



دائرة تنمية المجتمع  
DEPARTMENT OF COMMUNITY  
DEVELOPMENT

# Volunteering Policy

## in Abu Dhabi

2025



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# 1. Introduction

## 1.1 Policy Objectives

## 1.2 Main Pillars

## 1.3 Policy Scope





## 1.1 Policy Objectives:

This policy ("the Policy") aims to establish an effective volunteering environment in Abu Dhabi, with the following main objectives:

- Spread awareness and Increase participation in volunteering activities.
- Promote specialist and service volunteering.
- Promote a culture of volunteering to enhance social cohesion and solidarity, benefiting the community as a whole.
- Encourage volunteering.
- Empower the volunteering sector through modern technology.
- Establish controls to encourage and protect volunteers.

## 1.2 Main Pillars

Volunteering in Abu Dhabi is based on five main pillars:

### 1. Embedding volunteering as a key element in the fabric of Abu Dhabi's society

Volunteering contributes to social cohesion and solidarity due to its significant positive contribution to social, economic, cultural, and political development in Abu Dhabi's society.

### 2. Participation in volunteering to enhance the inclusivity of all societal segments

Promoting a culture and ethos of volunteering as a societal norm fosters a unified society and addresses existing or emerging societal gaps, benefiting all segments of Abu Dhabi's society.

### 3. Promoting equality and diversity in volunteering

Encouraging individuals of all nationalities, age groups, races, abilities, and skills to participate in volunteering.

### 4. Establishing a safe environment for volunteering

Ensuring a safe and secure environment for volunteers, volunteering teams, and organizations that utilize volunteers involves providing appropriate training opportunities and sharing information and objectives of volunteering to protect health and occupational safety, while also maintaining privacy and confidentiality.

### 5. Positioning Abu Dhabi's volunteering framework as a model at both regional and global levels

Abu Dhabi's volunteering framework adopts best practices and strives to become a regional and global model for various volunteering initiatives, enhancing social cohesion and solidarity.

### 1.3 Policy Scope

This Policy establishes the principles governing the volunteering environment in the Emirate of Abu Dhabi and applies to any individual or entity wishing to engage in volunteering and its activities in Abu Dhabi. This Policy defines the following:



The concept of volunteering as practiced in the Emirate of Abu Dhabi.



The role of the Department as the regulatory authority responsible for organizing the social sector in Abu Dhabi.



The requirement for volunteering teams and organizations utilizing volunteers to obtain a license for volunteering in Abu Dhabi.

This policy excludes unpaid work performed by family members, relatives, or trainees to gain work experience or training.

## 2. Main Terminology

### 2.1 Types of Volunteering



### Main Terminology:

In the implementation of this Policy, the following phrases shall have the meanings corresponding thereto:

- **Country:** The United Arab Emirates.
- **Emirate:** The Emirate of Abu Dhabi.
- **Department:** Department of Community Development
- **Authority:** Authority of Social Contribution - Ma'an
- **Executive Regulations:** The executive regulations of the Federal Law on Volunteering, issued pursuant to Decision No. (70) of 2020.
- **Volunteer:** Any natural or legal person registered, engaging in volunteering without monetary or job compensation.
- **Visitor Volunteer:** Any individual entering the country under a visit or tourist visa, wishing to engage in volunteering voluntarily without monetary or job compensation.
- **Volunteering Team:** A group of registered natural or legal persons forming a team to perform volunteering without monetary or job compensation under a volunteer team license issued by the Department.
- **Volunteering Team Leader:** The volunteer who holds an administrative and leadership role in the volunteering team and whose name is listed as the team leader in the team's license.
- **Voluntary Work:** Any individual or collective activity without monetary or job compensation aimed at achieving public benefit.
- **License:** The document issued by the Department authorizing the entity utilizing volunteers or the volunteering team to conduct volunteering in the Emirate.
- **Volunteering Electronic Platform:** The UAE Volunteer Platform (volunteers. ae) or any other online platform affiliated with the Department, through which volunteering opportunities are published for the Emirate. It also serves for registering volunteers and licensing volunteering teams and entities utilizing volunteers.
- **Volunteering Database:** A database managed and supervised by the Department for registering, licensing, and maintaining all records related to volunteering. It is digitally connected to the volunteering electronic platform to facilitate the exchange and transfer of data concerning registered volunteers, volunteering teams, and entities utilizing volunteers.
- **Terms and Conditions:** The standard terms and conditions accepted by the applicant when registering on the volunteering electronic platform.
- **Additional Terms and Conditions:** Any additional terms and conditions agreed upon by volunteers or volunteering teams with entities utilizing volunteers regarding any specific volunteering opportunity, as required by the context.

## 2.1 Types of Volunteering

There are several types of volunteering, including:



**Natural Volunteering:** Any person from the community who volunteers of their own free will without receiving any financial remuneration or employment benefits.



