



Humanitarian
Support Agency

HSA volunteering Policy

Please be aware that long-term volunteers (12 weeks +) and newly appointed Team Leaders will be subjected to a two-week probationary period.

Dear Volunteers,

Thank you for joining Humanitarian Support Agency. We are grateful for your support and your willingness to help. Please read carefully our volunteering policy. If you haven't read the Standard Operating Procedures (SoPs) yet, it is your responsibility to do so upon arrival. Please keep in mind that HSA is NOT a group of self-organized volunteers but an official NGO based on volunteer work. We expect that you will abide by the same standards of work ethic you would have back home. If you have any questions regarding rules and procedures, please ask.

During your time with us you will be assigned different tasks based on our daily operational needs. Our work is divided in teams and shifts. You may not always be assigned to the same team or the same shift. It is the Team Leaders or the Volunteer Coordinator that will determine when and where you are needed. Thus, as a team, we can provide the most efficient services for the Persons of Concern (PoCs) in Kara Tepe. You are expected to report to your Team Leader or the Volunteer Coordinator upon arrival and before leaving camp. Please note that only long-term volunteers who have been with HSA for at least 6 weeks may be appointed Team Leaders, depending on operational needs and at the discretion of management.

After their first two weeks with HSA, volunteers staying for more than 2 weeks will be entitled to one day off per week. Please talk to the Volunteer Coordinator to schedule your day off.

On your first day we will give you an orientation to HSA and Kara Tepe. You will also receive a HSA badge. You need to wear it at all times to access camp. Please be careful with your badge and do not write your name on it. It is mandatory that it is returned upon your departure. You should also be aware of the following rules.

At HSA, it is **STRICTLY** forbidden to (non-exhaustive list):

- Behave in any way that undermines confidence in HSA;
- Disrespect HSA and camp rules or guidelines (see our SoPs and camp Code of Conduct);
- Disrespect the country laws and rules;
- Be abusive, either physically or verbally towards others;
- Drink alcohol during your service or possess illegal substances within the camp;
- Take pictures within the camp and/or to record PoCs, Social Workers, children, colleagues, etc.;
- Publish pictures, articles, or stories on blogs, websites, Facebook pages, etc. without consulting your Volunteer Coordinator or Head of Operations;
- Give interviews to the press during your service with HSA;
- Represent HSA without prior authorization (to the press, authorities, NGOs...);
- Talk to camp authorities or organizations (Municipality, UNHCR, IRC...) regarding any internal issues or our procedures. Any problems must be referred to your Team Leader or to the Volunteer Coordinator;
- Facilitate the entrance of any persons into the camp;
- Distribute baby milk or breast milk substitute (BMS) to families and children;
- Favour PoCs in regards to any HSA services provided;
- Walk around camp without any HSA identifier (badge, T-shirt, cap)

We expect you to respect your schedule and be at camp on time. If you fail to call/message to inform us that you will be late (valid reason only), if you leave camp before the end of your shift, if you take days off without prior agreement, if you do not show up for your shift, if you are on camp for more than 30 minutes before your shift and 30 minutes after your shift, you will be asked to leave HSA.

You are required by camp management to dress appropriately: no visible underwear, shoulders must be covered, no low cut tops and shorts must be below the knee.

Over the weeks/months, volunteers and staff may develop friendships with PoCs. Your primary responsibility as an HSA volunteer is to provide services to PoCs and you need to be mindful of their vulnerability and of potential consequences of such relations. It is forbidden to host PoCs at HSA accommodation.

If you fail to respect these rules, you will be asked to leave the camp. If you are a short-term volunteer who paid an up-front housing payment, you will NOT be eligible for a refund.

At the end of your commitment with HSA, you may receive a Certificate of Participation.

HSA is not responsible for any injury or harm you cause to yourself or to others.

Name: _____

Signature: _____

Date: _____

Humanitarian Support Agency
Official Acting Partner of UNHCR
CIF: G57947335

Paseo del Borne 15 - 7E - 07012 Palma de Mallorca

Ceyda Goral

Humanitarian Support Agency
Head of Administration