>	<b>Minimum Requirements outlined in document</b>	<b>Tick</b>

## 6) Partnership

Does your organisation have tools at hand to ensure that the partner organisations comply with EUAV requirements?

Required Document	Minimum Requirements outlined in document	Tick
Partnership Agreement (Art 8,9 and 10 (3), DR)	<b>A template for a partnership agreement that showcases</b>	
	(a) partnerships shall be based on the principles of equality, shared values and a shared vision, transparency, responsibility, accountability and reliability, mutual trust and respect, complementarity, flexibility and adaptability, mutuality in allocating resources and setting objectives, in particular as it relates to volunteering and humanitarian aid;	
	(b) Clearly defined added value of each partner;	
	(c) all partners shall agree on the common objectives of the partnership and the ways in which the partnership shall be managed, in particular:	
	(i) decision-making procedures and working practices;	
	(ii) financial arrangements and management;	
	(iii) communication channels between all stakeholders; frequency of meetings and field visits by sending organisations;	
	(v) task allocation, according to the communication plan of the initiative;	
	(vi) monitoring and evaluation of the partnership;	
	(vii) book-keeping and documentation;	
	(viii) a refinement and finalisation of the needs assessment ( <i>see table checklist below</i> ) prior to the project proposal submission;	
	(ix) joint formulation and evaluation of EU Aid Volunteers' task assignments;	
	(x) roles and responsibilities with regard to candidate volunteers and EU Aid Volunteers over the different stages of their participation in the EU Aid Volunteers initiative;	
	(xi) procedures for handling complaints (both those made within the partnership and those from external parties relating to its work) and resolving conflict between partners;	
	(xii) policies and procedures for the exit of a partner;	
(xiii) financial implications;		
(xiv) contractual implications (including as relates to EU Aid Volunteers and the communities concerned);		
(d) where relevant, a needs-based strategy for capacity building and/or technical assistance between partners shall be developed and a dedicated budget allocated to this strategy;		
(e) partners shall contribute to learning activities and shall commit to carry out actions relating to communication and visibility in accordance with the communication plan referred to in Article 17 of Regulation (EU) No 375/2014.		

Required Document	Minimum Requirements outlined in document	Tick
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Needs Assessment <i>(Art 10 (2), DR)</i>	(a) a vulnerability and risk assessment of the country of deployment, including assessment of <b>security, travel</b> and <b>health risks</b> relevant for EU Aid Volunteers;	
	b) consideration of the current capacity of the hosting organisation to host an EU Aid Volunteer;	
	(c) an analysis of the competences and capacities currently lacking within the hosting organisation and the local community, identifying needs and analysing how they can best be addressed;	
	(d) an analysis of the expected added value from the EU Aid Volunteer and, where relevant, from the envisaged capacity building support to the hosting organisation and local community.	

<b>Other ideas for evidence</b>	<b>Content</b>	<b>Tick</b>
Proven experience in partnerships	A sample of previous projects, communications among partners, etc.	
Proven communication with partners	Communication with partners about project's plans, budgets, volunteer management, safety, etc.	



## 7) Volunteer task assignments and selection

Does your organisation have procedures in place to select the most appropriate candidates in line with EUAV requirements?

Optional Document	Content	Tick
Binding internal rules and existing practices	Internal rules or a description of existing practices in volunteer task assignment	

Optional Document	Content	Tick
Task assignment (it is possible to submit samples from previous volunteer deployments managed by the organisation) ( <i>Annex 1 (1), IR</i> )	(a) specification of role, title, description of the team and line management, duration of placement, location(s);	
	(b) detailed description of the relevant needs-based activities as validated by the hosting organisation(s) and well- defined tasks to be undertaken by the EU Aid Volunteer, including the elements based on the communication plan for the initiative;	
	(c) specification of required competences for the tasks on the basis of the competence framework;	
	(d) definition of performance objectives, taking into consideration the duration and specificities of the EU Aid Volunteer's placement, and roles appropriate for a volunteer position;	
	(e) indicators on expected outputs, results and, where possible, outcomes, from the assignment to be used for the EU Aid Volunteer's performance management;	
	(f) flexible elements to allow, to a realistic extent, for the EU Aid Volunteer to influence and shape the tasks according to their individual profile and interests;	
	(g) details of working hours, leave, place of work and mentoring support;	
	(h) clear allocation of management and security management responsibilities between the sending and hosting organisations;	
	(i) information on security awareness and appropriate behaviour in relation to risk and security management, where relevant.	
	Ensure that the task assignments are in line with Standards 2, 3, and 5	

