



# MOVEMENT ON THE GROUND

## Volunteers Policy

Several procedures are in place at every step of the volunteering period to make sure safety is guaranteed in the best way possible:

### Recruitment

To ensure a safe recruitment, we are following a defined set of procedures:

- Selection process through strict requirements for the applicants (e.g. Time of commitment, age..).
- Extensive interviews with both the Support Office and Ground team.
- Criminal clearance check.
- General background check (e.g. through social media, reference check, etc.).

### Onboarding

To ensure that all team members starting their roles at MOTG are sufficiently trained and informed about the existing policies and feedback mechanisms, the following documents must be read and signed before starting work. These documents include:

- **Code of Conduct**

The Code of Conduct explains the do's and don'ts regarding the work we do. It focuses mainly on protecting the community we work with and for, and to avoid exposing them to any additional harm (physical or psychological) as result of our actions. We aim to be guided by integrity, neutrality, impartiality, doing no harm, respect, honesty, and safety to ensure that our purpose is fulfilled. Important content of the Code of Conduct regarding safety includes general behavior & attitude (i.e. understanding of a professional approach to the dependency and power balance) and rules and regulations (i.e. dress codes, taking pictures and discrimination). Following the Code of Conduct is a requirement, and the document must be signed for approval before beginning work.

- **Confidentiality agreement**

While the confidentiality agreement primarily centers around maintaining the confidentiality of information related to the organization itself, we believe it also provides guidance in safeguarding information about residents. The agreement underlines the importance of *not* sharing any information about residents with others, unless it is absolutely necessary. If that is the case, you will always do this in consultation with a colleague. This could never be an individual decision. Also,



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volunteers can never decide this without the consent of a coordinator. Its goal is to safeguard the privacy of all residents and to not expose them in any way.

- **Safeguarding policy**

This Safeguarding policy outlines the steps that Movement On The Ground takes towards ensuring the safety and wellbeing of the children, young people and vulnerable adults it comes into contact with. Understood in the wide sense, this includes our own staff, coordinators, volunteers and any actor we might collaborate with, as well as all the camp residents we aim to support. It is implemented through the collective and individual action of our team, promoted through our coordinators and monitored by the Island Representative, Impact Coordinator and HR Manager. The purpose of this policy is to:

- Ensure that all members working for or on behalf of our organization do not harm children, young people, vulnerable adults and team members.
- Ensure that safety risks and cases of misconduct are identified, reported and addressed in an appropriate and timely manner.

Our policy is revised every year based on changing circumstances, evaluations and experience.

## **Day-to day and after volunteering**

All new team members receive an extensive induction in the first week. This includes not only familiarizing them with their tasks but also ensuring their complete comprehension of the safeguarding policy. Our aim is to ensure that everyone involved understands the appropriate conduct required to uphold safety for both themselves and others in the most effective way.

Every week the volunteers participate in a compulsory team meeting to discuss updates and operations matters, and to give any feedback if needed. Regularly the Volunteers Coordinator organizes formal or informal 1:1 with all the volunteers to check on their well-being and listen to their concerns.

There are two reporting procedures existing, whether an issue is being reported during the volunteering period or after it concludes.

- Direct feedback to the ground focal point (e.g. visiting volunteers coordinator, team manager, etc) via a formal or informal meeting. Depending on the seriousness of the issue, the person receiving the feedback will activate the relevant procedures.
- Feedback at [feedback@movementontheground.com](mailto:feedback@movementontheground.com) if the people involved feel more comfortable talking to an external team member. The feedback is



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received by the HR department in Amsterdam. Depending on the seriousness of the issue, the person receiving the feedback will activate the relevant procedures.

Everything can be reported. Whether it is considered as a minor or major breach in the safeguarding policies. Whether the person reporting it is the victim itself or a witness. We encourage our staff and volunteers to report incidents as soon as they are identified, even if suspected ones. Staff and volunteers reporting incidents will receive all the support needed so they can continue their daily work without any interference. In case of doubt, all volunteers or staff members are invited to reach out to a confidential advisor.

MOTG has trained confidential advisors who are available to all our volunteers to talk about any issues that may affect them or the organization. These conversations are completely confidential and could be about anything. They are here to support our staff and volunteers in finding the right procedures, for example, putting in contact with further actors, explaining the reporting system, etc. and making sure all staff and volunteers are able to pursue their daily work without facing further issues.