



VOLUNTEER HANDBOOK AND POLICY MANUAL



October 2018

The best way to find yourself is to lose yourself in the service of others
MAHATMA GANDHI

Office Details

OPEnE Address

No.08, Hospital lane, Chavatkaddu, Mannar, Sri Lanka

Key Contacts

A.Suthagar	Team Leader	+94 77 395 9132	suthaopene@gmail.com
V. Raga Alphonsus	Advisor	+94 77 310 0470	ragaopene@gmail.com

Core Working Hours

Monday - Friday	9:00 a.m. - 5:30 p.m.
Saturday	Closed
Sunday	Closed

WELCOME!

Dear,

We are delighted that you have chosen to volunteer with OPEnE. Volunteers are a vital part of achieving our goal of empowering the local community through knowledge and skills. In the past, volunteers have played a key role in a number of our activities, including teaching, developing training and performing administrative duties. I hope that you find the duties of your volunteer assignment to be fulfilling and that your experience with us is rewarding and positive.

The following document includes details about our organization and the roles and responsibilities of our volunteers. If you have any questions please feel free to contact us at opene2016@gmail.com. Once again welcome and thank you!

Warmest regards,

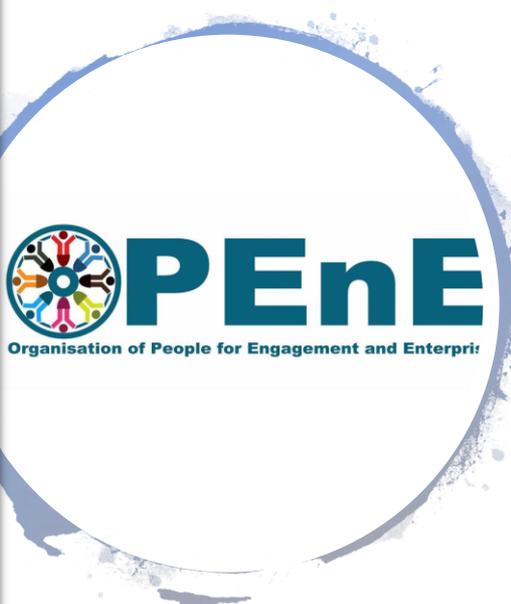
Management
OPEnE , Sri Lanka

Table of Contents

WHO ARE OPENE?	6
RELATIONSHIP-BUILDING STATEMENT	6
OUR VISION, MISSION, OUTCOMES, CONTRIBUTION & WORKING PRINCIPLES	7
GENERAL ORGANIZATIONAL CHART	8
BRIEF HISTORY	8
LOCATIONS OF CURRENT PROGRAMMING	9
OPENE'S VOLUNTEERING FRAMEWORK	10
DEFINITION OF A VOLUNTEER RELATIONSHIP	10
RIGHTS OF A VOLUNTEER	10
RESPONSIBILITIES OF A VOLUNTEER	11
OPENE'S COMMITMENT TO THE PROTECTION OF CHILDREN	11
RECRUITMENT AND SELECTION	12
ELIGIBILITY	12
EQUAL OPPORTUNITY	12
POLICE CLEARANCE AND WORKING WITH CHILDREN CHECK	12
ALLOCATION OF VOLUNTEER ASSIGNMENT	12
VOLUNTEER SPECIFIC INFORMATION	12
ORGANIZATIONAL UPDATES	12
ORIENTATION OF NEW VOLUNTEERS	12
HOURS OF DUTY	13
FEEDBACK	13
LUNCH BREAKS	13
NATIONAL HOLIDAYS	13
HONORARIUM	13
TRAVEL SUBSIDY	13
FOOD AND ACCOMMODATION	13
VISA	14
TRAVEL	14
MAP OF MANNAR TOWN:	15
DRESS CODE	15
CASH	15
PHONE/WIFI	15
INSURANCE	15
LEAVE	16
ONGOING SUPPORT AND SUPERVISION	16
MONTHLY VOLUNTEER MEETINGS	16
GENERAL OFFICE ADMINISTRATION	16
FILING	16

STATIONARY	16
PHOTOCOPIER AND PRINTERS	16
TELEPHONE SYSTEM	16
PETTY CASH	16
INTERNET USAGE	17
MARKETING	17
PROMOTIONAL MATERIAL	17
MEDIA INTERACTION	18
PRESS RELEASES	18
VEHICLE USAGE	18
PRIVATE USE:	18
PERMISSION TO DRIVE:	18
LOG-BOOKS:	18
SAFETY & SECURITY:	18
CHECKS & BEHAVIOUR OF OPENE DRIVERS:	19
DAMAGE OR LOSS OF VEHICLES	19
WORK CONDUCT	19
PRIVACY IN THE WORKPLACE	19
CONFIDENTIALITY IN THE WORKPLACE	19
SAFETY IN THE WORKPLACE	20
HARASSMENT	20
DRUGS AND ALCOHOL IN THE WORKPLACE	20
END OF ASSIGNMENT	21
EARLY-END OF ASSIGNMENT	21
TERMINATION BY OPENE: MISCONDUCT	21
EXIT INTERVIEW AND CHECKLIST	21
GRIEVANCE POLICY	21
GRIEVANCE PROCEDURE	22
APPENDIX 1: VOLUNTEER AGREEMENT	23
APPENDIX 2 VOLUNTEER REGISTRATION FORM	24
APPENDIX 3: ACCIDENT/INCIDENT FORM	25
APPENDIX 3: ACCIDENT/INCIDENT FORM	26

Who are OPEnE?



