



## GUIDELINES FOR VOLUNTEERS

### 1. INTRODUCTION TO TRIPLE BOTTOM LINE'S NATIONAL VOLUNTEER PROGRAMME

At NVP, when a volunteer creates a profile on our specialized Portal, they identify their interests and skills. NVP will then match the volunteers, as closely as possible, with available opportunities with beneficiary institutions. By this method, for example, volunteers with an IT background will be involved in imparting IT knowledge or providing IT support to beneficiary institutions, rather than putting in volunteer hours in a children's hospital.

The NVP recognizes the endless possibilities of what a volunteer can do. For example volunteers can:

Teach young children, in schools in low-income areas

Help in taking care of the aged in old peoples' homes

Impart technical skills to the youth in the community, thus helping them earn livelihoods

Teach accounting and book-keeping to help local communities set up small businesses

This concept serves as a three way exchange, as such programmes not only help target the actual needs of non profit organizations and charities, but they also help in the development of a volunteers' skills and sense of achievement. Your employers/companies can also claim a return on investment from its resources allocated - company time and employees - as it helps in the personal development of the employees.

### 2. WHY SHOULD YOU OPT FOR VOLUNTEERING THROUGH THE NATIONAL VOLUNTEER PROGRAMME?

NVP offers great flexibility in terms of execution. Work can be done by a single volunteer, or by a team of several. Volunteers can work with company colleagues or with employees from other companies. NVP will also try and make its placements with the candidates' preferred location in mind, thus making it easier to volunteer.

The management, identification of causes, volunteer matching will be managed by the NVP; little leg work will be required by volunteers, thus saving time for volunteering. Once a match is created, TBL will then facilitate volunteering through setting up a meeting with the NGO. TBL will monitor the volunteered hours and award a certificate of achievement to the volunteers. A formalized report will also be given to your company/employer to use in the job evaluation process and designated appraisals.

### 3. VOLUNTEER PERIOD AND RECOGNITION

We have set the basic volunteer period to be 8 weeks or 24 hours. The NVP is not about volunteering for a short period. It is about making volunteering a part of your professional life. TBL hopes that you find the experience rewarding, by making volunteering convenient. Once you begin volunteering, you will be duly acknowledged for completing 50 hours, 100 hours, and 250 hours respectively. The volunteer hours are cumulative, which you can accrue over time (and each attainment comes with a special surprise).



## 4. MAKE THE BEST OF YOUR EXPERIENCE

When applying to volunteer you have an opportunity to make a difference to the causes that you care about. Your time is valuable, so it's important that you enjoy and benefit from your volunteering. Volunteering can be a win-win situation for all. Before joining, you should ask yourself the following questions:

### Which causes would you like to help?

Are you interested in helping orphans or the elderly, teaching women how to become independent through entrepreneurship, helping under privileged children in their studies or sports, helping in the uplift of a community, or helping in the provision of medical aid – each person will have their own interests, and currently all institutions need a helping hand.

### What kind of work would you like to do?

Beneficiary institutions always need a helping hand. It can be through direct interaction and teaching with their beneficiaries, basic administration, and/or fundraising. NVP provides an opportunity for you to use your skills or expertise to help the institution.

### What social or environmental issues would you like to address?

As individuals we are all unique and have differing concerns about society. NVP presents an opportunity to volunteer for what you are concerned about.

### How much time do you have to volunteer?

The NVP presents an opportunity to volunteer time during work hours. The beauty of the programme is volunteering can become a part of your organization's employee engagement and strategy for corporate social responsibility.

### What do you want to get out of volunteering?

Volunteering is a new way of meeting people, volunteering increases self-confidence, and also helps you stay physically healthy.

Volunteering is also a valuable way to attain work experience, and improving your skills. Most companies value an employee who volunteers which reflects in their job evaluation – thus improve your career opportunity.

## 5. HOW TO PARTICIPATE IN THE PROGRAMME – VOLUNTEER THROUGH YOUR COMPANY

- i. Have a discussion with the designated manager at your organization about opting to volunteer. It is important to know the days and times which suit your organization for you to volunteer.
- ii. Create a Volunteer profile on the NVP portal or fill in the given form.
- iii. TBL will create a match with the beneficiary institutions (BI) based on the specifics.
- iv. Sign a commitment letter with TBL to volunteer at the identified BI.
- v. Attend an orientation session and meet other volunteers participating in the programme.
- vi. Begin volunteering at the matched BI.
- vii. Provide monthly feedback to the NVP on your achievements and experiences.



## 6. IMPORTANT RULES AND REGULATIONS

a) **Be reliable and punctual**

When volunteering you are going there to make a difference – it reflects well on your organization and yourself by turning up on time.

b) **To meet the mutually agreed time commitments**

If for some reason you are not able or miss a session give reasonable notice when this is not possible.

c) **Respect the rights of people you work with**

The working environment or beneficiaries will be based on a different culture, each deserves the respect from life.

d) **Have a non-judgmental approach**

The culture or working environment will be different from the corporate environment you are used to, whilst you may have some suggestions on how things are managed, it is wise to build a relationship prior to making suggestions.

e) **To meet the mutually agreed time commitments, giving reasonable notice when this is not possible**

Follow the same principles you follow at work – BI deserve the same loyalty whilst you are there.

f) **Carry out the specified job description**

The BI has asked for help for something important to them, use your volunteer hours wisely to give back to society.

g) **Acknowledge decisions made by the staff or the organization**

It could be a decision in relation to relocating to a different part of the office, a concern for your safety, or a slight change in the job description, perhaps a detail sent by sms – do acknowledge your receipt.

h) **Be accountable and accept feedback**

You are accountable in your organization, the volunteer works follows the same rules, also accept the same sort of feedback from your supervisor at the BI.

i) **Be committed to the program**

The more committed you are the more benefit you can derive out of your volunteering experience – it can be a humbling, learning experience.

j) **Give feedback (i.e. participate in evaluations when asked)**

When an organization asks for your opinion in relation to your expertise, please feel free to give your suggestions.

TBL gives due respect to each volunteer serving at the BI whilst also endorsing sanctity of the BI. In case of any untoward event you are advised to ask for support to the Volunteer supervisor. TBL will monitor the whole activity of Volunteer Service at the BI, so as to assure delivering optimistic services



## 7. PROGRESS REPORT

A progress report will be provided to your company by the NVP with feedback from the BI on your performance. This will:

Reflect the hours you have volunteered (including your punctuality and attendance)

Describe the work performed at the BI

Give feedback on your experience

Include a grading A+, A, B, C which we will create through judging attributes on the Volunteer Scorecard

Your company can use this for internal recognition and job appraisals. You also have a chance to win a prize for Star Volunteer of the month and appear on our website.

## 8. HOW CAN YOU BENEFIT FROM VOLUNTEERING IN THE NVP?

Researchers have found that employees who volunteer through their workplace report improved physical and emotional health. The specific benefits include reduced obesity, reduced stress, increased levels of activity, a more positive emotional state and higher levels of overall satisfaction with life. Other benefits include:

Improves various skills – leadership, planning, time management, report writing, problem-solving, financial management, project management, public dealing

Creates sense of achievement

Builds self-confidence

Our NVP provides an opportunity for employees to be recognized in the company for their additional skills and strength of character. The NVP will recognize the efforts through a formalized process and will enable the time dedicated to be mentioned on the volunteers resume.