Optional Document	Content	Tick
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Competence Profile (may be a sample from previous volunteer deployments managed by the organisation)	'Based on the task assignment and competence framework, the sending and hosting organisations shall define a competence profile of the EU Aid Volunteer and selection criteria with minimum requirements to be used during the recruitment process. The competence profile shall also indicate whether the volunteer is a senior or junior professional and the need for any apprenticeship placement.' Art 4 (3), IR	
	Ensure that the competence profile is in line with the Standards 2, 3, and 5	

Optional Document	Content	Tick
Selection Criteria	A sample of selection criteria used by the SO and HO, based on the TOR/job description, and focusing on competences	
	Ensure that the selection criteria is in line with the Standards 2, 3, and 5	

Optional Document	Content	Tick
Placement Announcement (it is possible to submit samples for previous volunteer deployments managed by the organisation) <i>(Annex I, 2, IR)</i>	(a) clear and accurate information about the EU Aid Volunteers initiative, its humanitarian nature and the purposes of volunteering;	
	(b) project description, including details of the operational and security context and/or information as to whether the sending and/or hosting organisations are faith-based organisations;	
	(c) description of the tasks to be performed by the EU Aid Volunteer;	
	(d) description of the competences and motivation required to match the profile;	
	(e) eligibility and exception criteria (if any) as regards the equal opportunities and non-discrimination principles;	
	(f) selection criteria and minimum requirements to serve as exclusion criteria, if applicable (such as level of competences, motivation and other relevant criteria such as experience, language skills, medical aptitude to travel and work in developing countries, availability) and an indication as to whether junior or senior professional profiles are sought;	
	(g) indications as to whether the position is expected to be combined with an apprenticeship placement;	
	(h) conditions of service, including details on the length of deployment, learning opportunities, working and living conditions, including accommodation and subsistence payments, flights, insurance coverage, medical and necessary vaccinations, etc.;	
	(i) closing date and time for submission of applications;	
	(j) timing of shortlisting and interview(s);	
	(k) interview process;	

	(l) expected date of decision on outcome;	
	(m) expected timetable (date of training, where relevant, apprenticeship placement, pre-deployment preparation and induction, deployment and post-deployment activities).	

Optional Document	Content	Tick

## 8) Learning and Development Plan

Does your organisation have a procedure to prepare, together with the volunteer, their learning and development plan, recognising their individual learning needs, achievements, competencies gained, all in accordance with the results expected to be obtained through EUAV?

Optional Document	Content	Tick
Learning and development plan <i>(Art 4 (2), DR)</i>	(a) Basic information about the EU Aid Volunteer;	
	(b) Basic information about the volunteer placement and a description of the tasks to be carried out;	
	(c) The competences set out in the competence framework (transversal, specific and technical) and an assessment of the volunteer's performance and learning outcomes according to these;	
	(d) Learning needs of the volunteer;	
	(e) Developmental activities and courses attended during the training or placement.	

Optional Document	Content	Tick
Methodology and mechanisms in place to support volunteer's learning and development	Description of methodology and mechanisms to identify and record learning needs, development activities and achievements in each phase of the deployment	
	A description of how the Learning and Development Plan will be constantly updated throughout the phases of the project	

Optional Document	Content	Tick

## 9) Procedures for pre-deployment preparation of candidate volunteers

Does your organisation has procedures in place to ensure proper and adequate preparation of the volunteer?

Optional Document	Content	Tick
Pre-Deployment Induction (face-to-face) (may be a sample of content and form from previous volunteer deployments managed by the organisation) (Art 11,12, and 20 IR)	A sample of programme of the induction, containing:	
	(a) Organisation and management structure and processes, teams involved in the project (including project manager, crisis management officer, human resources), <b>organisational mission</b> and <b>objectives</b> in relation to the EU Aid Volunteers initiative;	
	(b) Comprehensive information on the context of the project in which the candidate volunteer will operate, their task assignment and the needs assessment that underpins it; and the envisaged working and living conditions;	
	(c) The relevant legal framework applicable to the volunteer as provided for in the Commission Delegated Regulation to be adopted on the basis of Article 9(2) of Regulation (EU) No 375/2014;	
	(d) Standards and procedures relevant to the volunteer, including disciplinary and grievance, anti-fraud and corruption, child and vulnerable adult safeguarding, code of conduct as provided for in the Commission Delegated Regulation to be adopted on the basis of Article 9(2) of Regulation (EU) No 375/2014;	
	(e)Mandatory context-specific security briefing and health and safety briefing (including medical check prior to departure) as provided for in Articles 28 and 30;	
	(f) Supervision and performance management system and procedure, and support mechanisms in place, including mentoring and other support as provided for in Articles 19, 20 and 21;	
	(g) The learning and development plan;	
	(h) Information about the network for the EU Aid Volunteers initiative and how it supports volunteers before, during and after deployment;	
	(i) Information about the communication and visibility activities envisaged in the project, based on the communication plan referred to in Article 17 of Regulation (EU) No 375/2014, including contact information for the responsible Regional Information Officer of the Commission.	

