

Volunteer Regulation

From

Dutch National Committee UNICEF (UNICEF the Netherlands)
With registered office in the municipality of 's-Gravenhage

The Volunteer Regulation is based on article 14.4 from the statutes of UNICEF the Netherlands

Version d.d. 4 July 2023 Versions:

- The first version of this Volunteer Regulation was drawn up by the Volunteer Council and adopted by the Management Team on the 7th of April 2016.
- Version 2 dates from the 21st of March 2018 in connection with the transition to Mijn UNICEF.
- Version 3 dates from the 14th of December 2018 in connection with the arrangements in the integrity policy.
- Version 4 dates from the 14th of April 2020 in connection with new Child Safeguarding Guidelines and small organizational changes.

The Volunteer Regulation is published on Mijn UNICEF and in the volunteers apps.

Background

Mission and vision of UNICEF worldwide

As the UN-organization for children's rights in the Netherlands, we are committed to realize the rights of the children on a structural basis. It is our mission for every child – both in the Netherlands as worldwide – to ensure that it gets what it is entitled to: protection, nutrition, healthcare and education. We ensure that children in the Netherlands know their rights and can talk about matters that concern them. We achieve our vision by raising funds for the global work of UNICEF, by influencing policies of government and companies and by providing support in the Netherlands for children's rights.

UNICEF the Netherlands and the role of volunteers

UNICEF the Netherlands is one of the national committees, which represents UNICEF International in rich countries. We raise funds for aid programs that are implemented in 155 developing countries and provide information about the work of UNICEF. Moreover, our committee keeps an eye on the Dutch government to see if the government adheres to the Convention on the Rights of the Child, in both her domestic and foreign policy. UNICEF the Netherlands works together with partners to improve children's rights structurally, including businesses, the academic world, fellow organizations and professional groups.

UNICEF the Netherlands was founded in 1955 by volunteers and has grown into an influential and professional organization. We would like to preserve the spirit in which the organization was founded to continue to book results for children together. UNICEF the Netherlands is not a volunteer organization, but an organization with both professionals and volunteers. The voluntary network is an integral part of UNICEF the Netherlands. Both contribute to the objectives with their own responsibilities. Volunteers play an important and supporting role in realizing the substantive and financial objectives. Thanks to volunteers, UNICEF can reach many more people personally in the Netherlands, increase its visibility, raise money in various ways and strengthen social support.

In order to organize volunteer work as good as possible, we made agreements regarding the cooperation between UNICEF the Netherlands and volunteers and volunteer groups. These agreements are to be found in this Volunteer Regulation. This regulation is updated periodically together with the Volunteer Council.

The first 7 articles below are general in character. Articles 8 to 11 are about the parts of the organization, and from article 12 it concerns the Volunteer Council of UNICEF the Netherlands. The terms in this regulation are defined in the 'Glossary' (alphabetical order) on page 10.

1. When are you a volunteer for UNICEF the Netherlands?

- 1.1 A person is a UNICEF volunteer after receiving a confirmation of registration in the volunteer file of UNICEF the Netherlands.
- 1.2 Being a UNICEF volunteer ends:
 - by death
 - by cancellation;
 - by decision of the coordination team, the regional team or the student- or activity team of the volunteer;
 - by decision of the Executive Board or the staff members authorized thereto by the Executive Board.

2. Roles and functions for volunteers.

Volunteers can contribute to the objectives in different roles and functions. We distinguish the following roles, whereby volunteers can have multiple roles and functions to fulfil:

- a. Management roles (chairman, secretary and treasurer);
- b. Coordinating roles (volunteer-, information-, events-, UNICEF Run- and student team coordinator, etc.);
- c. Executive roles (guest lecturer, storekeeper, salesman, employee, etc.).

3. Activities for and/or by volunteers.

- 3.1 Volunteers can contribute to nationally coordinated activities that are based on children's rights education, awareness events/education and fundraising and/or contribute by taking initiatives in their own work area that fit the objectives.
- 3.2 The national activities and objectives are coordinated annually with the Volunteer Council and published in the annual plan for volunteers. New initiatives are announced via available channels, such as Mijn UNICEF, the app and/or newsletters.
- 3.3 Non-financial and financial objectives have been set for national activities, therefore the work organization indicates frameworks. Examples of national activities are youth education, lectures, national fundraising campaigns and card sales.
- 3.4 In case of initiatives in their own work area, the volunteers determine (where necessary in consultation), what is being organized and when it is being organized to raise funds and to draw attention to the work of UNICEF. The published guidelines (Mijn UNICEF, app) for volunteers apply in that situation.

