



1. Our Mission, Vision and Values

Who is Together and what are our statements:

Together International (TI) is a Non-Governmental Organisation (NGO) dedicated to Development cooperation projects and Humanitarian Missions. We follow the *United Nations 2030 Agenda Sustainable Development Goals (SDGs)*. This Agenda is a plan of action for people, planet and prosperity. Eradicating poverty in all its forms is the greatest global challenge and an indispensable requirement for sustainable development. Together International is focused on the following SDG goals:

- Food Security: achieve food security and promote sustainable agriculture.
- Education: ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.
- Health: ensure access to affordable and reliable health care.

TI has a strong Diversity and women empowerment perspective, as well as prioritises working with children, trying to insert these components in all its projects.

Mission *Together International*:

The mission of *Together International* is to help eradicate Social Injustice, in all its forms. *TI* achieves its goals through designing and implementing projects that produce a positive impact in the beneficiary communities.

Some of these actions are:

- Providing services, such as psychological and educational support in Humanitarian missions.
- Collecting food and economic donations to provide direct relief to vulnerable communities, regardless of the level of development of their countries.



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- Offer access to education in vulnerable school communities.
- Provide medical personnel as well as health equipment to third world countries in order to assist in the removal of obstacles to health.

Vision Together International:

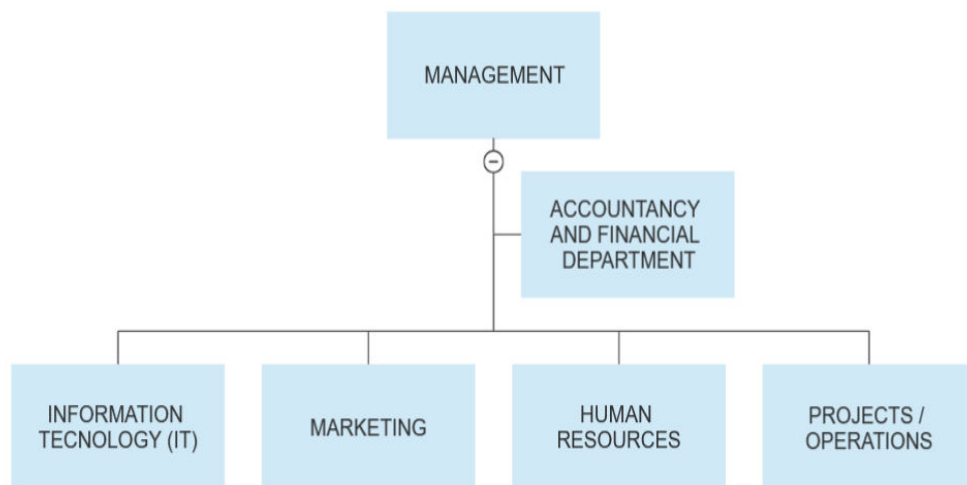
The vision of Together International is a world with Social Justice. A world with equitable and universal access to education, to health care and social protection.



2. Installment volunteers

a. Position and essential functions

The organigram below shows the areas where our volunteers are assigned. Each volunteer is assigned to any of these:



Management area:

The management area has 3 different positions: President, vice president and secretary.

The functions and tasks performed by the volunteers in the management area are:

- Planning organisational goals.
- Making strategic decisions.
- Organising.
- Coordinating other organisation areas.

Only permanent volunteers cooperate in this area, never occasional volunteers.



Accountancy and financial area:

The functions and tasks performed by the volunteers in the accountancy and financial area are:

- Review and advise on the clearance of the project budget and grant agreements.
- Review and advise on budget amendments.
- Regular follow-up to obtain financial reports.
- Ensure financial compliance.
- Ensure timely financial reporting in compliance with donors' requirements.
- Stay up-to-date on documents and reports on matters related to programme and/or budgets.

Both permanent volunteers, who perform permanent tasks in this area, and also occasional volunteers cooperate in this area.

Information technology area:

The functions and tasks performed by the volunteers in the Information Technology area are:

- Provide a corporate email account to every volunteer.
- Provide access to corporate IT tools.
- Website development and maintenance.
- Helpdesk.
- IT problem solving.
- Consultancy about if something is feasible from an according to the resources of the organisation.



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Both permanent volunteers, who perform permanent tasks in this area, and also occasional volunteers cooperate in this area.

Marketing area:

The functions and tasks performed by the volunteers in the Marketing area are:

- Promoting the organisation in social media.
- Preparing events.
- Defining marketing projects.
- Promoting organisation projects and campaigns.
- Advertising policy.

Both permanent volunteers, who perform permanent tasks in this area, and also occasional volunteers cooperate in this area.

Human resources area:

The functions and tasks performed by the volunteers in the Human resources area are:

- Defining the recruitment policy.
- Performing recruitment procedures (i.e., external websites)
- Managing database of volunteers.
- Defining policies regarding the general data protection regulation.
- Training management.



Both permanent volunteers, who perform permanent tasks in this area, and also occasional volunteers cooperate in this area.

Projects/operations area:

The functions and tasks performed by the volunteers in the projects and operations area differs depending on the needs of the project. Projects and operations can be either permanent or seasonal.

Both permanent volunteers, who perform permanent tasks in this area, and also occasional volunteers cooperate in this area.

b. Division between paid workers and volunteers

Up to know Together International only works with volunteers.

Each area is managed by a coordinator, who is a volunteer experienced in that field that is responsible for the area goals. This volunteer is someone experienced in that field of expertise who is able to coordinate other volunteers in that area and takes the final responsibility in decisions (in agreement with the management).



3. Recruitment and selection

a. Recruitment Channels

Together International uses several recruitment channels:

- **TI Volunteers.** Volunteers may propose to friends or other known people to join the organisation.
- **Advertisements in social media.**
- **Organisation website.**
- **External websites:**

<https://www.volunteerthehaque.nl/>

b. Enrollment process

The enrollment process in *Together International* is the following:

Step 1. The interested person expresses his willingness of becoming volunteer through any recruitment channels.

Step 2. The volunteer is contacted by the HR area of the organisation.

Step 3. The volunteer indicates as well which is his preferred the area of interests in volunteering in our organisation (finance, IT, marketing, training...etc).

Step 4. Other volunteers from the area of interest selected meets the new volunteer (usually through video meeting tools) to inform about the responsibilities and activities that the new volunteer will have to face.



4. **Generaal agreement**

a. **Together rules: “How are we here, Together?”**

(see attachment I)

b. **Volunteer Agreement + Privacy Declaration: “Why are we here, Together?”**

(See attachment II)

c. **Volunteer Insurance**

Liability and accident insurance has been taken out with the Haagse Polis* for our volunteers. This only applies during the performance of the work as a volunteer. If damage occurs, the volunteer must immediately report the damage to the coordinator. We assume that the volunteer has acted in accordance with the conditions of the insurance. In case of damage caused by intent or gross negligence, the volunteer is fully liable.

**Haagse Polis: free insurance from the municipality of The Hague. The Hague Policy consists of accident, personal property, legal assistance and liability insurance. More information about the policy conditions can be requested from the volunteer coordinator.*



5. Accompaniment

a. Settling in

Together Nederland's Human Resources service is responsible for receiving all applications (sent through digital channels) of new volunteers for the organization.

Another possibility is that the new volunteer communicates with the NGO through another volunteer or through our general mailadres "info@togetherinternational.eu". In this case, the candidate will be redirected to our Human Resources section, to proceed with an official registration in the association.

The new volunteer will receive a personal contact from one of our HR colleagues to be welcomed, to receive basic information about the association, to ask him about the way he wishes to collaborate and, finally, to invite him to learn about the association's rules and Submit the Volunteer Agreement as well as Together's Privacy Statement.

b. Point of contact

Once the registration process is complete, the volunteer will receive an email with an invitation to participate in one of our monthly **welcome meetings**. During this online gathering, a member of the directie will be in charge of making a summary description of the active (and futur) projects of the NGO. Each new member has the opportunity to interact and make some questions. During this interactive session, an attempt will be made to match potential volunteers with the coordinator of the project in which they show the most interest, where they have more experience or with the one whom they feel more identified.

Another possibility is to directly take part in one of our **social gathering**. In this case the first contact will be more informal, direct with the direction but also with all the volunteers. The objectief is the same (to facilitate contact with the coordinator responsible for the project with which the volunteer feels most



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identified), but in this case in a more actief way, enyoing at the same time some social interaction with the Together familie.

Questions can always be sent via the Together Nederland general email: info@togetherinternational.eu



6. Progress and evaluation

Once the volunteer identifies with a project, the project coordinator will be asked for permission to include their contact in the respective communication group (and also in the general Together Nederland group) in order to receive all the information related to the project. als itself, the program of activities related to that project and, finally, to favor internal communication and the interaction of volunteers.

The evaluation of the projects is done through a document that is distributed to all volunteers once the program has finished. This document is an evaluation of the lessons learned. This action has two purposes: on the one hand, to evaluate the activity and, on the other, to indicate the points where the campagne can be improved for the next time (continuous improvement cycle).



7. Recognition

Together International spreads among the organisation channels the final results of the projects where volunteers collaborate. In this way the volunteers are constantly informed about how their effort in the organisation lead to the achievement of the expected goal.

Besides that, *Together International* express regularly its recognition and gratitude to all the volunteers for their selfless work with:

- The organisation of periodical social gatherings.
- The establishment of discounts for volunteers with different collaborating companies.



8. Growth and development

a. Schooling

Together Nederland offers a continuous training program to its volunteers on 2 levels:

Local: through the volunteer training offered by PEP and its volunteer academy. This training is available through the following online page and is free for volunteers from NGOs in The Hague.

International: for international development cooperation and humanitarian aid projects, Together offers (many times through some of its subsidiaries in Spain or Portugal) online training in these areas. This with the aim that each volunteer feels prepared to face a mission in the safest and most efficient way possible.

b. Development and growth opportunities



9. Participation

At the end of each project volunteers are requested about their experience in the project: what went well, what doesn't, what could be improved...etc. From their testimonies the organisation produces a "Project lessons learned" document that serves as base for the preparation of future projects, reducing the possibility to repeat similar mistakes.



10. Volunteer stops

A volunteer can express his will of stopping collaborating with the organisation by any the following means:

- Sending email to HR area.
- Contacting by Whatsapp.

When *Human Resources* unit confirms the reception of this withdrawal announcement, then the following actions are taken:

- i. Prepare a conversation with the volunteer.
- ii. Request to remove the email account of the volunteer.
- iii. Eliminate the volunteer phone number from organisational Whatsapp groups.
- iv. Eliminate any volunteer personal data.

a. Exit conversation

Human resources unit contact the volunteer to have a brief conversation to evaluate his experience as volunteer in *Together International*. The aim of this exit conversation is to clarify the reasons of the departure and get both positive and negative feedback. This feedback is processed to avoid negative behaviour that may lead to volunteers to quit.