We are an **organisation of people**, a collective of like-minded and motivated individuals who have come together, pooled our knowledge and expertise and are committed to strengthening systems of empowerment for the community. We believe in collaborative **engagement** at all levels of society; through this we will build inclusivity into what we do: promoting sustainable change. We also believe in **enterprise**, recognising the importance of business in the community and how it can be used for social good.

We have created an **open** culture, one that befits an organisation that is working towards a pluralistic society. We know the importance of having a voice and do not view differences between people as a barrier to consensus. As an organisation we are learning, we are growing and we embrace the challenges along the way with an **open** mind and an **open** heart.

Relationship-Building Statement

OPEnE places high importance on creating strong, respectful internal and external relationships, focused on enhancing our own and others' capability. We support each other, work together and recognize that we all play a vital role.

We not only depend on one another to achieve shared goals that meet strategic outcomes and fulfill our purpose, but also fill in for each other when someone is away. This makes for maximum office versatility.

We actively build relationships based on trust, honesty, respect, integrity, compassion, understanding, recognition, participation, fairness and equity and acknowledge that building relationships takes time and requires hard work, resources, effective communication, reflection and active engagement.

Our Vision, Mission, Outcomes, Contribution & Working Principles

Our Vision

A **PLURALISTIC** Sri Lanka where **ALL** are empowered and included

Our Mission

To empower individuals through knowledge, skills, tools and networks to make sustainable changes in **THEIR OWN LIVES** *and* the **LIVES OF THEIR COMMUNITY**

Our Outcomes

Strengthened community capacity
Improved local government performance
Economic security
Cultural pluralism

Our Contribution

Our core programmes

- ✚ Child education
- ✚ Livelihood security
- ✚ Community capacity-building
- ✚ Peacebuilding and reconciliation

Our programme design priorities

- ✚ Women empowerment
- ✚ Child protection
- ✚ Disability support
- ✚ Environmental conservation
- ✚ Advocacy