4. How does UNICEF the Netherlands cooperate with the volunteers?

- 4.1 The Volunteer Council is an interlocutor for the organization on behalf of the volunteers and an advisory body towards the Executive Board. The Volunteer Council and the Executive Board discuss with each other the plans/ideas and concrete activities for volunteers, how volunteers and the work organization collaborate, what opportunities there are and what issues need attention.
- 4.2 Volunteers can directly contact the Volunteer Council via the email address vwrUNICEF@gmail.com concerning policy issues that they would like to have on the

agenda.

- 4.3 The relationship managers are the interlocutors for the members of the coordination team of the regions and coordinating volunteers.
- 4.4 The financial consultant of UNICEF the Netherlands in the Hague works with the volunteer treasurers on a regional and national level to realize a good financial accountability.
- 4.5 The Customer Service of UNICEF the Netherlands is the first counter for all volunteer questions and orders, and it refers if necessary.
- 4.6 In various ways, volunteers and the work organization work together on projects and innovations, varying from knowledge sharing, bringing each other into contact with relevant parties and for example by participating in project teams.
- 4.7 UNICEF the Netherlands has a Code of Conduct, anti-fraud protocol, a complaints procedure and a whistleblowing scheme, which also applies to volunteers. These are published on Mijn UNICEF and in the volunteer apps.

5. What can you expect as an individual volunteer (rights)?

- 5.1 You get access to Mijn UNICEF and/or apps where you can find information, manuals, tips and an overview of available promotional and educational materials.
- 5.2 You can order or borrow materials to support your volunteer work.
- 5.3 You can contact Customer Services with questions.
- 5.4 You are entitled to reimbursement of costs incurred in accordance with the reimbursement scheme published in the apps and on Mijn UNICEF.
- 5.5 You are additionally insured during your volunteer work, see Mijn UNICEF/the app.
- 5.6 There is room for personal interpretation and creativity.
- 5.7 You can make your voice heard through the Volunteer Council.

6. What do we expect from our volunteers (duties)?

- 6.1 You comply with the Code of Conduct and the Volunteer Regulation.
- 6.2 You contribute to the objectives of UNICEF the Netherlands, as formulated in the volunteer's year plan.
- 6.3 You respect our corporate identity and brand guidelines.
- 6.4 You will keep yourself updated about relevant developments of UNICEF the Netherlands.
- 6.5 You contribute to the positive image of UNICEF by acting as an ambassador.
- 6.6 You provide honest and correct information on behalf of UNICEF.

For members of regional coordination teams and other coordinating volunteers, the following duties apply as well:

- 6.7 Presidents, Treasurers and Secretaries have a Statement of Conduct.
- 6.8 You inform UNICEF the Netherlands about all activities that you are organizing on behalf of UNICEF in a manner that is indicated by UNICEF the Netherlands.
- 6.9 You report to UNICEF the Netherlands according to the standards of the work

organization.

7. What can volunteers expect from the work organisation?

The work organization assists the Volunteer Organization in carrying out its work by:

- 7.1 Maintaining contacts with all organizational units of the Volunteer Organization.
- 7.2 Professional support to the Volunteer Organization for activities in the field of fundraising and education.
- 7.3 Monitoring the activities and performance of all segments of the Volunteer Organization.
- 7.4 Opening and closing bank accounts for (regional) teams and granting, change and revoke proxies to members of coordination teams.
- 7.5 Taking care of the administration and the correspondence needed for the good functioning of the Volunteer Organization.
- 7.6 Providing all necessary information and data to the Volunteer Organization on time and in writing.

8. Parts of the Volunteer Organisation of UNICEF the Netherlands.

The Volunteer Organization of UNICEF the Netherlands is divided in the following parts:

- a. Regional teams (formerly Regional Committees of UNICEF / RCU's)
- b. Student teams and activity teams
- c. National volunteers
- d. Volunteer Council

9. The Regional Team, the coordination team and its tasks and authorizations.

- 9.1 A Regional Team consists of volunteers who represent UNICEF the Netherlands in a defined region.
- 9.2 The objectives of each Regional Team are directly derived from the objectives of UNICEF the Netherlands.
- 9.3 A Regional Team is headed by a coordination team that is responsible for the functioning of the Regional Team.
- 9.4 The coordination team is held to the tasks, powers and frameworks / guidelines as described in the manual for coordination teams.