**Institutional Volunteering:** Any government or private entity with legal personality — such as a government entity, private organization, association, or a public-benefit institution that is registered, incorporated, or licensed in the country — that conducts voluntary work through its human, financial, or in-kind resources.



**Virtual Volunteering:** Volunteering activities performed remotely, either entirely or partially, using electronic networks.



**Specialized Volunteering:** Volunteering that involves specialized skills requiring necessary licenses from stakeholders, including professionals (such as doctors, lawyers, engineers, consultants, athletes, etc.).



**Emergency Volunteering:** Short-term voluntary activities, or those conducted for the required duration, carried out during emergencies, crises, and disasters.



**Volunteering Abroad:** Volunteering by citizens or residents of the country representing Abu Dhabi or the country in volunteering activities conducted outside the country.



**Corporate Volunteering:** Volunteering in which employees of the entity, whether from the public, private, or third sector, participate, typically as part of the Corporate Social Responsibility (CSR) program. These activities typically involve charitable or community initiatives.



# 3. Roles of Entities

3.1 Department

3.2 Authority

3.3 Emirates Foundation





### 3.1 Department

The Department oversees the social sector in the Emirate of Abu Dhabi to establish an integrated system of social work. It encourages organizations within the social sector and supports them in achieving their objectives. Additionally, the Department works to raise awareness about the importance of community participation, social contribution, volunteering, and national values. To achieve these goals, the Department fulfills the following responsibilities:

- Participating in and coordinating with stakeholders to develop programs aimed at increasing awareness about community participation, social contribution, volunteering, and national values.
- Establishing a volunteer database.
- Developing terms and conditions applicable to volunteering in Abu Dhabi.
- Documenting volunteering activities and hours and determining methods and mechanisms for recognizing the contributions of volunteers, entities utilizing volunteers, and volunteering teams.
- Coordinating with stakeholders to organize and enhance specialized volunteering across various sectors, including through corporate social responsibility programs and volunteering by entities in sectors such as education, healthcare, environment, and other specialized areas (such as the health sector, sports sector, educational sector, environmental sector, and any other specialized sectors).
- Liaising and coordinating with regulatory authorities, departments, and governmental bodies at both local and federal levels, as well as voluntary organizations commissioned by the government of Abu Dhabi or any other emirate, to exchange information regarding volunteering, including licenses issued for entities utilizing volunteers, volunteering teams, and volunteering opportunities.
- Developing and implementing mechanisms for measuring, reviewing, and evaluating volunteering in the Emirate, and analyzing the results and benefits of volunteering.
- Establishing a mechanism for receiving feedback and complaints from volunteers, entities utilizing volunteers, beneficiaries of volunteering, and the public regarding volunteering and issuing resolutions regarding those matters.
- Fulfilling any other responsibilities or tasks assigned by the Executive Council.



## 3.2 Authority

The Authority is responsible for fostering a culture of cooperation and collaborative partnership among the public sector, private sector, and civil society. It provides innovative solutions to social challenges, encourages various segments of society, including individuals and organizations, to collaborate, and strives to achieve deeper levels of community participation and contribution. In line with this Policy, the Authority plays a significant role in supporting the volunteering environment in Abu Dhabi through the following responsibilities:

- Promoting a culture of volunteering and facilitating volunteering opportunities throughout Abu Dhabi.
- Creating and developing opportunities for community participation and volunteering in the private sector in coordination with stakeholders.
- Enhancing principles of tolerance and social responsibility through awareness programs and community contribution initiatives with stakeholders.
- Establishing and developing an integrated ecosystem for community service work, including mechanisms to provide financial and non-financial support, such as expertise, training, care, and the establishment and development of facilities aimed at serving the community.
- Increasing awareness of social needs and services and promoting community contribution in coordination with relevant stakeholders.
- Fulfilling any other responsibilities or tasks assigned by the Executive Council.

## مؤسسة الإمارات EMIRATES FOUNDATION

### 3.3 Emirates Foundation

The Emirates Foundation was established by Law No. (8) of 2005 in the Emirate of Abu Dhabi and was reorganized by Law No. (15) of 2008. The Emirates Foundation is the supervisory and operational authority for volunteers. .ae platform, a central platform across the information network for registering and enabling volunteers in all Emirates of the UAE.

Under this Policy, the Emirates Foundation plays a significant role in supporting the Department and the volunteering environment in the Emirate of Abu Dhabi through the following:

- Encouraging volunteering and facilitating volunteer access to volunteering opportunities on the volunteers.ae platform.
- Encouraging entities utilizing volunteers and volunteering teams to publish volunteering opportunities on the volunteers.ae platform.
- Developing programs, systems, and digital networks, including digitally available tools online, applications, platforms, and other modern technological means, to enable volunteering in Abu Dhabi.
- Collaborating with the Department to link its volunteering database, enabling the Department to manage registration and licensing procedures.
- Managing mechanisms for feedback and observations received from various stakeholders.