Our Working Principles

Develop active citizenship through promoting volunteerism

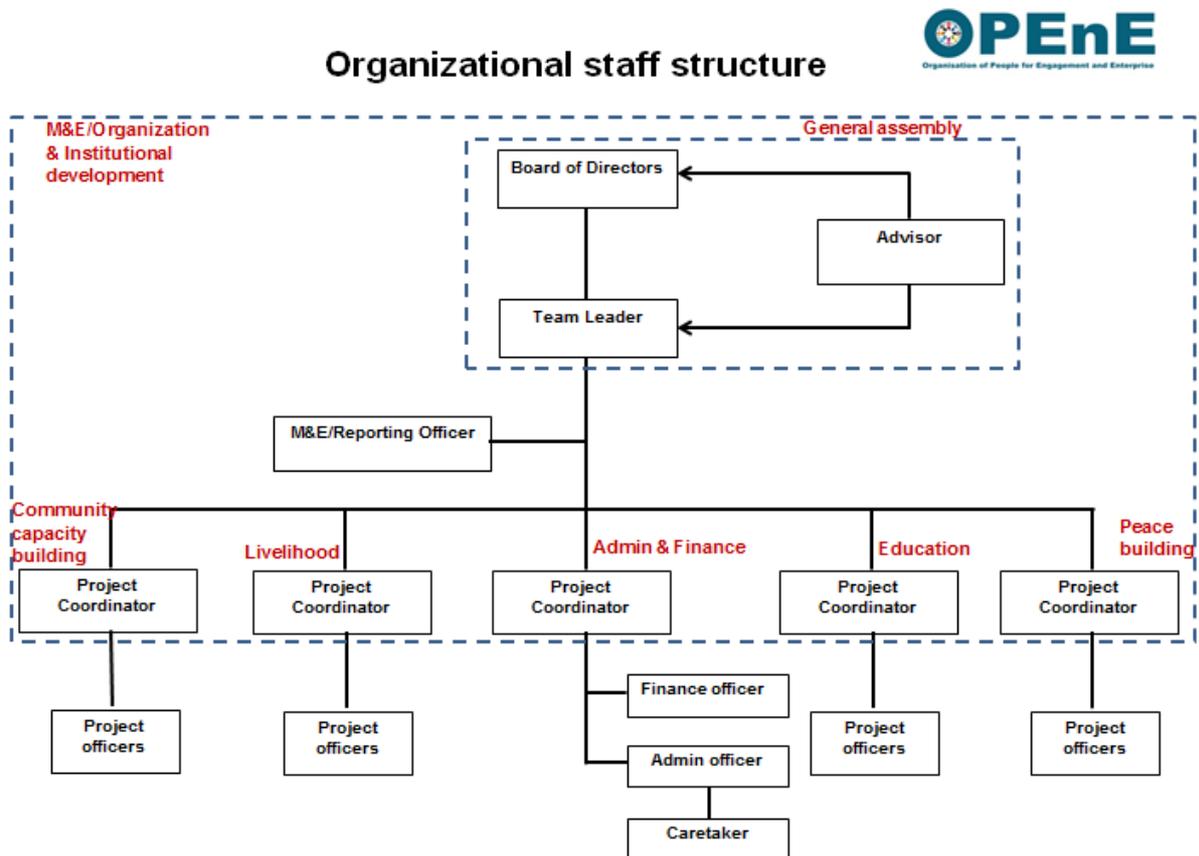
People-centred approach

Business in the community

Horizontal organisational structure

Optimise resources

General Organizational chart



Brief History

Organization of People Engagement and Enterprise (OPEnE) has been working in Mannar District, Sri Lanka, since 2016. Since our inception, we have been engaged in education and livelihood activities primarily, and built on this to include capacity-building and peace building.

Education:

In the education sector we provide support to children to be creative, analytical and critical. We deliver the following:

- English Language development
- Computer skills development & e-learning
- Soft skills development/personality development (Leadership, communication etc)
- Sports, games, drama & art
- Numeracy and Literacy
- Reading skills development
- A safe & friendly non-hierarchical learning environment

Livelihoods:

In the livelihood sector we provide support for producers to improve the yield and quality of their produce, whilst reducing the production cost for sustainable development. We deliver the following:

- Support to identify market based products
- Improvement of technical capacity through training and mentoring support
- Increased awareness of efficient water and fertilizer usage
- Linkages with markets
- Money-saving support to build wealth and resilience

Community capacity building:

Through community development we support local communities to implement their own solutions and exercise control over their lives. We deliver the following:

- Support civil society organizations (CSO)
- Inform on good governance
- Facilitate access to institutions (eg. micro-finance) and trainings
- Empower women at the community level to participate and drive decision-making
- Support advocacy and lobbying efforts

Peace building:

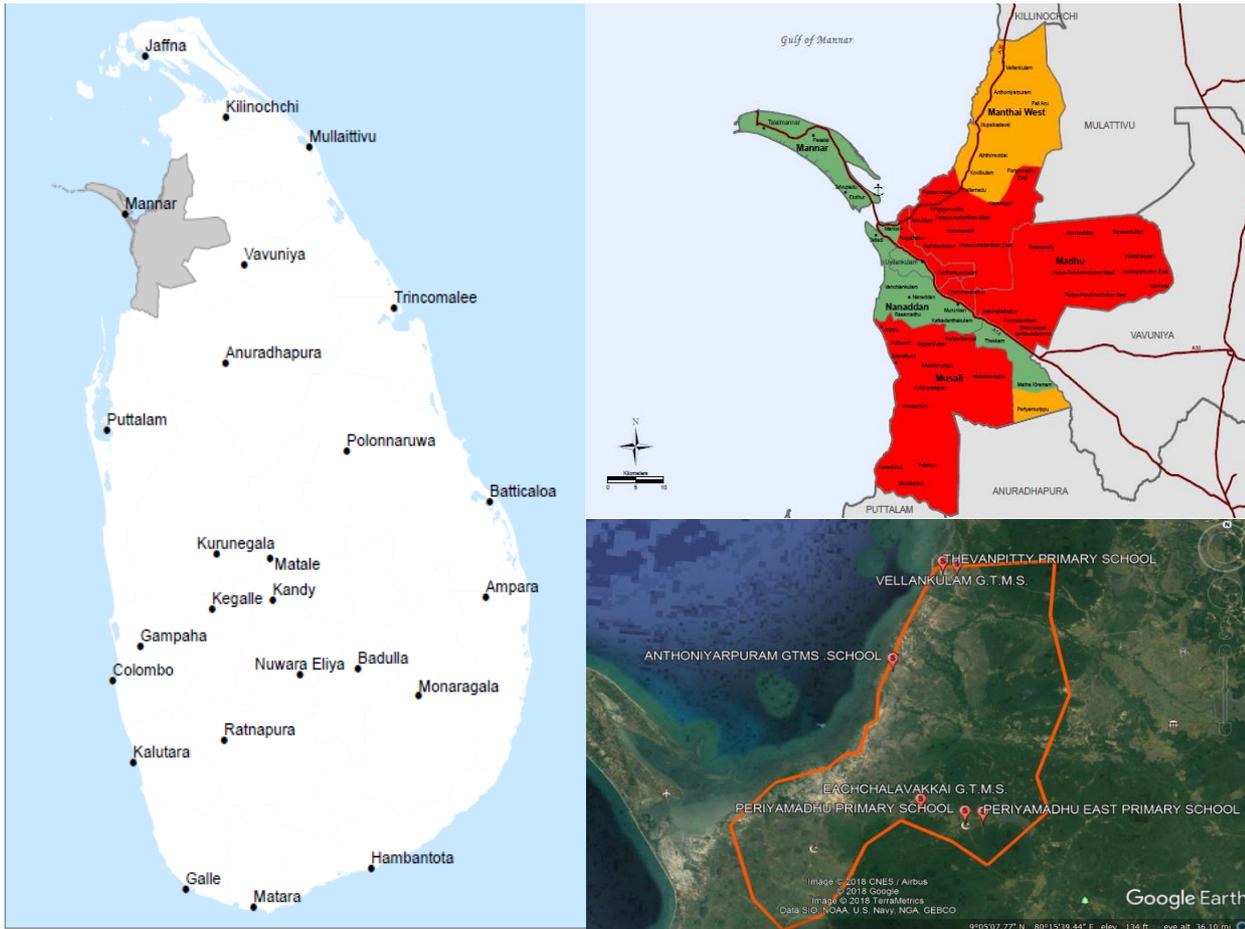
As part of a collaborative effort we support the strengthening of community networks mentored by religious leaders and engage them in building consensus for transitional justice and a pluralistic identity. We deliver the following:

- Establish mechanisms for mitigating inter religious/ethnic issues
- Promote community cohesion (between different communities)

As we are such a young organization, we are always trying to improve our ways of working and adapting our projects to the needs we see in the community. We are always working towards an all-inclusive and integrated approach, where we work alongside the community and measure progress by outcomes rather than outputs.

Please follow our facebook page on <https://www.facebook.com/OpenHubEducation> for program updates.

Locations of current programming



OPeN's Volunteering Framework

Definition of a volunteer relationship

Volunteers are individuals or groups who offer their time, experience, knowledge and skills without financial gain beyond reimbursement of expenses; helping us to achieve our aims.

There is no contract of employment between OPeN and its volunteers and volunteers are not considered as employees.

Rights of a Volunteer

- To work in a healthy and safe environment
- To be given accurate and truthful information about the organization
- To be given a copy of the organization's volunteer handbook and policy, and any other policy that affects your work
- To have a *terms of reference* for your volunteer assignment
- To have access to a grievance procedure
- To be provided with orientation to the organization
- To be provided with sufficient support to do your job
- Not to fill a position previously held by a paid worker
- Not to do the work of paid staff during industrial disputes

Responsibilities of a Volunteer

- Respect the values, vision and objectives of OPEnE
- Be committed and perform the tasks to the best of your ability
- Be respectful in your interactions with staff member, other volunteers, children and parents
- Be honest, fair and responsible.
- Give constructive feedback on our organization if you have any
- Don't be judgmental in your interactions with the community
- Be sensitive to the beliefs, practices and traditions of the community
- Treat every child with respect, dignity, patience and equally
- Safeguard children by making responsible use of the information and resources to which you have access by reason of service with OPEnE
- Prevent, oppose and combat all exploitation and abuse of the child
- Refrain from any involvement in criminal or unethical activities, activities that contravene human rights or activities that compromise the image and interests of OPEnE.

OPEnE's commitment to the protection of children

OPEnE will meet its commitment to protect children through the following means:

- **Awareness:** OPEnE will ensure that all staff, contractors, volunteers, interns, and partners are aware of the problem and issues of child abuse and exploitation.
- **Prevention:** OPEnE will ensure through awareness and good practice, that all staff, contractors, volunteers, interns, and partners minimize the risks to children.
- **Reporting:** OPEnE will ensure that staff and others are clear in what steps to take where concerns arise regarding the safety of children.
- **Responding:** OPEnE will ensure that action is taken to support and protect children where concerns arise regarding possible abuse and exploitation.

Recruitment and Selection

Eligibility

At OPEnE we believe that volunteers should be appointed on suitability; we consider factors such as the applicant's qualifications, experience, skills, knowledge, potential, time availability and their overall suitability to meet the demands of the organization.

Volunteers will be expected to submit an expression of interest and CV initially, as well as to complete the *volunteer registration form* (annex 2). Before agreeing to onboard a volunteer, an interview will also be held with OPEnE staff/affiliates to speak through volunteering opportunities.

Equal Opportunity

OPEnE recognizes that people are its most important resource and is committed to equal opportunity for all volunteer members. OPEnE will not permit discrimination against applicants based on race, religion, age, gender, sexual orientation, disability, socio-economic background or ethnicity. This applies to all areas of volunteer engagement, including recruitment and assignment of work.