10. Student teams and activity teams.

- 10.1 Student and activity teams consist of at least 3 members, including 1 member who is the coordinating volunteer and 2 other members that are registered in the volunteer file.
- 10.2 Student and activity teams – within the applicable guidelines and frameworks – take care of activities in the field of fundraising and creating awareness/education.
- 10.3 If a Regional Team is active in the same area, the student or activity team will ensure that planned activities are coordinated with them in time.
- 10.4 Student and activity teams are bound to the guidelines of UNICEF the Netherlands as described in the financial instruction and manuals published in volunteer channels, such as Mijn UNICEF and the app.

11. National Volunteers

- 11.1 UNICEF the Netherlands can recruit people for voluntary tasks on a national basis.
- 11.2 For each activity, the work organization will announce what they expect from the volunteer, who his or her contact person is, and how the collaboration takes shape and gets meaningful.

12. Composition and profile of the Volunteer Council (Dutch: VWR).

- 12.1 The Volunteer Council is established by the Executive Board based on the Statutes and it is the advisory body of the Executive Board. The Volunteer Council has the right to give information, advice and limited rights of consent based on the Statutes and this regulation. The Volunteer Council consist of at least 5 members.
- 12.2 The Volunteer Council determines together with the Executive Board which expertise and target group are necessary to be represented in the Volunteer Council. Here, a balanced geographical spread and diversity are taken into account. These expertise and target group representations are defined in established job profiles for Volunteer Council members.
- 12.3 Each member of the Volunteer Council has the knowledge, expertise and attitude as described in the job profile that is drawn up for the expertise and/or target group representation for which he/she has been appointed to in the council.
- 12.4 The appointment of a member of the Volunteer Council is done according to the agreed, and published in the app, application procedure on the recommendation of the selection committee for a period of three years.
- 12.5 A Volunteer Council member can be appointed if that person has been registered for at least half a year in the volunteer file.
- 12.6 A resigning member of the Volunteer Council can be reappointed once for a period of 3 years. Reappointment is only possible by a majority of votes in the meeting of the Volunteer Council.
- 12.7 Vacancies are announced among all volunteers.
- 12.8 The membership of the Volunteer Council ends:
 - if the member is no longer a volunteer;
 - by cancellation;
 - by the end of his/her appointment term;
 - due to dismissal by the Volunteer Council or the Executive Board.

13. Integrity and confidentiality of the Volunteer Council members.

- 13.1 Each Volunteer Council member is expected to commit to the Volunteer Council in such a way that the position and the appearance of the Volunteer Council and UNICEF (the Netherlands) is strengthened.
- 13.2 A Volunteer Council member shall exercise confidentiality regarding information in documents, and suchlike, from the Executive Board and/or the Supervisory Board if requested or if the content can be considered being confidential.

- 13.3 A member of the Volunteer Council focuses on the collective, in particular when formulating opinions.
- 13.4 The members of the Volunteer Council have an independent role. If they can no longer meet this requirement, they are expected to give up their place on the Volunteer Council.

14. Volunteer Council. Tasks and authorizations.

The tasks and authorizations of the Volunteer Council are:

- 14.1 Giving solicited and unsolicited advice to the Executive Board, in particular but not limited to matters concerning volunteers, including the part of the income budget of the Volunteer Organization.
- 14.2 Actively and passively obtaining information from the Executive Board and the Supervisory Board, including with regard to an intended appointment of a member of the Executive Board.
- 14.3 Based on a profile drawn up by the Supervisory Board, nominate at least one person for one position of the Supervisory Board; who after his appointment will act without charge or consultation.
- 14.4 Giving advice to the Executive Board regarding the organization of the volunteer network and volunteer work.
- 14.5 Right of consent with regard to the amendment of this Volunteers Regulation;
- 14.6 The co-representation of the interests of the volunteers; and co-caring for one effective communication and coordination between the Volunteer Organization and the Executive Board with relation to matters concerning the Volunteer Organization.
- 14.7 The Volunteer Council has the right, after consultation with the Executive Board, to create profiles and procedures based on this regulation for the composition, recruitment and working methods of the Volunteer Council. Profiles and procedures are determined by the Executive Board after the approval of the Volunteer Council.

15. Information rights and advisory rights of the Volunteer Council.

- 15.1 The Executive Board informs the Volunteer Council about decisions taken by the Executive Board regarding matters that are of interest to the Volunteer Organization.
- 15.2 The Volunteer Council advises the Executive Board about everything that relates to the volunteer policy, volunteer work, education, guidance and facilities.
- 15.3 The Executive Board gives the Volunteer Council the opportunity to give advice on each proposed decision concerning:
 - a. an important reduction, expansion or other change of activities of UNICEF the Netherlands that concerns the Volunteer Organization;
 - b. the appointment of the manager of the Volunteer Organization;
 - c. the volunteer policy, by involving the Volunteer Council in the development of the Volunteers Annual Plan and parts of the policy that affect the

- volunteers directly;
- d. major changes in the facilities of or for the benefit of the volunteers.
- 15.4 The Executive Board asks the Volunteer Council for advice at a time that the given advice can have a substantial influence on the decision to be taken. With a written request for advice, the Volunteer Council is provided with an overview of:
 - a. the motives for the decision to be taken;
 - b. the consequences that the decision has on the volunteers;
 - c. and the measures to be taken in response to the decision.
- 15.5 The Volunteer Council will give the advice, if it concerns a written request, in writing to the Executive Board.
- 15.6 The Volunteer Council is authorised to give the Executive Board solicited and unsolicited advice about other than those referred to in paragraph 3 of this article, which for the Volunteer Organisation can be of interest.

The Executive Board can take a decision that does not, or not entirely, involve the advice of the Volunteer Council. The Volunteer Council will in that case be notified in writing why the advice is not been followed. If the Executive Board wants to make a decision that deviates from the advice of the Volunteer Council, it must at least consult once with the Volunteer Council in an extra meeting in order to find a solution in which both parties can find themselves.

16. Decision-making, voting and voting procedure of the Volunteer Council.

- 16.1 The Volunteer Council distinguishes:
 - a. decision-making about opinions to be issued;
 - b. decision-making about household affairs;
 - c. decision-making outside regular Volunteer Council meetings.
 - d. The Volunteer Council strives to reach consensus in the decision making about the recommendations to be issued. If there can be no consensus, it is possible to make a decision by voting. See paragraph 6.
- 16.2 Only Volunteer Council members who are present have the right to vote. Every Volunteer Council member has the right to cast only one vote. See for votes by proxy below.
- 16.3 One vote by proxy is possible. This vote is evidenced by a written statement from the Volunteer Council that grants the power of attorney.
- 16.4 The Volunteer Council decides on household affairs by a majority of votes.
- 16.5 The Volunteer Council votes orally. In the case of household affairs, one can vote in writing if requested by one of the Volunteer Council members. Blank votes are deemed not to have been cast.
- 16.6 Decisions on advice are taken by consensus. If there can be no consensus, it is possible to make a decision by voting. If there is a cessation of the votes, the decision-making will be postponed until a next regular meeting. During that meeting, if there is again a cessation of the votes, the Executive Board or the Supervisory Board will be informed that no initiative advice is submitted by the Volunteer Council.

16.7 In exceptional cases, the Volunteer Council may also take decisions outside the regular Volunteer Council meeting, provided that all members have the opportunity to express their opinion in writing or by e-mail and none of the members objects to this method of decision- making.

17. Meeting structure and frequency of the Volunteer Council.

17.1 Meetings are normally public. Data is published in the app.

17.2 Household affairs are dealt with in the closed part of the Volunteer Council meetings.

17.3 Confidential documents, documents for which confidentiality has been requested or documents of which seem to be confidential, are treated in the closed part of the meeting.

17.4 Informal consultation with the Supervisory Board takes place one a year.

17.5 The Volunteer Council normally meets once a quarter according to an annual advance meeting schedule.

17.6 Every two years, in one of the meetings of the Volunteer Council, the Volunteer Council evaluates its functioning.

18. Agenda and report of the Volunteer Council.

18.1 The chairman of the Volunteer Council will set up - in consultation with the manager Volunteer organization - the agenda per meeting.

18.2 A report of each meeting of the Volunteer Council is drawn up by the work organisation. The report shall be submitted no later than four weeks after the meeting of the Volunteer Council to all the members of the Volunteer Council, Executive Board and the manager of the Volunteer Organization. The report must be adopted at the next meeting of the Volunteer Council.