

دائرة تنمية المجتمع  
DEPARTMENT OF COMMUNITY  
DEVELOPMENT



# VOLUNTEERING POLICY IN ABU DHABI

First Edition  
June 2020



متطوع

VOLUNTEER

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## 1. Introduction:

## 1.1 Policy Objectives:

This Policy aims to create an efficient and effective voluntary environment in the Emirate of Abu Dhabi by achieving the following main objectives:

1. Spread awareness and increasing participation in volunteering activities.
2. Promote specialist and service volunteering.
3. Promote a culture of volunteering to consolidate social cohesion and solidarity for the benefit of society as a whole.
4. Encourage volunteering by applying established professional standards.
5. Empower the voluntary sector through technology.
6. Establish regulations to encourage and protect volunteers.

## 1.2 Main Pillars:

Volunteering in the Emirate of Abu Dhabi is based on five main pillars:

### 1. Establishing volunteering as a major component in the fabric of Abu Dhabi society:

Voluntary work contributes to social cohesion and solidarity due to its significant positive contribution to social, economic, cultural and political development in the society of the Emirate of Abu Dhabi.

### 2. Participating in volunteering to promote the inclusion of all society segments:

Instilling a culture and a sense of volunteering as a community standard to create a unified community and treat the current or emerging societal gaps for the benefit of all groups in the Abu Dhabi community.

### 3. Promoting equality and diversity for volunteering:

Encouraging individuals from all backgrounds, nationalities, age groups, races, capabilities and skills to participate in voluntary work.

### 4. Establish a safe environment for voluntary work:

Provide a safe and secure environment for volunteers, volunteer teams and entities which seek volunteers, in which appropriate training and knowledge of basic information and the main objectives of voluntary work are also provided, and in which occupational health and safety are protected and privacy and confidentiality are maintained.

### 5. Transform the volunteering framework in the Emirate of Abu Dhabi into a regional and global model

The voluntary work framework in the Emirate of Abu Dhabi adopts best practices and aims to be a regional and global model that sets an example for various types of voluntary initiatives and other initiatives that seek to enhance social cohesion and solidarity.

## 1.3 Scope:

This Policy lays the foundations governing the volunteering environment in the Emirate of Abu Dhabi and applies to any individual or entity that wishes to undertake volunteer work and activities in the Emirate of Abu Dhabi. The Policy specifies the following:

1. Definition of volunteering as shall be applied in the Emirate of Abu Dhabi.
2. The role and powers of the Department in its capacity as the regulatory authority responsible for regulating the social sector in the Emirate of Abu Dhabi.
3. The requirement to obtain a volunteer work license in the Emirate of Abu Dhabi.



## 2. The Main Terms Used in this Policy:

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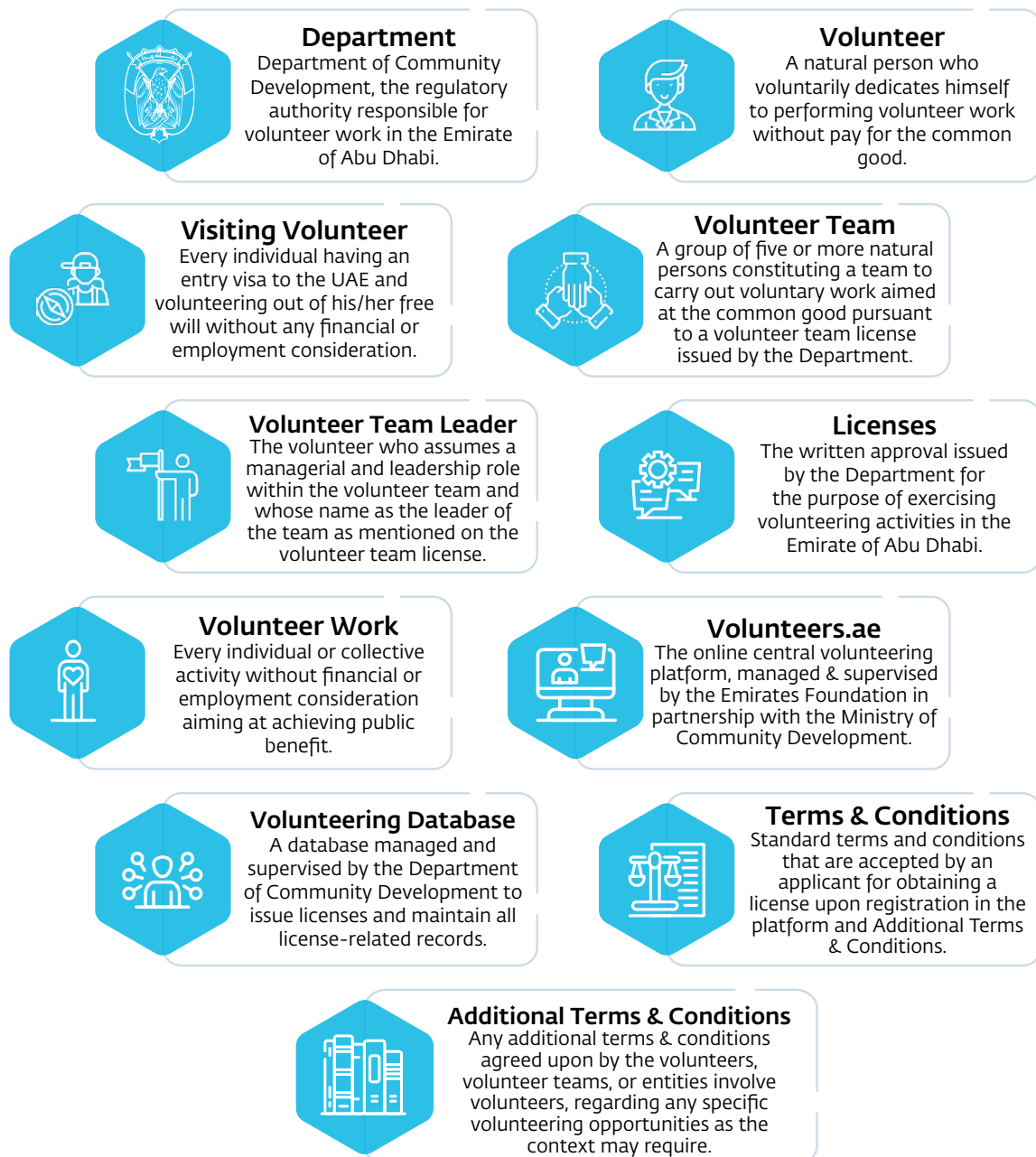
## 2.1 Volunteering:

This Policy defines volunteering as follows:

1. "Allocating time and effort voluntarily to serve and benefit the community, without financial or employment consideration."  
Notwithstanding what may be expressly stated otherwise, all forms of volunteer work are governed by this Policy, including volunteering to contribute to the success of public events that serve the common good, regardless of whether these events have a direct or indirect commercial objective.
2. This Policy does not cover unpaid work performed by immediate family members or relatives, or unpaid work performed by trainees for the purpose of gaining work experience or for job training.