Police Clearance and Working with Children Check

A Police Clearance or character certificate is required to enable volunteers to carry out their duties with OPEnE

Allocation of Volunteer Assignment

OPEnE will match volunteers to opportunities that recognize their talents, interests, and availability for serving. If at any time a volunteer wishes to reassign their position or take on an additional role, they are encouraged to discuss this further with the Team Leader.

Volunteer Specific Information

Organizational updates

OPEnE has a facebook page: <https://www.facebook.com/OpenHubEducation>, volunteers are encouraged to view this on a regular basis before starting their volunteer assignment for all organizational updates.

For specific enquiries, contact the Team Leader via email.

Orientation of New Volunteers

An orientation will be provided to all new volunteers to ensure that required aspects of OPEnE operations, policies, programs, procedures and staff member responsibilities are understood. Volunteers are expected to sign the *volunteer agreement* (annex 1) ahead of starting their volunteer assignment to confirm receipt and acknowledgement of all policies and procedures.

There will also be an OPEnE staff member who will be assigned by the Team Leader to be a point person/supervisor for the volunteer during their duration with OPEnE.

Hours of Duty

OPEnE offers a flexible working environment for volunteers and endeavors to accommodate volunteer requirements. The core hours of operation are 9.00am to 5.30pm Monday to Friday. However, volunteers may be requested to work outside these hours and/or from home.

The number of hours volunteers work is based on their assignments. Most volunteers work an average of 35 hours per week.

Feedback

OPEnE values your contribution to the organisation, and we would like to ensure you are satisfied with your role. Please speak with your supervisor any time you have a concern.

Lunch Breaks

OPEnE recognises the importance of volunteers taking a lunch break and encourages volunteers to take a lunch break of at least 30 minutes and up to 60 minutes (dependent on the hours worked).

National Holidays

As given by the Government of Sri Lanka, via the Ministry of Public Administration and Home Affairs (www.pubad.gov.lk), OPEne as an NGO falls under the Shop and Office Act, therefore mercantile holidays and Poya days are non-work days.

Honorarium

Duration and type of assignment varies significantly for volunteer assignments. Volunteers also have different expectation in terms of covering their costs. Some volunteers' costs are covered by the sending agency, some raise their own funds or self-funded. Many of the local volunteers and some international volunteers need some support for their upkeep. In such situations upon volunteers' request, OPEne offers a modest honorarium to cover basic accommodation and living costs based on specific needs of that individual.

Travel subsidy

At the request, Travel subsidies will be provided for volunteers on a case by case basis to reimburse actual cost of public transport related their assignment. In exceptional situation; tuk tuk hire also will be reimbursed.

Food and Accommodation

In general, the expenses related to food and accommodation are borne by volunteers. OPEne will support volunteers in arranging accommodation with utilities, furniture, beds and other basic kitchen utensils as necessary for volunteers to be self-sufficient.

If the accommodation is wholly arranged by OPEne (past volunteers have stayed in a flat rented by OPEne), the monthly cost will be agreed with volunteers ahead of their assignment. Volunteers are expected to settle their expenses upon request.

It is the volunteer's responsibility to manage their meals. There are food shops and restaurants in Mannar which OPEnE staff will happily point out to volunteers (Please refer Volunteer administrative guidance). Everything is in close proximity to our office!

Visa

It is the volunteer's responsibility to arrange their visa to cover the duration of their volunteering assignment; OPEnE are happy to advise.

Travel

Getting to Mannar:

Most international volunteers land at Bandaranaike International Airport (Colombo) upon arrival in Sri Lanka; from Colombo volunteers can take a (night)bus to Mannar. Although the volunteer will have to cover the cost of travel to Mannar, OPEnE will support the volunteer in arranging the bus booking and co-ordinating pick-up at Mannar.

Within Mannar Town/Island:

Commuting around Mannar is very easy, with many modes of transport. There is scope to walk, bicycle, motorbike, take a rickshaw and bus. We are also able to provide you with the mobile numbers of trusted rickshaw drivers (it is approximately 150 rupees/10 mins for a single journey between the volunteer accommodation and town).

Outside of Mannar:

There are also regular private and CTB (government) buses which enable travel to other parts of Sri Lanka (the bus depot is approximately 15 mins walk from the OPEnE office)

Leave

Volunteers are required to give the Team Leader as much notice as possible regarding leave/breaks in volunteering in order that schedules can be managed. Volunteers are entitled to take leave upon request.

Ongoing Support and Supervision

You will be assigned to work with a staff member who will provide support and supervision. The number of hours that volunteers work is based on their assignments. Most volunteers work an average of thirty-five hours per week.

Monthly Volunteer Meetings

Volunteer meetings will be held at least once a month to discuss project progress and challenges.