## 4. Volunteering Database



#### 4.1 Volunteering Database:

The Department's database is linked to the electronic volunteering platform for accessing applications and documents submitted by applicants and issuing licenses for volunteering teams and entities utilizing volunteers.

The volunteering database includes, but is not limited to, the following data:

Names and information of volunteers, volunteering teams, and entities utilizing volunteers.



Data and information related to volunteering opportunities.



Dates of license issuance and expiration, as well as the scope, purpose, and conditions of the license.



Names of volunteers' parents or guardians if under 18 years of age, along with their contact information.



Any other data related to volunteering that the Department deems necessary.





# 5. Registration and Licensing

5.1 Requirements for Registering Natural Volunteers

5.2 Requirements for Registering Specialized Volunteers

5.3 Types of Licenses

5.4 Registration and Licensing Guidelines

5.5 Applying for a License

5.6 Licensing Procedures

5.7 Applications subject to enhanced procedures



**The Department is responsible for registering volunteers and volunteering opportunities, as well as licensing volunteering teams and entities utilizing volunteers, all through the electronic volunteering platform.**

### **5.1 Requirements for Registering Natural Volunteers:**

Individuals, whether citizens or residents of the country, are eligible to register on the electronic volunteering platform and obtain a volunteering number, provided they meet the following conditions:

1. Must be a citizen of the country or hold a valid residency, except for visiting volunteers.
2. Must be at least eighteen years old, and those below that age may volunteer with the consent of their guardian.
3. Must have a good conduct.
4. Must be medically fit for the volunteering task assigned.
5. Must be licensed to practice the profession if volunteering in the field of specialization.
6. Must accept the volunteering agreement.
7. Must possess a professional license for professions requiring it, or an academic certificate or experience certificate for specialized volunteering.

**Visiting volunteers are eligible to register on the platform provided they meet the following criteria:**

- They fulfill all the requirements for natural volunteers specified in this policy, excluding conditions 1 and 2 from section 5.1 of the Policy.
- Must be at least twenty-one years old, and those below that age may volunteer with the consent of their guardian.
- Their volunteering must align with the Department's approved areas.
- The duration of their volunteering opportunity should not exceed the duration of their visit to the country.
- Depending on the required volunteering activity, visiting volunteers must disclose to the entities utilizing volunteers or the volunteering team any relevant health conditions that may affect their safety and/or the safety of others or their ability to perform the volunteering activity.

### **5.2 Requirements for Registering Specialized Volunteers:**

In addition to any other data specified by the Department, registering specialized volunteers must include, at a minimum, the following information and documents:

- a. Full name and registration number.
- b. A valid professional license from the relevant authority.
- c. Details of the required specialized volunteering activity or activities, including their expected duration if available.



### 5.3 Types of Licenses

Volunteer teams and entities utilizing volunteers in the Emirate are required to obtain a license from the Department. The procedures for obtaining the license are managed through the electronic volunteering platform.

- In cases where a license is required, the applicant must first register through the electronic volunteering platform and fulfill all registration requirements. Upon registration, the Department reviews the applicant's information and supporting documents. Subsequently, the Department either (1) issues the license, (2) requests additional information from the applicant, or (3) rejects the application.
- Licenses subject to renewal upon expiration undergo the same procedures for issuance, including obtaining necessary approvals and issuing the license.

**There are two types of licenses:**



**Volunteer Team License:** Issued for a group of 5 individuals or more interested in volunteering, whether the group is affiliated with an entity or operates independently.



**License for Entities Utilizing Volunteers:** Issued to institutional entities (from the public, private, or third sector) wishing to engage volunteers in their operations or programs.

### 5.4 Registration and Licensing Guidelines:

#### 1. Specific Guidelines for Volunteer Registration:

- Volunteers must register through the electronic volunteering platform, where they will be assigned a volunteer number.
- Unless specified otherwise (unless designated for a specific purpose or duration), volunteer registration on the electronic platform does not restrict their activities. Volunteers may engage in any volunteering activities in Abu Dhabi, provided they comply with the registration terms and conditions, such as those requiring licenses or necessary approvals from stakeholders.
- Registered volunteers have the right to participate in volunteering through entities utilizing volunteers or as part of a volunteer team.
- Depending on the required volunteering activity, volunteers must disclose to the entities utilizing volunteers or the volunteer team any relevant health conditions that may affect their safety, the safety of others, and/or their ability to perform the volunteering activity.