## 2.2 Other Main Terminology:

In the application of this Policy, the following expressions shall have the meanings assigned opposite each:



## 2.3 Types of Volunteer Work:

There are different types of volunteering, including:



**Traditional Volunteering:** Volunteering by individuals or entities that do not employ specialized skills and that require obtaining the necessary licenses from the concerned authorities. This type of volunteering includes a myriad of volunteer activities (such as beach cleaning, orientation and sports training).



### Volunteering in Events:

Volunteering in activities, events and initiatives for one occasion (such as the National Day, Special Olympics, Formula One, etc)



**Institutional Volunteering:** in which the entity's employees participate, whether from the public, private, or third sector, which is usually part of the Corporate Social Responsibility "CSR" program. These activities are usually charitable or community-based initiatives.



### Volunteering for Social Affairs:

Volunteering to assist or support the efforts of a public, private, or third sector institution that is engaged in social welfare services (such as public care for the elderly).



**Virtual Volunteering:** Volunteering activities that are performed remotely using the internet in whole or in part. Virtual Volunteering is also known as online volunteering, remote volunteering, or electronic volunteering.



**Specialist Volunteering:** Volunteering that relies on specialized skills that require obtaining the necessary licenses from the relevant authorities, including professionally licensed persons (such as doctors, lawyers, engineers, consultants)



### Volunteering in Emergencies:

Voluntary activities that are short term or of for a required period, to be exercised in emergency situations, crises and disasters.



**Visitor Volunteering:** Volunteering of non-residents in the UAE in favour of specific entities or specific community issues in the Emirate of Abu Dhabi.



### Overseas Volunteers:

Volunteering by UAE citizens or residents of the UAE, representing the Emirate of Abu Dhabi or the United Arab Emirates in volunteering activities abroad.

\*Some types of volunteering may overlap with other types. For example, event volunteering may include specialist volunteering, and professional volunteering may be presented as virtual volunteering. However, the other types of volunteering are exclusive. For example, traditional volunteering does not include the use of specialist skills that are involved in specialized volunteering.



## 3. Roles of Entities:

### 3.1 Department of Community Development “Department”:

The Department was established pursuant to Law No. (12) of 2018 in the Emirate of Abu Dhabi to oversee and empower the social sector in the Emirate of Abu Dhabi, and possess the following powers:

1. Establishing and supervise a database for the purpose of issuing licenses for volunteers.
2. Adopting the Terms and Conditions that apply to volunteering in the Emirate of Abu Dhabi.
3. Spreading awareness and promoting a culture of volunteering to enhance social cohesion and solidarity in a way that benefits society as a whole.
4. Documenting the participation of volunteers in volunteering opportunities and hours devoted to the practice of volunteering opportunities and their approval by the competent authority in the available volunteering opportunity, and appreciating and evaluating the contributions of volunteers, entities involve volunteers, and volunteer teams.
5. Coordinating with the concerned sectors for the purpose of organizing and promoting specialized volunteering by sector, including through social responsibility programs and volunteering by entities in the education, healthcare, environment and other sectors, and including any regulated sectors (such as medicine, law, engineering, etc.).
6. Liaising and coordinating with any regulatory government entities, departments and authorities at the local and federal levels, and with any voluntary organizations mandated by the government in the Emirate of Abu Dhabi or in any other emirate, with a view to exchanging information kept in their respective records regarding licenses issued to volunteers, entities involve volunteers, volunteer teams and volunteering opportunities.
7. Developing and implementing the mechanisms necessary to measure, review and evaluate volunteering in the Emirate of Abu Dhabi, and analyzing the outcomes of voluntary work and the resulting benefit thereof.
8. Developing a mechanism to receive opinions and complaints of volunteers, entities involve volunteers, volunteer beneficiaries and the public regarding voluntary work, and issuing decisions regarding those issues.
9. Completing all other tasks and functions assigned to the Department by Abu Dhabi Executive Council.

### 3.2 Authority of Social Contribution “Ma’an”:

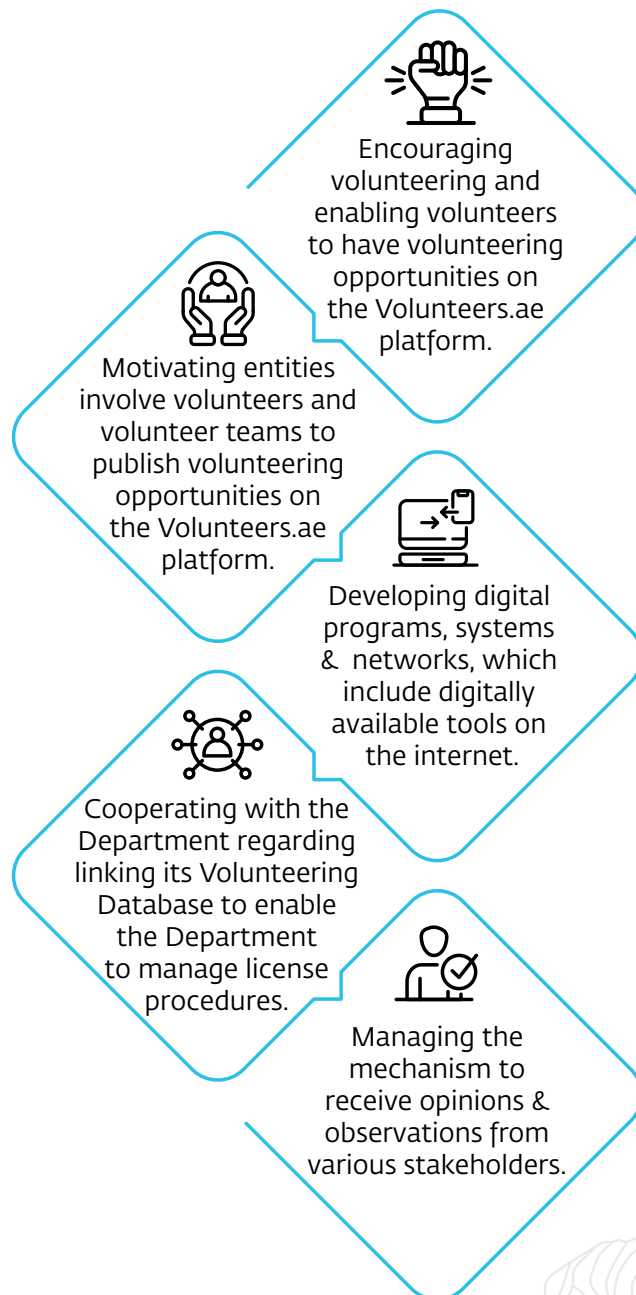
The Authority of Social Contribution “Ma’an” was established pursuant to Law No. (6) of 2019 in the Emirate of Abu Dhabi to assume the responsibility of promoting a culture of cooperation and integrated partnership between the public and private sectors and civil society, and providing innovative solutions to social challenges, in addition to motivating the various groups of society from individuals and entities to cooperate and achieve deeper levels of community participation and engagement. In accordance with this Policy, Ma’an plays an instrumental role in supporting the Department and the voluntary environment in the Emirate of Abu Dhabi through the following:

1. Spreading a culture of volunteering and attracting volunteering opportunities in the Emirate of Abu Dhabi.
2. Finding and developing opportunities for voluntary community participation and work in the Emirate in coordination with the concerned authorities.
3. Ma’an provides orientation sessions for the non-specialist volunteers and works in partnership with the Emirates Foundation to prepare and implement training courses for specialized volunteers.
4. Developing initiatives to enhance community participation in voluntary work and support the development of third sector capabilities in volunteering.
5. Promoting awareness of social needs and services, and community participation in coordination with the concerned authorities.

### 3.3 Emirates Foundation:

The Emirates Foundation was established by virtue of Law No. (8) of 2005 in the Emirate of Abu Dhabi, and was established by virtue of Law No. (15) of 2008. The Emirates Foundation is the supervisory and operational authority on the Volunteers.ae platform, a central online platform for registering and empowering volunteers throughout all of the emirates of the UAE.

In accordance with this Policy, the Emirates Foundation plays an important role in supporting the Department and the voluntary environment in the Emirate of Abu Dhabi through the following:



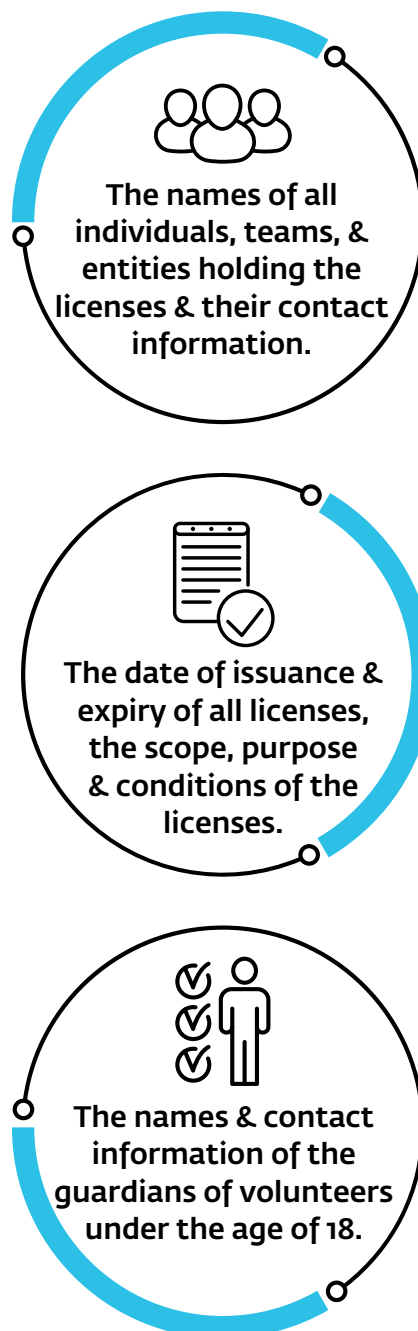


## 4. Volunteering Database:

#### 4.1 Volunteering Database:

The Volunteering Database is the Department's database linked to Volunteers.ae (through the backend structure of the digital portal) to view the applications and documents submitted by the applicants, and to issue licenses for volunteers, volunteer teams and entities involve volunteers.

The Department's Volunteering Database contains information regarding the licenses issued by it. In particular, the Department's volunteering database includes the following data:





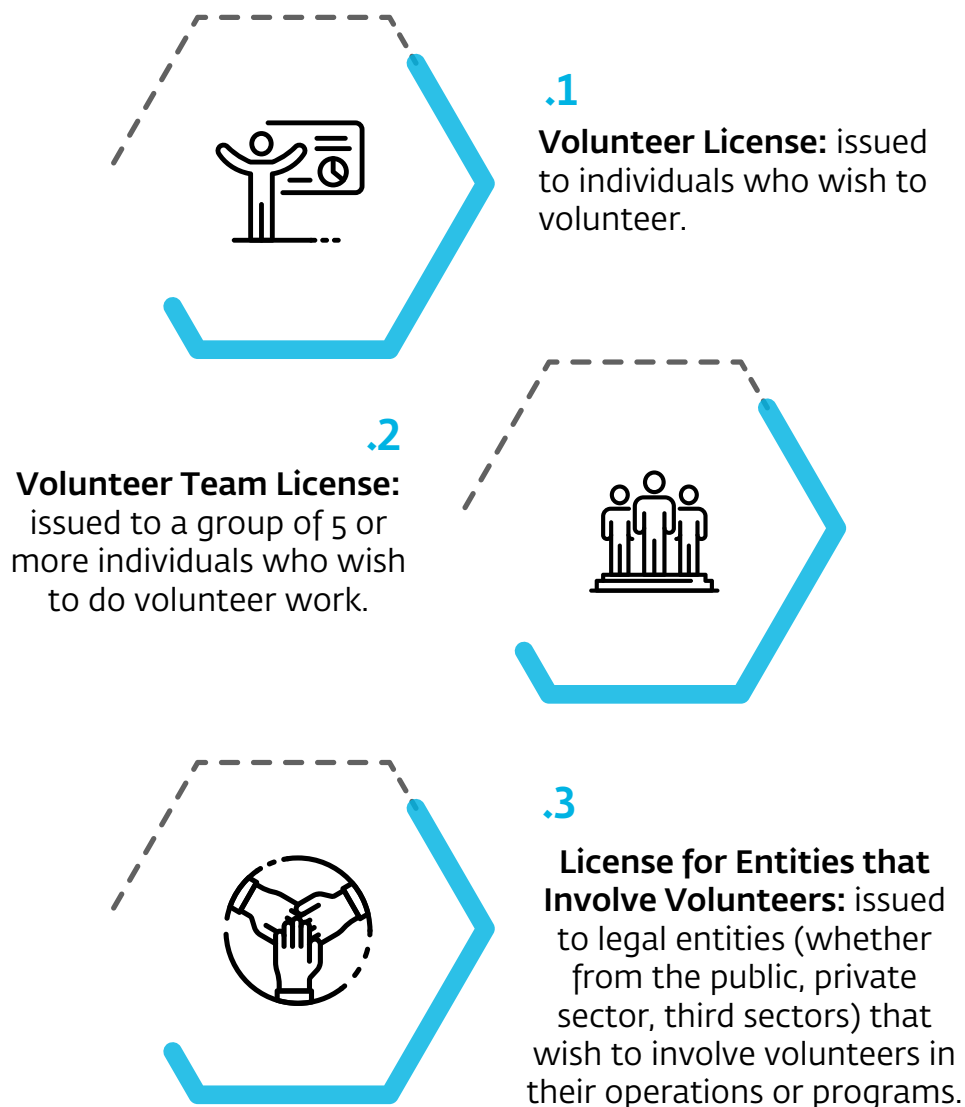
## 5. Licenses:

The Department understands the value of the platform, Volunteers.ae, its importance for the volunteer environment in the Emirate of Abu Dhabi and its vital role in the procedures for issuing licenses. The Department encourages volunteers, volunteer teams, and entities involve volunteers to spread their opportunities through Volunteers.ae as the official means to apply for licenses. To obtain a license, the applicant must first register at Volunteers.ae and follow all the relevant registration requirements. Subsequently, the Department reviews the applicant's information and supporting documents and either (1) issues the license; (2) requests additional information from the applicant; or (3) rejects the application.

### 5.1 Types of Licenses:

Any person participating in volunteer work in the Emirate of Abu Dhabi is required to obtain a license from the Department, with the procedures for obtaining the license to be managed through Volunteers.ae.

There are three types of licenses:



## 5.2 License Requirements:

### Volunteer License Requirements:

Individuals who are citizens or residents of the UAE are eligible to obtain a volunteer license provided that the following conditions are satisfied:

1. The volunteer must be a UAE national or a resident of the UAE with valid residence visa, with the exception of the visiting volunteer.
2. An individual who is under the age of 18 must obtain the consent of their parents or legal guardians.
3. In accordance with the required volunteer activity, the individuals must disclose to entities involve volunteers or to the volunteer team any relevant health conditions that may affect their safety and/or the safety of others and/or their ability to engage in volunteer activity.

Visiting volunteers are eligible to obtain a volunteer license, provided the following conditions are satisfied:

1. The individual must obtain special approval from the Department through Volunteers.ae.
2. The individual's age must not be less than twenty-one lunar years. However, anyone under the age of twenty-one may volunteer with the consent of their parents or guardians.
3. In accordance with the required volunteer activity, the individuals must disclose to entities involve volunteers or to the volunteer team any relevant health conditions that may affect their safety and/or the safety of others and/or their ability to engage in volunteer activity.

### Volunteer Team License Requirements:

Individuals wishing to lead a volunteer team activity (i.e., the volunteer team leader) may apply for a volunteer team license on behalf of the other team members provided that the following conditions are satisfied:

1. The applicant must hold a volunteer license, or must apply for an independent volunteer license, to be attached with the volunteer team license application.
2. The team must consist of at least 5 individuals (including the applicant) and that each of the individuals wishing to form a volunteer team holds a volunteer license or is an applicant for an independent volunteer license that is attached to the volunteer team license application.
3. A consent document must be presented establishing the approval of all individuals wishing to work as part of the volunteer team.

## 5.3 License Guidelines:

### General Guidelines for All Types of Licenses:

1. All individuals and entities must obtain a valid license before participating in any voluntary work.
2. Applicants for a license, of any kind, must register and submit all required documentation via Volunteers.ae to obtain the necessary approvals and have the license issued.
3. Some licenses are time-limited, issued for a specific purpose & non-renewable.

4. At the expiration of the specified period, renewable licenses are subject to the same procedures for issuing the license in terms of obtaining the necessary approvals and having the license issued subsequently.

### Volunteer Guidelines:

1. There is a general license for anyone who wishes to volunteer.
2. The volunteer's license is not specific in purpose (unless a specific purpose or period is prescribed). The volunteer is licensed to practice any volunteer activities in the Emirate of Abu Dhabi, provided the volunteer adheres to the terms and conditions of the license, such as volunteering which requires the volunteer to obtain the necessary licenses from the relevant authorities.
3. An individual who holds the license may practice volunteering through an entity that holds an entity involve volunteers license, and may choose to be part of a volunteer team.

### Volunteer Team Guidelines:

1. The volunteer team license is for voluntary activities exercised by five or more individuals who wish to volunteer.
2. The team leader and each member of the team must carry a valid and independent volunteer license.
3. Volunteer teams can exercise volunteer activities for a specific purpose approved by the Department. Volunteer teams must determine the purpose of the volunteer activities they wish to engage in when applying for a license on Volunteers.ae and they can practise those activities based on the authorized purposes.
4. Each volunteer team must have, at all times, at least one team leader who is responsible for submitting the volunteer team application and for organizing and coordinating with members of the volunteer team.
5. After the volunteer team is formed, it must have a permanent leader for the team. If there is no leader of the volunteer team, the volunteer team's license will expire. The volunteer team leader can be changed via Volunteers.ae.
6. The volunteer team leader can use Volunteers.ae to add new volunteers to the volunteer team provided that these volunteers hold a volunteer license.

### Guidelines relating to the Entities involve volunteers:

1. Entities involve volunteers from any sector (public, private, or third sector) must obtain an entity involve volunteers license to host a volunteer opportunity.
2. An entity involve volunteers license shall be valid for the period specified by the Department.
3. Entities involve volunteers must specify the purpose of the volunteer activities they wish to exercise when applying for a license on Volunteers.ae. entity involve volunteers' licenses are issued based on the purposes approved by the Department.

## 5.4 License Applications:

Applications for any type of license are submitted via Volunteers.ae in the form and format specified by the Department and the Emirates Foundation.

### Volunteer License Application:

A volunteer license application is submitted by a natural person. The application must include the following information and documents:

1. The full name, nationality, gender, and date of birth of the applicant with the supporting documents.
2. The contact details of the applicant, including phone number, residence address, post office box number and email address.
3. If the applicant is an employee:
  - The full name of the employer.
  - Contact information of the employer.
4. If the applicant is a student at an educational institution:
  - The full name of the educational institution.
  - Contact information of the educational institution.
5. In the event that the applicant is not affiliated with an employer or enrolled in an educational institution:
  - The full name of the applicant's sponsor.
  - The sponsor's contact information.
6. Qualifications and skills of the volunteer.
7. Details of any professional or commercial qualifications and skills the applicant wishes to develop through volunteering.
8. Any other details that may be specified by the Department.

### Volunteer Team License Application:

A volunteer team license application is submitted by the nominated leader of the team. The application must include the following information and documents, in addition to any other details that may be specified by the Department:

1. Details of the form and nature of the volunteer team, including the contemplated objectives and public interests.
2. The purpose of the voluntary activities they wish to pursue.
3. Details of the required activities of the volunteer team.
4. The names of the members of the volunteer team (each of whom must have independently obtained a valid volunteer license, or have attached with the volunteer team license application an independent application for a volunteer license for each member of the team without a volunteer license).
5. Qualifications and skills of the volunteer team.
6. Details of any professional or commercial qualifications and skills the volunteer team wishes to develop through volunteering.

### Entity involve volunteers License Application:

In addition to any other details that may be determined by the Department, the application for obtaining an entity involve volunteers license shall include, at a minimum, the following information and documents:

1. The full name, registration number, registered address, contact information (including the registered phone number, office address, post office box number, and email) and the supporting incorporation documents of the applicant.
2. Details of any professional or commercial licenses the entity holds.
3. Details of the required volunteering activity or required volunteering activities and the expected duration, if known.
4. Details of the expected requirements regarding volunteers in terms of their number and level of qualifications necessary for the volunteering activity (especially with the use of specialized volunteers).
5. Any other information or documents determined by the Department.

### 5.5 Applications governed by Enhanced Procedures:

Some types of volunteering may pose additional risks and/or concerns in terms of the quality of volunteers and the public. The Department seeks to mitigate these risks and concerns by requesting additional information and documents from the applicant before issuing the license for the following types of volunteering:



**Specialist Volunteering:** Applicants for licenses wishing to exercise specialist volunteering must obtain the necessary approvals, accreditations and licenses from the local regulatory authorities responsible for the specialization and activity (for example, volunteer doctors in the medical field must obtain the necessary approvals, accreditations and licenses from the Abu Dhabi Health Department).



**Volunteering in Emergencies:** The National Emergency Crisis and Disaster Management Authority (NCEMA) has its own criteria for recruiting volunteers. Therefore, all volunteering work in these cases is coordinated between the Department, the Emirates Foundation and NCEMA. Those applying for licenses wishing to volunteer in emergency situations must adhere to the standards and relevant requirements of NCEMA (such as first aid training/certification, a heavy vehicle operating license in cases of building collapse, or other training on safety procedures).



**Visitor Volunteering:** Non-resident applicants seeking to obtain a volunteering license must provide additional information about their background, including: a Certificate of Good Conduct from the country they reside in; a copy of their national identification card; a proof of the guardian's approval if the applicant is under the age of 21; a reference letter or invitation from a citizen or resident of the UAE; and/or a letter from a school or employer in their home country.



**Overseas Volunteering:** Given that Overseas Volunteers represent the Emirate of Abu Dhabi, applicants for a license to volunteer abroad must be at least 21 years of age, and they must provide a personal evaluation reference from their university, employer, or any community institutions in which they are engaged. Overseas volunteering opportunities are coordinated with the relevant official authorities.

## 5.6 License Issuance Procedures:

1. The Department determines the number of days and other timeframes during which it responds to requests for licenses and issues its approval to such applications, or requests additional information or details, or declines the applications.
2. Failure to respond to the application during that period shall be considered an implicit rejection of the application.
3. Applications for licenses can also be submitted on an urgent basis when the applicant can prove that there is a factual, urgent need that requires approval and issuance of the license within a shorter period than usual.
4. If the Department accepts the application, the license shall be issued to the applicant via Volunteers.ae, including its validity period, conditions, and restrictions.

## 5.7 Transition Period:

All entities and individuals with or without licenses are obliged to comply with this Policy and obtain the licenses from the Department within a period not exceeding twelve (12) months from the date of enforcement of this Policy.  
This includes:

1. All the entities involve volunteers.
2. All individuals engaged in volunteering.
3. Teams that declare themselves as volunteer teams.

The Department shall determine the procedures to be applied to those entities during the transitional period.



## 6 Terms and Conditions:

## 6.1 Nature of the Terms & Conditions:

Volunteers, volunteer teams and entities involve volunteers must approve and acknowledge the Terms and Conditions when submitting an application for a license on the Volunteers.ae platform. Such acknowledgment and approval is a prerequisite for consideration to issue a license and participation in any volunteering activities.

Each license holder, of whatever kind must adhere to the Terms and Conditions that are legally binding and that aim to:

1. Inform the license holder clearly of what is expected from volunteer work.
2. Ensure that all volunteers, volunteer teams and entities comply with the established regulations and standards.
3. Instil a sense of accountability and transparency among stakeholders.

The Terms and Conditions do not establish a working relationship between the volunteer and the entity involve volunteers or between an entity involve volunteers and the volunteer team, or among the individuals who are members of the volunteer team.

The Department may cancel, amend or change the Terms and Conditions set forth in the license at any time to achieve the objectives of this Policy or the public interest.

## 6.2 The Content of the Terms and Conditions:

The Terms and Conditions include the following rights and obligations as a minimum for the volunteer, the volunteer team and the entity involve volunteers:



**Scope:** The license holder can volunteer within the geographical boundaries of the Emirate of Abu Dhabi. Volunteering in any other Emirate may require registration or obtaining approval from the competent authority in that Emirate. The license holder can participate in volunteering abroad if this is stated in the license.



**Duration:** The license is valid for two (2) years from the date of its issuance, unless the Department grants the license for a longer or shorter period, while the entities exempted from this Policy pursuant to the provisions of Article 5.8 above are granted a license for an unlimited period.



**Obligation:** The license holder must abide by all the provisions of this Policy and all applicable legislation, including refraining from any act that violates public order or public morals or constitutes incitement to racism or provocation of fanatic or religious extremism. The license holder shall refrain from engaging any other individuals or entities in volunteering unless the latter hold a valid, enforceable license.



**Purpose:** Carrying out voluntary activities for a specific purpose must be approved by the Department, which is determined by the entity involve volunteers or by the volunteer team and is specified when applying for a license on Volunteers.ae. Accordingly, entity involve volunteers and the volunteer team may practice such activities based on the authorized purposes.



**Changes:** License holders must respond to any request for information issued by the Department via Volunteers.ae and adhere to any decisions issued by the Department. In the event of any changes in the particulars of the individual or entity, contact information or residence status, the individual or entity must automatically submit the updated information and documents to the Department via Volunteers.ae within a period not exceeding thirty (30) days from the date of the change.



**Responsibility:** The license holders must act responsibly during volunteering. The entities involve volunteers are responsible for supervising the volunteers and for providing appropriate training and safety instructions for them.



**Financial Benefits:** During volunteering, the license holders must refrain from offering, providing, promoting or advertising any goods or services with the aim of realizing financial benefits or personal gains for them or for others.



**Specialist Volunteering:** Before embarking on volunteering, the license holders must ensure that their professional licenses are still valid and that there are no disciplinary procedures in place against them, to be corroborated by virtue of the documents issued by the applicable regulatory authority.



**Complaints:** Volunteers may raise any reservations they may have about volunteering, including any complaint about the entity involve volunteers or about the volunteer team, through grievance procedures established by the Department.



**Expiration:** The license holder's adherence to the Terms and Conditions shall lapse if any of the following cases are materialized: expiration of the license; cancellation of the license by the license holder before its expiry date at any time; or termination of the license by the Department.

### 6.3 Additional Terms & Conditions:

Entities involve volunteers must agree with volunteers and with volunteer teams on additional terms and conditions that are related to a specific volunteering opportunity, and that must include sufficient details about the following:

1. The nature of the volunteering opportunity, the date and time of its commencement, expiration and duration.
2. A clear description of the roles and responsibilities assigned to the volunteer regarding the volunteering opportunity.
3. The number of hours expected to be devoted by the volunteer.
4. The costs, expenses, and other benefits to be incurred by the entity involve volunteers on behalf of the volunteer during such opportunity.
5. Details of any tools or equipment that must be provided to or by the volunteer.
6. The nature of any risks involved in the volunteering opportunity and any insurance that must be obtained by either party.
7. A description of any special skills, training, or qualifications the volunteer enjoys in case of specialist volunteering.
8. The measures to be applied regarding violations of the terms and conditions, including the manner of dealing with grievances, opinions, observations, and reservations received regarding performance.
9. The method of terminating the Additional Terms and Conditions, and consequences arising from termination.



## 7. Rights & Duties:

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## 7.1 Volunteers' Rights & Duties:

**Volunteers have a number of key rights protected by this Policy. Volunteers have the right to:**

1. Register their interest in any volunteering opportunity on Volunteers.ae or on any other platform.
2. Submit an application to join any volunteer team.
3. Treatment on the basis of equality and fairness by entities involve volunteers, volunteer teams, and other volunteers.
4. Freedom to determine the number of hours they wish to devote to the volunteering opportunity and to perform those hours commensurate with the volunteering opportunities, provided that the number of those hours does not exceed the maximum hours specified for workers under the UAE Labour Law.
5. Receive an explanatory brief of any volunteering opportunities and become familiarized with the equipment and facilities needed to perform the voluntary activity efficiently.
6. Receive training and supervision from the entity involve volunteers or the volunteer team regarding the volunteering opportunity.
7. Perform the duties stated in the Additional Terms and Conditions.
8. Perform the voluntary work in a safe and secure environment.
9. Automatically or upon written request, and, after successfully completing the volunteering opportunity, receive written or electronic proof from the entity involve volunteers or from the volunteer team, which proof shall include the name of the entity involve volunteers, the volunteer team, the nature of the volunteering opportunity and the number of hours successfully completed by the volunteer.
10. Present ideas and reservations to the Department or any entity in charge of volunteering.
11. Participate in the award and recognition programs.

**Volunteers must also adhere to a number of key duties. In particular, volunteers are obligated to:**

1. Abide by the Terms and Conditions.
2. Perform the duties and responsibilities agreed upon with the entity involve volunteers and the volunteer team.
3. Ensure that only volunteer tasks that are within their competence and capabilities are accepted.
4. Maintain the confidentiality of all the information and details relating to entities involve volunteers and beneficiaries which volunteers may have access to while performing the voluntary work.
5. Return all tools, equipment, data etc. to the entity involve volunteers at the end of the volunteering opportunity or termination of the volunteering agreement, whichever is earlier.
6. Observe the customs and traditions of the local community and respectfully deal with the beneficiaries.
7. Adhere to this Policy, the laws of the United Arab Emirates, the laws of the Emirate of Abu Dhabi and the Terms and Conditions.

## 7.2 Volunteer Teams Rights & Duties:

Volunteer teams may obtain volunteering opportunities in the Emirate of Abu Dhabi with any entity involve volunteers and has the right to the following:

1. Select license-holder volunteers via Volunteers.ae.
2. Solicit opinions and suggestions from volunteers.
3. Present ideas, reservations, and concerns to the Department.
4. Access to toolkits, workbooks and instructions available for volunteer teams on Volunteers.ae.
5. Review the reports and research available for volunteer teams on Volunteers.ae.
6. Participate in award and recognition programs.

Volunteers who are members of the volunteer team shall have the following rights:

1. Participate in volunteering collectively with other members of the volunteer team.
2. Perform volunteering of such nature and type that is approved by the Department in accordance with this Policy.

## 7.3 Volunteer Team Leader's Rights & Duties:

In addition to the rights vested in the volunteer team's leader as a member of the volunteer team, the leader(s) of the volunteer team shall have the following rights:

1. Submit an application to obtain a volunteer team license via Volunteers.ae.
2. Accept or reject volunteers in the volunteer team provided that he adheres to the non-discrimination policy.
3. Add other people to the volunteer team via Volunteers.ae provided that these people are license holders.
4. Register an interest in volunteering opportunities offered by the entities involve volunteers provided that those opportunities are within the purpose approved by the Department.
5. Resign his position as a volunteer team leader via Volunteers.ae.
6. Register a member of the volunteer team as deputy leader of the volunteer team via Volunteers.ae.

**The volunteer team leader has certain additional duties. The leader of the volunteer team is obligated to:**

1. Provide an explanatory brief to volunteers on volunteer activities before commencement, and ensure that volunteers are aware of their duties and responsibilities pursuant to this Policy.
2. Keep records of volunteering opportunities and volunteers and volunteers' working hours.
3. Supervise the volunteers in carrying out the volunteering activity.
4. Automatically or upon written request, and after successfully completing the volunteering opportunity, give volunteers written or electronic proof, which includes the name of the volunteer, the entity involve volunteers (if any), the nature of the volunteering opportunity and the number of hours successfully completed by the volunteer.
5. Ensure that all volunteers are aware of the Terms and Conditions.

#### **7.4 Entities' involve volunteers Rights & Duties:**

**License-holder entities involve volunteers shall have the following rights:**

1. Promote volunteering opportunities in the Emirate of Abu Dhabi through any platform chosen by the entities.
2. Choose volunteers registered on Volunteers.ae regarding volunteer opportunities.
3. Prescribe Terms and Conditions for specific volunteering opportunities provided that these Terms and Conditions do not conflict with this Policy, with any of the laws of the United Arab Emirates, or with the volunteer license.
4. Accept volunteers who hold a volunteer license to participate in volunteering opportunities and conclude Terms and Conditions with those who accept the offer.
5. Reject the participation of volunteers in specific volunteering opportunities.
6. Oblige the volunteers to abide by the policies and procedures of the entity involve volunteers provided that such policies and procedures do not conflict with this Policy, with the terms and conditions or with any regulations or policies issued by the Department.
7. Request and obtain volunteer opinions, suggestions and feedback via Volunteers.ae.
8. Present ideas and reservations to the Department.
9. Present any awards or recognition to volunteers for their distinguished performance in volunteering activities.
10. Participate in the award and recognition programs.

**Entities involve volunteers shall abide by providing a safe and empowering volunteering environment. Entities involve volunteers shall be obligated to:**

1. Comply with the Terms and Conditions.
2. Comply with any volunteer conduct guides issued by the Department.
3. Abide by this Policy and the laws of the United Arab Emirates and the Emirate of Abu Dhabi concerning the management of volunteers.
4. Engage license-holder volunteers solely in volunteering activities.
5. Promote volunteering opportunities through any platform, provided that it includes at least the following information:
  - The role and responsibilities of the volunteer.
  - The scope of volunteer activities.
  - The hours expected to be dedicated by the volunteer.
  - Registration via Volunteers.ae.
6. Identify volunteers and nominate them for volunteering opportunities, taking into consideration the suitability of volunteering opportunities with their capabilities.
7. Agree with each volunteer on the number of hours to be dedicated for the volunteering opportunity, which must not exceed the maximum working hours specified for

workers under the UAE Labour Law.

8. Introduce key information and training for volunteers and supervise them regarding the volunteering opportunity.
9. Provide volunteers with access to all necessary facilities and equipment during the volunteer hours.
10. Bear all volunteer's reasonable costs and expenses in performing the volunteering opportunity.
11. Take the necessary steps to ensure that volunteer sites are evaluated in terms of health and safety, and conduct a risk management evaluation, if necessary, to reduce the risk of any accidents.
12. Provide health and safety necessities for volunteers and volunteer teams by laying down safety and prevention procedures in coordination with the relevant authorities.
13. Protect volunteers and beneficiaries from the risk of illness or injury by conducting a risk assessment and taking preventive measures in coordination with the Department, the Emirates Foundation and any other competent authorities.
14. Treat volunteers equally and fairly and introduce appropriate adjustments to encourage and enable the participation of all categories of beneficiaries, as determined by the Department.
15. Supervise the volunteers in the performance of the volunteer activity.
16. Ensure that volunteers are aware of the Terms and Conditions agreed upon between the volunteer and entity involve volunteers.
17. Keep records of volunteering opportunities, volunteers and volunteers' working hours.
18. Maintain the confidentiality of all information and data to which the entity involve volunteers have access during the performance of volunteering, and keep and process the personal information of volunteers and the beneficiaries as determined by the Department.
19. Commit to the submission of reports as determined by the Department.
20. Automatically or upon written request, and after successfully completing the volunteering opportunity, give volunteers written or electronic proof establishing the volunteer's participation in the volunteering opportunity, which includes the name of the volunteer, the entity involve volunteers, the nature of the volunteering opportunity and the number of hours successfully completed by the volunteer.