General Office Administration

Filing

Volunteers have the responsibility for filing all their documentation and correspondence and saving it securely. Upon completion of their volunteer assignment, all files should be provided to the direct supervisor for incorporation into the central filing system.

Stationary

The administration officer is responsible for maintaining adequate stationery supplies. The volunteers will be provided required stationery to meet their work needs.

Photocopier and Printers

The photocopier and printers are available for office use; OPEnE will permit reasonable personal use by volunteers.

Telephone System

The landline phone is mainly for office related usage. For private calls, prior approval from the direct supervisor is needed and is permitted when it is infrequent, brief and does not interfere with the duties of the employee or work colleagues/the operation of OPEnE and is not international.

Petty Cash

Petty cash at the OPEnE office is for recouping project expenses. OPEnE operates one petty cash account only.

Receipts are to be presented to the Administration/Finance Officer to enable expended funds to be recouped within two weeks.

Internet Usage

The primary purpose for access to the internet and email is to assist OPEnE staff and volunteers in their duties.

Volunteers may use the internet and email access provided by OPEnE for any work-related purpose.

Limited personal use is permitted as follows:

- When it is infrequent and brief
- Does not interfere with the duties of the volunteer or work colleagues
- Does not interfere with the operation of OPEnE
- Does not compromise the security of OPEnE's system
- Does not impact on OPEnE's electronic storage capacity
- Does not decrease OPEnE's network performance (e.g. large email attachments can decrease system performance and potentially cause system outages)
- Does not incur any additional expense for OPEnE
- Does not violate any laws
- Does not compromise any confidentiality requirements of OPEnE
- Complies with the above and is used outside of normal working hours – before or after work or at lunchtime.

Unacceptable Use

A volunteer may not use the internet or email (including internal email access) provided by OPEnE to:

- Create or exchange messages that are discriminatory, offensive, harassing, bullying, obscene or threatening
- Knowingly visit websites containing illegal, objectionable (including pornographic) or criminal material
- Exchange any confidential or sensitive information held by OPEnE (unless in the authorised course of their duties)
- Create, store or exchange information in violation of copyright laws (including the uploading or downloading of commercial software, games, music or movies)
- Use internet-enabling activities such as gambling, gaming, conducting a business or conducting illegal activities.
- Create or exchange advertisements, solicitations, chain letters and other unsolicited or bulk email
- Play games during work time
- Organize private business, travel or social arrangements during work time.

Marketing

Promotional Material

All promotional material is to be approved by the Team Leader to ensure that the design and content are consistent with OPEnE's publications.

Media Interaction

The Team Leader has the sole responsibility of determining what media interviews and other promotional opportunities are undertaken on behalf of OPEnE.

Should a staff member be approached with a media or promotional opportunity they should immediately consult the Team Leader to determine if the request is appropriate and who should speak on behalf of OPEnE.

Press Releases

All draft press releases must be submitted to the Team Leader for approval prior to release.

Vehicle Usage

Private Use:

It is expected that that OPEnE vehicles are used for project-related work only. Private use of vehicles (including motorbikes) is not permitted. Only in exceptional cases, after prior approval from the Team Leader, OPEnE vehicles can be used for private purposes and then only for brief moments and short trips (e.g. to go home in the evening or at weekends). OPEnE vehicles should not be used for private holidays or longer private trips. In exceptional cases, when such vehicles are used for private purposes, staff /volunteers have to bear the cost as per Km (mileage agreed before use).

Permission to drive:

Project vehicles should always be driven by drivers recognized by OPEnE. All drivers of OPEnE vehicles should have proven driving experience and a valid driving license. Drivers are personally responsible for renewal of their own driving licenses.

OPEnE staff/Volunteers driving a motor should have a valid driving license. For those employees for whom driving of the motor is required, the logbook should be filled.

Log-books:

For each journey, there should be indication of date, numbers of kilometres, destination, private or OPEnE trip, amount of fuel that is bought, costs involved and mileage at time the fuel is bought, as well as remarks about the technical condition of the vehicle and repairs carried out. Cars and motorbikes should be returned ready to use for the next person, fuel filled, properly parked, with the keys in the office keybox.

Safety & Security:

Motor riders must wear a safety helmet. OPEnE will provide a helmet for the employee/volunteer who is riding a motor (bike). OPEnE explicitly rejects the liability for injuries caused by not wearing of the helmet by OPEnE employee/volunteer

Volunteers should abide by the Sri Lankan traffic rules and drivers should be aware of the speed limits; fines are at personal expense. Usually the speed limits are 70 km/hr-72 km/hr on the highway and 50 km/hr-56km/hr in the cities. In certain parts in the North, the speed limits are 60 km/hr on the

highway and 40 km/hr in the city. Driver and passengers should plan travel time in advance based on the minimum speed. Drivers do not need to submit to the request from passengers to exceed the speed limit.