## 2. Specific Guidelines for Volunteer Team Licensing:

- Volunteer team licensing is specific to groups of five individuals or more interested in volunteering.
- Each member of the volunteer team, including the team leader, must have a volunteer number from the platform.
- Volunteer teams can engage in volunteering activities for a specific purpose approved by the Department. They must specify the purpose of the volunteering activities they wish to engage in when applying for a license through the electronic volunteering platform and may engage in those activities based on the approved purposes.
- Each volunteer team must have a permanent team leader responsible for submitting the application for the volunteer team license, organizing, and coordinating with team members. If there is no team leader, the volunteer team license expires. The team leader of the volunteer team can be changed through the electronic volunteering platform.
- The leader of the volunteer team can use the online volunteering platform to add new volunteers to the team, provided that these volunteers are registered and have obtained the volunteer number from the online volunteering platform.

## 3. Specific Guidelines for Licensing Entities Utilizing Volunteers:

- Entities from any sector (public, private, or third sector) that utilize volunteers must obtain a license to host a volunteering opportunity.
- The license for entities utilizing volunteers is valid for the period determined by the Department.
- Entities utilizing volunteers must specify the purpose of the volunteering activities they wish to engage in when submitting their license application through the platform.
- Licenses for entities utilizing volunteers are issued based on purposes approved by the Department.
- Entities utilizing volunteers must publish volunteering opportunities and include volunteering hours on the online volunteering platform.

## 5.5 Applying for a License:

Applications for any type of license are submitted through the online volunteering platform using the forms and formats specified by the Department.

### 1. Application for a Volunteer Team License:

The application for a volunteer team license is submitted by the nominated team leader and must include the following information and documents, in addition to any other data specified by the Department:

- Details about the nature and purpose of the volunteer team, including its objectives and desired public interests.
- Specification of the purpose of the volunteering activities they wish to engage in.
- Details of the required activities and tasks for the volunteer team.
- Names of the volunteer team members (each of whom must independently hold a volunteer number from the platform).
- Qualifications and skills possessed by the volunteer team.
- Details of any professional or business qualifications and skills the volunteer team wishes to develop through volunteering.
- Submission of a consent document from all individuals willing to work as part of the volunteer team.
- Any additional information or documents specified by the Department.

### 2. Application for a License for Entities Utilizing Volunteers:

In addition to any other data specified by the Department, the application for a license for entities utilizing volunteers must include the following information and documents at a minimum:

- Full name, registration number, registered address, and contact information (including registered phone number, office address, PO Box number, and email) of the applicant, along with documentary evidence of registration.
- Details of any professional or business licenses held by the entity.
- Details of the required volunteering activities or tasks and the expected duration, if known.
- Details of the expected requirements regarding volunteers, including their number and the necessary qualifications for the volunteering activity (especially in the case of utilizing specialized volunteers).
- Official letter justifying the need for obtaining the volunteer license and the contact details of the entity.
- The decree by law / the constitutional document / the commercial license of the entity.
- Any additional information or documents specified by the Department.

## 5.6 Licensing Procedures:

The Department shall review the application for a volunteer team license and issue a resolution within 30 working days to either approve or reject the team's license, notifying the applicant accordingly. Additional information or data may be requested during the review process.

Failure to respond to the application within that period constitutes implicit rejection.

Urgent applications for licenses may be submitted when the applicant can demonstrate a genuine and urgent need that requires approval and issuance of the license within a shorter period than usual.

If the Department approves the application, the license will be issued to the applicant (via the online volunteering platform) outlining its duration, terms, and conditions.

## 5.7 Applications subject to enhanced procedures:

Some types of volunteering may require additional procedures or requirements from the applicant during registration, including:



### Emergency Volunteering

Given that the National Emergency Crisis and Disaster Management Authority has its own criteria for operating volunteers, all volunteering activities in these cases are coordinated between the Emergencies Crises and Disasters Management Centre Abu Dhabi, the Department, Emirates Foundation, and the National Emergency Crisis and Disaster Management Authority.



### Volunteering Abroad

Since volunteers abroad will be representing the emirate of Abu Dhabi to engage in volunteering outside the country, one must adhere to the procedures and requirements for volunteering abroad, which include:

#### 1. Procedures for volunteering abroad:

- The volunteering opportunity must align with the country's policies and legislation.
- The volunteering opportunity must align with the country's foreign policy vision and directives.
- The volunteer opportunity must fulfill all the conditions and requirements of the stakeholders concerned with external affairs.
- The volunteering opportunity shall be proposed through a registered, licensed, or authorized entity in the country via the online volunteering platform.

#### 2. Requirements for Volunteering Abroad:

- The volunteer must be at least 21 years old.
- The volunteer must not have been previously convicted of a punishable crime involving honor or trust unless granted amnesty or rehabilitation.



# 6. Terms and Conditions

- 6.1 Nature of Terms and Conditions
- 6.2 Objectives of Terms and Conditions
- 6.3 Content of Terms and Conditions
- 6.4 Additional Terms and Conditions



### 6.1 Nature of Terms and Conditions:

Volunteers, volunteer teams, and entities utilizing volunteers must agree to and acknowledge the terms and conditions presented on the online volunteering platform upon registration. This acknowledgment and agreement are prerequisites for consideration in registration, license issuance, and participation in any volunteering activities. The terms and conditions are legally binding.

### 6.2 Objectives of Terms and Conditions:

The objectives of the terms and conditions are as follows:

- Clearly state expectations from volunteering activities.
- Ensure compliance with specified regulations and standards by all volunteers, volunteer teams, and entities utilizing volunteers.
- Foster accountability and transparency among stakeholders.
- The terms and conditions do not establish an employment relationship between the volunteer and the entity utilizing volunteers, nor between the entity utilizing volunteers and the volunteer team, or among individual members of the volunteer team.
- The Department has the authority to cancel, modify, or amend the stated terms and conditions at any time to achieve the objectives of this policy or public interest.

### 6.3 Content of Terms and Conditions:

The terms and conditions include the following rights and obligations as a minimum for volunteers, volunteer teams, and entities utilizing volunteers:



**Scope:** Limited to registered individuals and license holders within the geographical boundaries of Abu Dhabi. Volunteering in any other emirate may require registration or approval from the competent authority of that emirate. Registered individuals and license holders may also participate in volunteering activities outside the country upon approval and obtaining the necessary permissions.



**Duration:** The license is valid for two years from the date of issuance unless the Department grants a longer or shorter period.



**Commitment:** Registered individuals and license holders must comply with all provisions of this Policy and all applicable legislation, including refraining from any acts that violate public order, or public morals, or incite racial or religious tensions.



**Purpose:** To engage in voluntary activities for a specific purpose approved by the Department, which is determined by the entity utilizing the volunteers or by the volunteer teams. This purpose is specified when submitting an application for a license on the online volunteering platform, and volunteers are permitted to practice these activities within the limits of the licensed purposes.



**Changes:** Registered and licensed individuals must comply with any decisions or information requests issued by the Department through the online volunteering platform. In the event of any changes in volunteers' data, entity, contact information, or residency status, they must promptly submit the updated information and documents to the Department through the online volunteering platform within (30) days from the date of the change.



**Responsibility:** Registered individuals and license holders must act responsibly during volunteering, with entities utilizing volunteers being responsible for supervising volunteers and providing appropriate training and safety instructions.



**Financial Benefits:** Registered individuals and license holders must refrain from offering or promoting any goods, services, or advertisements for financial benefits or personal gain during volunteering.



**Specialized Volunteering:** Before commencing volunteering, specialized volunteers must ensure the continuity of their professional licenses and provide documentation from the relevant authority proving the absence of disciplinary actions against them.



**Complaints:** Volunteers may raise any concerns they may have regarding volunteering, including any complaints about the entity utilizing volunteers or the volunteer team, within (15) days of the incident through the procedures established by the Department.



**Expiration:** The obligations of license holders under the terms and conditions cease upon the license's expiration. This can occur due to the completion of the license term, voluntary cancellation by the license holder, or termination by the Department for any reason.



#### 6.4 Additional Terms and Conditions:

- a. Entities utilizing volunteers must establish clear and mutually agreed-upon terms and conditions specific to each volunteering opportunity. These terms should comprehensively outline the following:
  - The nature of the volunteering opportunity, including its start and end dates, and overall duration.
  - A clear description of the roles and responsibilities assigned to the volunteer regarding the volunteering opportunity.
  - The expected number of hours to be dedicated by the volunteer.
  - The costs, expenses, and other benefits that the entity utilizing volunteers will bear on behalf of the volunteer during volunteering.
  - Details of any tools or equipment that need to be provided to the volunteer.
  - The nature of potential risks associated with the volunteering activity and any required insurance coverage for either party.
  - Description of any skills, training, or qualifications possessed by the volunteer in the case of specialized volunteering.
  - Measures for addressing violations of the terms and conditions, including procedures for handling complaints, feedback, comments, and performance concerns.
  - A clear explanation of the process for terminating the agreement and the consequences of such termination.
- b. Volunteers are generally responsible for their personal needs, including food, transportation, and accommodation, unless otherwise agreed upon between the volunteer and the entity utilizing volunteers.
- c. Volunteers are not obligated to complete the entire duration of the volunteering opportunity unless a specific commitment has been agreed upon with the entity, or where otherwise stipulated.



# 7. Rights and Duties

7.1 Rights and Duties of Volunteers

7.2 Rights and Duties of Volunteer Teams

7.3 Rights and Duties of Volunteer  
Team Leaders

7.4 Duties of Deputy Team Leader

7.5 Rights and Duties of Entities  
Utilizing Volunteers



## 7.1 Rights and Duties of Volunteers:

Volunteers have several important rights under this Policy, including:

- Registering their interest in any volunteering opportunity on the online volunteering platform or any other platform.
- Applying to join any volunteer team.
- Being treated based on equality and fairness by entities utilizing volunteers, volunteer teams, and other volunteers.
- Freedom to determine the number of hours they wish to dedicate to the volunteering opportunity and to perform those hours commensurate with volunteering opportunities, provided that the number of hours does not exceed the maximum working hours prescribed for employees under the UAE Labor Law.
- Receiving a summary explanation of any volunteering opportunities and being provided with necessary equipment and facilities for the efficient performance of the volunteering activity.
- Receiving training and supervision from the entity utilizing volunteers or the volunteer team regarding the volunteering opportunity.
- Performing volunteering in a safe and secure environment.
- Receiving written or electronic proof of successful completion of the volunteering opportunity, including details such as the volunteer's name, the name of the entity utilizing volunteers or the volunteer team, the nature of the volunteering opportunity, and the number of hours completed.
- Providing feedback and suggestions to the Department or any responsible volunteering entity.
- Evaluating the volunteering opportunity and their volunteering experience.
- Participating in awards and recognition programs.

**Volunteers also have several important duties they must adhere to, including:**

- Compliance with the terms and conditions.
- Fulfilling the duties and responsibilities agreed upon with the entity utilizing volunteers and the volunteer team.
- Accepting only volunteering tasks within their area of expertise or capabilities.
- Maintaining the confidentiality of all information about the entities utilizing volunteers and the beneficiaries of volunteering, including any data they come across during volunteering.
- Returning all tools, equipment, data, and other items to the entity utilizing volunteers upon the completion of the volunteering opportunity or the termination of the volunteering agreement, whichever comes first.
- Respecting the customs and traditions of the local community and treating volunteering beneficiaries with respect.
- Abiding by this Policy and any additional terms and conditions, as well as all relevant local or federal laws.

## 7.2 Rights and Duties of Volunteer Teams:

Volunteer teams have the right to engage in volunteering opportunities in the Emirate with any entity utilizing volunteers and possess the following rights:

- Selecting volunteers through the online volunteering platform.
- Requesting feedback and suggestions from volunteers.
- Providing insights, reservations, and concerns to the Department.
- Accessing toolkits, workbooks, and guidelines available to volunteer teams on the online volunteering platform.
- Accessing reports and research available to volunteer teams on the online volunteering platform.
- Participating in awards and recognition programs.
- Evaluating the volunteering opportunity and their volunteering experience.

### Members of volunteer teams have the following rights:

- Participating in volunteering collectively with other team members.
- Performing volunteering in nature and type agreed upon by the Department and according to this Policy.
- Evaluating the volunteering opportunity and their volunteering experience.

### Duties of Volunteer Teams:

- Complying with the specified objectives in their work system and ensuring that no action is taken that violates this Policy and the prevailing laws in the country.
- Organizing training courses and providing technical advice and various forms of support to enhance the level of service and achieve efficiency in the performance of volunteer teams, where possible.
- The licensed volunteer team in the Emirate is committed to providing the Department with a detailed report on any sponsorships obtained to support the volunteering opportunity.

## 7.3 Rights and Duties of Volunteer Team Leaders:

In addition to the standard rights enjoyed as members of a volunteer team, team leaders hold specific privileges, including:

- Applying for a volunteer team license through the online volunteering platform.
- Accepting or rejecting volunteers for the volunteer team without discrimination.
- Adding other individuals to the volunteer team through the online volunteering platform, provided that these individuals are registered or license holders under the terms and conditions of this Policy.
- Registering interest in volunteering opportunities offered by entities utilizing volunteers, provided those opportunities align with the agreed-upon purpose by the Department.
- Terminating their position as a volunteer team leader through the online volunteering platform.
- Registering a team member as a deputy team leader through the online volunteering platform.

### The volunteer team leader is responsible for the following duties:

- Providing a summary explanation of volunteering activities to volunteers before they commence, ensuring volunteers are aware of their duties and responsibilities under this Policy.
- Maintaining records of volunteering opportunities, volunteers, and volunteer hours.
- Supervising volunteers in performing their volunteering activities.
- Providing volunteers with written or electronic proof after successfully completing the volunteering opportunity, including the volunteer's name, the name of the entity utilizing volunteers (if applicable), the nature of the volunteering opportunity, and the number of hours successfully completed.
- Ensuring all volunteers are aware of the terms and conditions.

#### 7.4 Duties of Deputy Team Leader:

- Representing the team leader in the leader's absence during volunteering opportunities.
- Acting as the temporary team leader in case of a change in team leadership until a new leader is appointed.
- Providing regular reports for the team.
- Fulfilling any responsibilities or tasks delegated by the team leader.