## 8 Additional Guidelines:

## **8.1 Insurance:**

The Department encourages entities involve volunteers and volunteer teams to obtain insurance coverage before commencing with the volunteer activities. The insurance must be appropriate to the type and nature of volunteering, including, but not limited to, comprehensive third party insurance, professional liability insurance, buildings and contents insurance, and vehicle insurance.

## **8.2 Maintaining Confidentiality of Personal Information:**

When processing personal data in the context of performing volunteer work, the entities involve volunteers, volunteer teams and volunteers must abide by the commitment to information security and data protection legislation in force in the UAE, the Emirate of Abu Dhabi and any free zone in the Emirate, as well as any information security and data protection policies adopted by the department.

**At a minimum, the following must be complied with in dealing with the personal data of volunteers and beneficiaries:**

1. Process personal data in a legal, fair and transparent manner.
2. Collect personal data solely for specific, express and legitimate purposes.
3. Personal data must be sufficient, relevant, and limited to the allocated purposes.
4. Personal data must be accurate and, where necessary updated.
5. Personal data that allows for the identification of individuals may not be kept for a period longer than necessary for the purposes for which the data was processed.
6. Personal data must be processed in a manner that ensures its security, using appropriate technical and organizational measures to protect them from unauthorized or unlawful processing and from accidental loss, damage or harm.

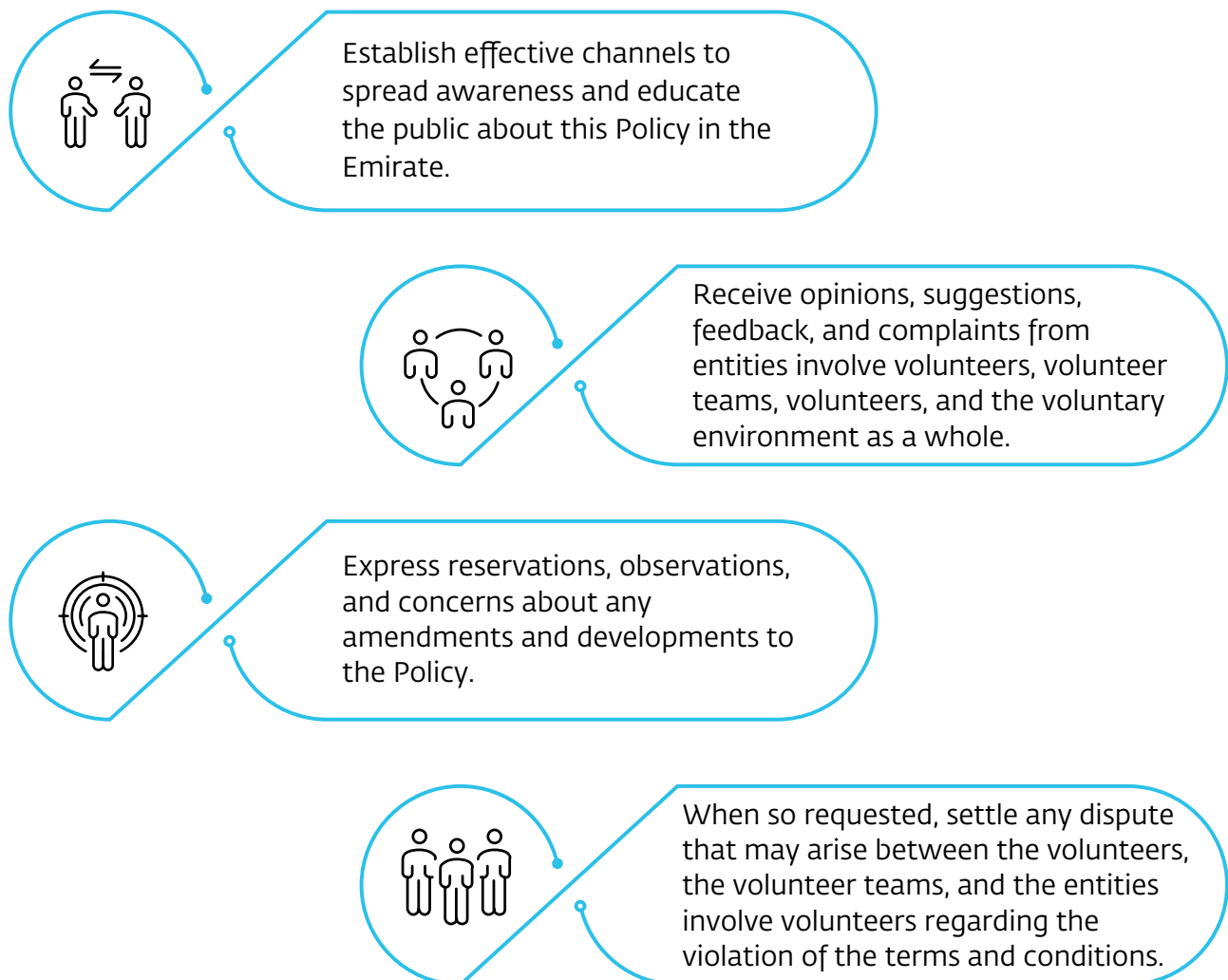
Entities involve volunteers, and volunteer teams, may not use the confidential information of any other party.

**Entities involve volunteers, volunteer teams and volunteers may not disclose personal data.**



## 9. Volunteering Committee:

A special volunteering committee shall be formed in the Department to regulate, monitor and supervise the volunteer environment in the Emirate of Abu Dhabi, supported by key empowering bodies in the volunteer environment in order to ensure the implementation of this Policy in a sustainable manner. The objective behind forming the ad hoc volunteering committee is as follows:



**Policy Review:** This Policy shall be reviewed periodically every year or in response to decisions of the Department.

An abstract graphic consisting of numerous thin, wavy, light blue lines that flow from the bottom left towards the center of the page, creating a sense of movement and depth.

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