Volunteers should take great care not to damage the car or motorbike and always park at a guarded place. Damage or theft, as a result of irresponsible use of the vehicle or motorbike, will be partly covered by the volunteer per the decision of the Team Leader.

Checks & Behaviour of OPEnE Drivers:

As drivers of vehicles and motorbikes belonging to OPEnE are obvious representatives of OPEnE, in public they should conduct themselves well, including to other road-users. Drivers are responsible for the vehicle, the passengers and the goods that are transported. Drivers are permitted to check the luggage of passengers in order not to be confronted with unexpected goods at check point searches. For this reason, drivers are also expected to check their vehicles before starting the journey. It is not allowed to load vehicles with unnecessary items such as perfume bottles, coloured lights, stickers, sounds or ornaments.

Damage or Loss of Vehicles

In the event of an accident or loss of a vehicle, the driver will comply with all legal and insurance requirements. The driver should immediately obtain particulars of the other parties involved; notify the Team Leader immediately.

Work Conduct

Privacy in the Workplace

OPEnE strives to act with the highest integrity and offer the best possible service to volunteers, organisations and people who access our services. To provide the highest standard of service to all its stakeholders, from time to time, OPEnE needs to collect personal information entrusted to OPEnE. This information is treated with the appropriate degree of privacy.

Personal information is any information that an individual's identity can be reasonably determined from.

Confidentiality in the Workplace

Except when expressly authorized by OPEnE, a volunteer will not directly or indirectly reveal to any third party, confidential dealings, finances, transactions or affairs of OPEnE or any of its clients/beneficiaries, which may come to their knowledge during their period of volunteering.

Volunteers will not, unless expressly authorized by OPEnE, use for their own benefit or gain or that of any other person, firm or company, any confidential information belonging to OPEnE.

Any changes, innovations and ideas initiated by volunteers in the course of volunteering with OPEnE will belong to OPEnE.

All records, documents and other papers or electronic images, together with any copies or extracts thereof, made or acquired by volunteers in the course of their role with OPEnE must be returned to OPEnE.

Volunteers will not disclose confidential information to any other employee not authorized to receive such information.

A volunteer's obligation in these matters continues to apply after the end of their volunteer assignment.

Safety in the Workplace

OPEnE is committed to ensuring a healthy and safe work place for staff, volunteers, visitors and contractors. All staff members and volunteers are encouraged to regard accident prevention as a collective and individual responsibility.

Should a safety hazard or incident be identified it is imperative that the problem be reported immediately to the direct supervisor or Team Leader to enable immediate/appropriate action to be taken.

Care should be taken to ensure that where a professional service is required, no action is taken that may endanger the health or safety of a person. All persons present at the time are required to obey all reasonable instructions aimed at protecting their health and safety.

OPEnE's *Incident Report Form* (annex 3) is to be completed and filed with any accompanying documentation.

If an illness requires medical attention, suitable arrangements will be made to provide transport to either a doctor or hospital.

In the event of a fire and or other emergency disaster, follow staff to the nearest exit areas, leave what you are doing, do not go back for personal belongings. Wait with staff in the designated waiting area.

Harassment

OPEnE will not tolerate any form of harassment or bullying in the work place or any other venue from which its programs are being delivered. Any volunteer who is found to have acted in such a manner may have their voluntary role terminated.

Drugs and Alcohol in the Workplace

OPEnE is committed to providing volunteers with a smoke, drug and alcohol free work place during designated work hours. The unlawful distribution, dispensation, possession or use of a controlled substance in OPEnE's offices or shared spaces is prohibited.

A volunteer who is convicted of a drug or alcohol violation arising out of conduct occurring in the workplace must notify the Team Leader of such conviction immediately.

Any volunteer who violates the above policy will be subject to discipline up to and including termination of their assignment. All volunteers must agree to abide by this policy.

End of assignment

Early-end of assignment

Should a volunteer wish to end their assignment early, they are requested to give the supervisor as much notice as possible.

Termination by OPEnE: Misconduct

Misconduct includes breaches of any OPEnE policies which warrant instant disengagement with the volunteer.

Examples of misconduct include:

- Theft of property or funds from OPEnE
- Willful damage to OPEnE's property
- Intoxication through alcohol or other prohibited substance
- Verbal or physical harassment of any other employee, volunteer, board member or any other person particularly in respect to race, sex or religion
- Disclosure of confidential information regarding OPEnE to any other party without prior permission from the Team Leader
- Falsification of any of OPEnE's records for personal gain or on behalf of any other employee/volunteer
- Being convicted of a criminal offence
- Unwillingness or inability to support and further the mission of the organisation and/or the objectives of the programme.

Exit Interview and Checklist

When a volunteer's assignment approaches its end, their direct supervisor will conduct an exit interview. A record of the interview will be retained.