Optional Document	Content	Tick
In Country	A sample of programme of the induction, containing:	

Induction (may be a sample of content and form from previous volunteer deployments managed by the organisation) (Art 18 (1), IR)	(a) A description of the organisation and management structure and processes; teams involved in the project (including project management officer, operational and technical team, crisis management officer, support teams such as human resources and finance); project site(s); and organisational mission and objectives in relation to the EU Aid Volunteers initiative;	
	(b) Comprehensive information on the hosting organisation's mission, remit and projects; communities involved; operational context; and expectations on outputs and results from the EU Aid Volunteer's task assignment and the needs assessment that underpins it;	
	(c) Relevant local legal framework applicable to the EU Aid Volunteer;	
	(d) Mandatory context-specific security briefing and health and safety briefing as provided for in Articles 28 and 30;	
	(e) Supervision and performance management system and procedure and support mechanisms in place, including mentoring and other support as provided for in Articles 19, 20 and 21;	
	(f) Cultural briefing on the country, region and locality of deployment, including guidance on appropriate behaviour;	
	(g) In-country debriefing process as provided for in Article 23.	

Optional Document	Content	Tick

## 10) Apprenticeship placements (for junior professionals)

Does your organisation have procedures in place for enriching apprenticeship placements?

Optional Document	Content	Tick
Learning and Development Plan ( <i>Art 13 (2), 14 IR</i> )	(a) The learning outcomes the apprentice volunteer is expected to achieve during their apprenticeship period;	
	(b) The tasks the apprentice volunteer will carry out as part of the learning process and resources to be put in place;	
	(c) The objectives and results the apprentice volunteer is expected to achieve on completion of the apprenticeship period.	
	The plan should be related to the overall Learning and Development Plan of the volunteer	

Optional Document	Content	Tick

## Performance Management

### 11) Performance management

Does your organisation have procedures in place to ensure performance management of volunteer?

Optional Document	Content	Tick
Anonymised terms and conditions of international deployment	Clearly defined responsibilities of SO and HO	
	Defined monitoring mechanisms of volunteer's performance	

Optional Document	Content	Tick
Performance management plans (a sample from previous deployment)	Identification of the person(s) in charge of supervising the tasks of the volunteer, and for the management of volunteer's performance	
	Description of review procedures (including interim review) to assess the progress of the volunteer in relation to the objectives	
	The description of methodology and content of the final performance review	
	Description of how this data will be integrated into the Learning and Development Plan	

Optional Document	Content	Tick



## Recognition

### 12) Professional and Social Recognition

Is your organisation committed to promoting the recognition of EUAV?

Optional Document	Content	Tick
Professional and Social Recognition Plan	Ideas for recognition and dissemination of volunteer's work	
	Identified opportunities to link to the EUAV Communication Plan	
	An indication that the organization provides opportunities for volunteers to remain engaged with humanitarian aid and active European Citizenship issues also after the EUAV mission	
	Organisation's strategy (or ideas) for promoting the EUAV	

Optional Document	Content	Tick
Examples of publicity events/activities	EUAV publicity events organised by the organisation, brochures and images, interviews about EUAV opportunities, social media campaigns, newsletters, press, etc.	

Optional Document	Content	Tick

## Living Conditions

### 13) Living Conditions

Does your organisation have tools to ensure adequate living conditions for volunteers, contributing to their well-being, motivation and health and safety?

Optional Document	Content	Tick
Evidence from previous deployments	Information on how the accommodation is sourced (in accordance with Standards 1 and 4)	
	Information on how the HO and SO assist the volunteer in travel organisation and with visa applications, etc.	

Optional Document	Content	Tick

## Working Conditions

### 14) Working Conditions

Does your organisation have tools to ensure adequate working conditions for volunteers, contributing to their well-being, motivation and health and safety?

Optional Document	Content	Tick
Agreement with an in-country partner (or a sample of it)	An agreement that discusses also adequate working conditions of the volunteer (maintenance of premises and vehicles, availability and quality of work space, working days and holidays, working hours, availability and access to health care facilities, actions to prevent frequent diseases and other risks, etc.)	

Optional Document	Content	Tick
Anonymised terms and conditions of international deployment	Working conditions adequate for volunteers to perform their tasks and duties (schedules, work and rest days, etc.)	
	Rights and responsibilities of the volunteer	
	Defined monitoring mechanisms of volunteer's performance	
	Identified mechanism for complaints and seeking of support throughout the deployment for the volunteer	

Optional Document	Content	Tick
Evidence on how security and health risks have been prevented and managed	Evidence that working conditions comply with Standard 4 (all the evidence applicable for Standard 4)	

Optional Document	Content	Tick

### 15) Contract with the Volunteer

Does your organisation have procedures in place to ensure proper deployment of the volunteer, taking into account specific terms of deployment and the volunteer's rights and obligations?

Optional Document	Content	Tick
Contract-Terms of Employment with the Volunteer (an anonymised previous contract can be used) (Art 16 (3), IR)	(a) Specification of the EU Aid Volunteer's role, title, duration and location of placement, and tasks to be performed as defined in the task assignment including the elements deriving from the communication plan referred to in Article 17 of the Regulation (EU) No 375/2014;	
	(b) Duration of the contract, including start and end date;	
	(c) Performance management, including: Management arrangements, including the responsible line manager from the hosting organisation and contact point for ongoing support from the sending organisation; Mentoring arrangements;	
	(d) Working conditions, including working hours and leave;	
	(e) The EU Aid Volunteer's financial rights and obligations, including the necessary arrangements for their provision: Subsistence and resettlement allowance; Information on applicable tax and social security rules; Insurance coverage; Accommodation; Travel;	
	(f) Practical arrangements: Medical checks; Visa and work permits;	
	(g) Confidentiality;	
	(h) Expected conduct from the EU Aid Volunteer, including integrity and code of conduct, and safeguarding children and vulnerable adults including zero tolerance towards sexual abuse, to be annexed to the contract;	
	(i) Disciplinary policy and termination of volunteer status;	
	(j) Mediation mechanism for problem-solving, grievance and dispute resolution (volunteer has the right to an effective legal remedy in the event of a dispute with other partners involved, in accordance with the national provisions applicable to the organisation);	
	(k) Responsibilities and policies applicable to security management and health and safety;	
	(l) Learning and development: Training and induction; Debriefing.	

Optional Document	Content	Tick

## 16) Integrity and Code of Conduct

Does your organisation have procedures in place to ensure proper deployment of the volunteer, taking into account specific terms of integrity and Code of Conduct?

Optional Document	Content	Tick
Organisation's internal policy and rules	Compliance with relevant Union and national legislation relating to Integrity policy to prevent corruption and bribery	
	Mechanisms for monitoring and reporting Integrity policy breach incidents and gross misconduct	
	An indication that this policy and rules refer also to volunteers and volunteer management	

Optional Document	Content	Tick
Code of Conduct (Art 17 (2), DR)	Commitment to developing a sense of identity around the EU Aid Volunteers initiative and to contributing to its objectives;	
	(b) Respect for other people and their dignity and respect of the principle of non-discrimination;	
	(c) Respect of the humanitarian aid principles;	
	(d) Commitment to the safeguarding of children and to the protection of vulnerable adults, including through a zero- tolerance to sexual abuse;	
	(e) Zero-tolerance to the use of drugs illegal in the country of deployment;	
	(f) Respect of local laws;	
	(g) Integrity, anti-fraud and anti-corruption;	
	(h) Maintaining high standards of personal and professional conduct;	
	(i) Compliance with security and health and safety procedures;	
	(j) Duty to report breaches and provisions for whistle-blowing;	
	(k) Rules on contact with the media and information management;	
	(l) Rules prohibiting the misuse of the organisation's equipment.	

Optional Document	Content	Tick

## Debriefing

### 17) Debriefing

Does your organisation recognise the benefits of and envisage a debriefing upon the return of volunteer?

Optional Document	Content	Tick
Evidence of an effective debriefing plan	A list of possible debriefing questions and topics	
	Mechanisms of how volunteer's feedback will be integrated into future processes and projects of the HO and SO	

Optional Document	Content	Tick