#### 7.5 Rights and Duties of Entities Utilizing Volunteers:

Entities utilizing volunteers have the following rights:

- Promoting volunteering opportunities in Abu Dhabi through approved platforms.
- Recruiting registered volunteers on the volunteering platform for volunteering opportunities.
- Establishing terms and conditions for specific volunteering opportunities, provided that these terms and conditions do not conflict with this policy or any prevailing laws in the country.
- Accepting registered and licensed volunteers for volunteering opportunities and negotiating additional terms and conditions with those who accept the offer.
- Declining applicants for volunteering opportunities when capacity is reached or when conditions are not met.
- Ensuring that volunteers comply with the policies and procedures of the entity utilizing volunteers, provided that these policies and procedures do not conflict with this Policy, its terms and conditions, or any regulations or policies issued by the Department.
- Requesting feedback, suggestions, and inputs from volunteers and receiving them through the volunteering platform.
- Providing ideas, opinions, and reservations to the Department.
- Offering non-monetary rewards or recognition for volunteers for their outstanding performance in volunteering activities.
- Participating in awards and recognition programs.
- Evaluating volunteering opportunities and the volunteer experience.

Entities utilizing volunteers commit to providing a safe and feasible volunteering environment, and in particular, they commit to:

- Compliance with the terms and conditions.

- Adhering to any code of conduct for volunteering issued by the Department.
- Adhering to this Policy and prevailing laws in the country in organizing volunteering.
- Engaging only registered individuals on the online volunteering platform.
- Promoting volunteering opportunities through the online volunteering platform after fulfilling all required data, information, documents, and terms and conditions of the volunteering opportunity, including at least the following information:
  - a. The role and responsibilities of the volunteer.
  - b. The scope of volunteering activities.
  - c. The expected hours the volunteer will dedicate.
  - d. Registration through the online volunteering platform.
- Selecting and choosing volunteers for volunteering opportunities while considering the intellectual and physical capabilities of the volunteer.
- Aligning with each volunteer on the number of hours the volunteer will dedicate to the volunteering opportunity, which should not exceed the maximum working hours specified for workers under the labor law.
- Providing basic information and training to volunteers and supervising them regarding the volunteering opportunity.
- Giving volunteers access to all necessary facilities and equipment during volunteering hours.
- Covering all reasonable costs and expenses of the volunteer incurred during the volunteering opportunity.
- Ensuring the assessment of volunteering sites in terms of health and safety and conducting risk management assessments, if necessary, to minimize accidents.
- Providing health and safety requirements for volunteers and volunteer teams, developed in coordination with stakeholders.
- Protecting volunteers and beneficiaries from the risks of illness or injury by conducting risk assessments and taking preventive measures, in coordination with the Department and other relevant authorities.
- Treating volunteers equally and fairly and making appropriate adjustments to encourage and empower the participation of all beneficiary groups, as determined by the Department.
- Supervising volunteers in performing their volunteering activities.
- Ensuring that volunteers are aware of the agreed-upon terms and conditions between the volunteer and the entity utilizing volunteers.
- Maintaining records of volunteering opportunities, volunteers, and volunteer hours.
- Maintaining the confidentiality of all information and data accessed by the entity utilizing volunteers during volunteering and preserving and processing the personal information of volunteers and beneficiaries of volunteering, as determined by the Department.
- Complying with the duty to submit reports as determined by the Department.
- Automatically or upon written request, providing volunteers with written or electronic proof of participation in the volunteering opportunity after successfully completing the volunteering activity. This proof should include, at a minimum, the volunteer's name, the name of the entity utilizing volunteers, the nature of the volunteering opportunity, and the number of hours successfully completed by the volunteer.
- Uploading the volunteer hours performed onto the system within two weeks at most. An additional hour before and after volunteering should be counted to calculate the travel distance.



# 8. Additional Guidelines

8.1 Insurance

8.2 Confidentiality of Personal Information



## 8.1 Insurance:

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

## 8.2 Confidentiality of Personal Information:

When processing personal data in the context of volunteering work, entities engaging volunteers, volunteer teams, and volunteers must comply with information security and data protection legislation applicable in the country, the emirate, any free zone in the Emirate, and any information security and data protection policies adopted by the Department.

At a minimum, the following must be complied with regarding the handling of personal data of volunteers and beneficiaries of volunteering:

- Processing personal data lawfully, fairly, and transparently.
- Collecting personal data only for specific, explicit, and legitimate purposes.
- Ensuring that personal data collected is adequate, relevant, and limited to what is necessary for the purposes for which it is processed.
- Ensuring that personal data is accurate and updated, if necessary.
- Not retaining personal data that allows the identification of individuals for longer than necessary for the purposes for which the data was processed.
- Processing data in a manner that ensures its security, using appropriate technical and organizational measures to protect it from unauthorized or unlawful processing, accidental loss, destruction, or damage.
- Entities engaging volunteers, volunteer teams, and volunteers are not permitted to use confidential information belonging to any other party for any purpose other than exercising their rights and fulfilling their obligations under the terms and conditions or for purposes related thereto.
- Entities engaging volunteers, volunteer teams, and volunteers are not allowed to disclose the personal data of volunteers.

## 9. Grievances and Complaints



## 9.1 Grievances and Complaints:

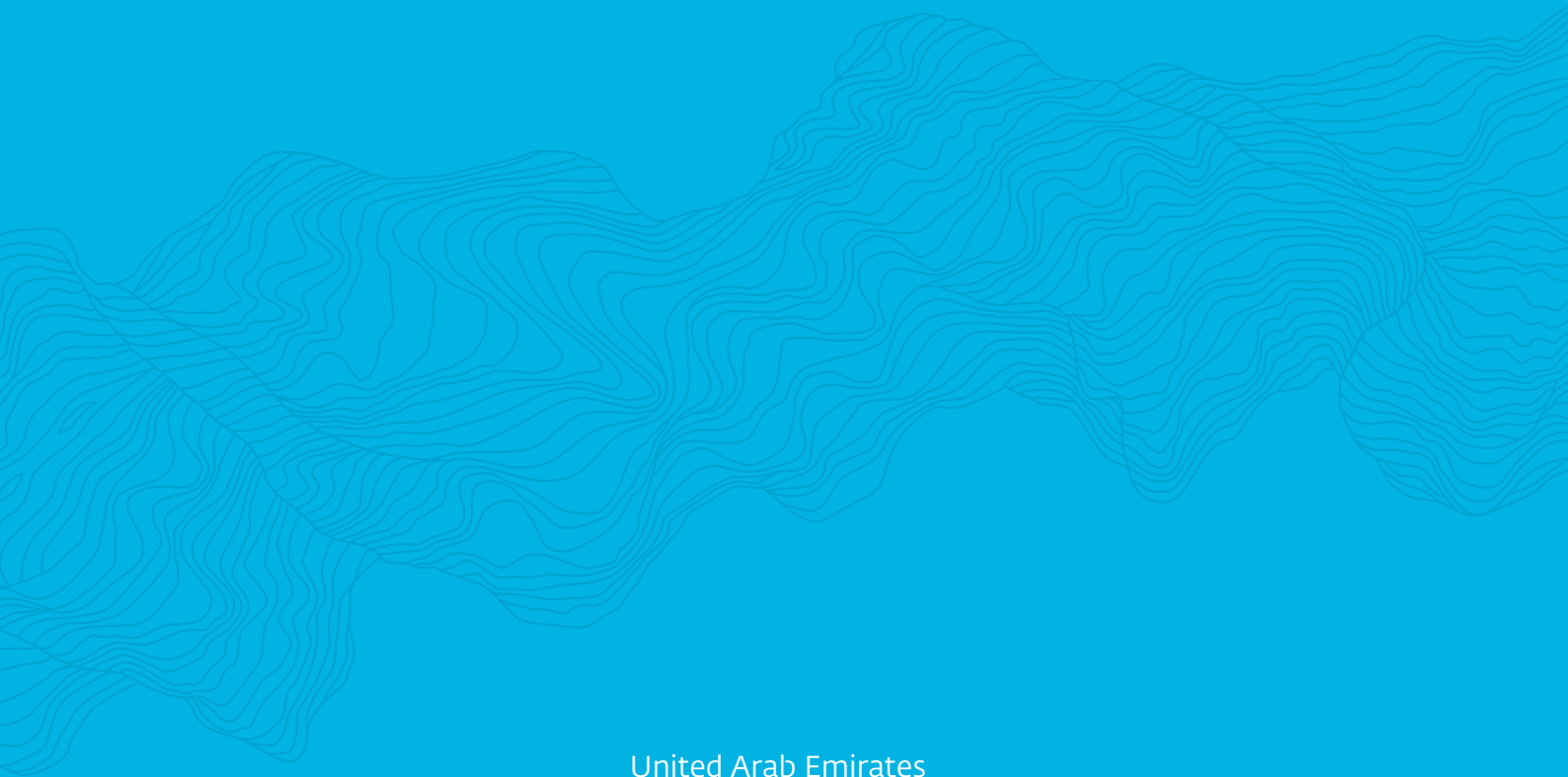
1. The Department receives complaints filed by volunteers, volunteer teams, or entities engaging volunteers in the Emirate, or those registered against any of them. The complaint must be submitted within fifteen (15) days from the date of the incident subject to the complaint. It shall be studied and responded to within a period not exceeding fifteen (15) working days from the date of submission.
2. A grievance against a decision to refuse a license shall be submitted to the department, as the case may be, within fifteen (15) days from the date of notification of the resolution or action objected to. The grievance shall be decided within fifteen (15) working days from the date of submission, and the decision issued by the chairman of the department shall be final and failure to respond to the grievance within this period shall be deemed a rejection of the grievance.

## 10 Policy Review



**This Policy is periodically reviewed according to the procedures and requirements applicable within the Department.**





United Arab Emirates

Emirate of Abu Dhabi

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