Our wish is to obtain information that may help

- Gain constructive feedback on the best and worst aspects of the volunteer's assignment and their time with OPEnE
- Analyze any areas that can be actioned by OPEnE
- Improve the overall volunteering experience.

The Team Leader will review the volunteer programme on an annual basis and therefore incorporate any formal feedback.

All property of OPEnE must be returned at the end of an assignment.

Grievance Policy

A grievance is a real or perceived cause for complaint.

OPEnE recognizes that open communication and feedback are essential elements of a satisfying and productive work environment.

If you have a grievance about how you have been treated by another volunteer or staff member, every effort will be made to solve problems cooperatively and informally before presenting them in writing as a formal grievance.

In the instance that formal avenues for the handling of a grievance are pursued, the full context of the grievance will be documented and the volunteer's wishes will be accounted for in the determination of appropriate steps and actions.

All complaints and questions will receive thoughtful consideration in a timely manner and will be discussed with the individual who raises them; discussions held are confidential.

Grievance Procedure

A fair and effective grievance procedure is essential for the promotion and maintenance of sound and efficient work relations and contributes positively to the morale of the employees/volunteers.

OPEnE agrees to the following formal process:

Step 1.

The volunteer should bring his/her grievance to his/her immediate supervisor in writing.

Step 2.

The supervisor has to respond in writing within two weeks.

Step 3.

In the event a volunteer and his/her immediate supervisor cannot reach a satisfactory solution, the case may be brought to the attention of the next managerial level. The next managerial level has to respond in writing within 2 weeks.

Step 4.

In the event a satisfactory solution still has not been reached and the volunteer's concerns have not been resolved, the volunteer should write to the Board. Their decision is final within the organization, unless otherwise governed by Law.

Grievance cases should be settled locally.

Appendix 1: Volunteer Agreement

I am in receipt of OPEnE's Volunteer Handbook and Policy Manual. I have read the document and agree to follow its terms and conditions.

Furthermore, I acknowledge that this manual is neither a contract of employment/volunteering nor a legal document. Although some or all of the policies and procedures may have been explained to me verbally, I understand that it is my responsibility to fully read and comply with the policies contained in this handbook and any revisions made to it.

If I should have any questions, I understand I should consult with the Team Leader about the policies or procedures contained therein.

Volunteer's Signature

Date Signed

Volunteer's Name

Appendix 2 Volunteer registration form

Full Name			
Address			
Telephone		NIC/Passport No.	
Nationality		Gender	
Email ID			
Age	<20:[] 21-30:[] 31-40:[] 41-50:[] 51-60:[]		
Occupation			

Hobbies and special skills			
Languages(s) spoken			
Do you have any criminal convictions?	Yes:[] No:[] (if yes, please describe)		
Your availability	Weekdays:[] Weekends:[] Holidays:[] Varies:[]		
Your initial commitment period			

Title of the degree/course/class	School/College/University	Year

Please tick off against topics in which you are willing to serve as a RESOURCE

English	<input type="checkbox"/>	Life skills (masonry, carpentry)	<input type="checkbox"/>
Computer and IT	<input type="checkbox"/>	Communications	<input type="checkbox"/>
Sinhala	<input type="checkbox"/>	Fund raising	<input type="checkbox"/>
Mathematics	<input type="checkbox"/>	Leadership	<input type="checkbox"/>
Science	<input type="checkbox"/>	Health, Nutrition and Fitness	<input type="checkbox"/>
Tamil	<input type="checkbox"/>	Career guidance	<input type="checkbox"/>
Library	<input type="checkbox"/>	Child psychology and	<input type="checkbox"/>
Sports	<input type="checkbox"/>		<input type="checkbox"/>
Cookery	<input type="checkbox"/>		<input type="checkbox"/>

Person to Notify in Case of Emergency	
Name:	Contact No:

DECLARATION (TO BE FILLED IN BY THE APPLICANT ONLY)

I, _____, hereby declare that I am keen to become a volunteer for the OPEnE and want to render selfless services for education initiatives. By submitting this form, I declare that my age is **18+** years and that all the information provided by me in this form is true, correct and complete and also I hereby acknowledge that I am responsible for my own safety, security and health.

Date _____ Signature of the Applicant _____

FOR OFFICE USE ONLY	
Volunteer No:	Date of joining:

Appendix 3: Accident/Incident Form

Name and Address of Person Involved	
Phone	

Incident Details

Location of Incident
Incident Date
Incident Time
Description of Incident
Signature of Person Involved

Witnesses

Name	Address
Age	Phone Contact
Name	Address
Age	Phone Contact

Details of Any Injuries

Type of Injury Received <input type="checkbox"/> Tick Nil or provide details:		
Name of Person Injured	Address	Phone Contact

Property Damage

Name of Owner

Address
Phone
Property Damaged
Type of Damage
Location of Damaged Property
Estimated Repair Cost

Name of Person Making Report:
Signature:
Date: