

Volunteer Policy for Silba - Initiative for Dialogue and Democracy

This policy regulates all volunteer activity in Silba and everyone who is volunteering with the organization for any period of time must at all times adhere to the outlined principles. The policy is adopted by the Main Board and is reviewed every year during their term.

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Chapter 1: Political Neutrality and Diversity

§ 1 Silba is not affiliated with any political party or party agendas. We encourage and welcome volunteers with diverse political interests and opinions, who support our overall goals of promoting democracy, dialogue, and transparency. We believe that a range of perspectives strengthens our organization and contributes to our mission of fostering open and inclusive dialogue on democratic issues.

Chapter 2: Purpose and opportunities of the volunteer work

§ 2 As volunteers in Silba you must support the organization's overall purpose of taking initiative to make an impact on international dialogue and democracy. Further, you must subscribe to the values of the organization; initiative, dialogue, democracy, and community. It is the responsibility of volunteer leaders who welcome new volunteers in Silba to introduce new volunteers to the organization, principles, relevant policies, strategy, and budgets.

§ 3 *To support these goals, as volunteers we must:*

- Create initiatives and activities where volunteers as well as others thrive while learning and supporting the vision and mission of the organization
- Communicate our knowledge on relevant topics to the public and to support political advocacy promoting the values of the organization
- Work together with relevant partners and stakeholders with the aim of supporting the cause as well as the strategic goals of the organization

§ 4 We as an organization are committed to providing our volunteers with numerous opportunities for personal and professional growth. As an active volunteer, you have the opportunity to engage in various exciting activities such as partner projects, election observations, external training courses and local activities.

Sec 2 Community Activities: Engage in local community activities organized by Silba, where you can connect with other volunteers, share experiences, and contribute to local initiatives promoting dialogue and democracy.

Sec 3 Election Observations: Join our election observation missions to monitor and support fair electoral processes around the world.

Sec 4 International Partnership Projects: Participate in collaborative projects with our international partners, gaining hands-on experience in promoting dialogue and democracy.

Sec 5 Organizational Activities: Contribute to the organizational apparatus by helping with daily cross-cutting administrative and technical tasks, that enables Silba to run smoothly.

§ 5 There are many different activities in Silba that require different competencies. The individual boards, departments, or activities of the organization can set up requirements (personal competencies or experience) to volunteer for specific tasks or positions. Silba strives to eliminate any personal bias in the selection process, by basing the selection on merits, experience, skills relevant to the position and donor specific requirements. This is done so by ensuring that the selection committee as a minimum consist of a member of the political leadership and a representative from one of the departments or local boards. This ensures a fair process, and ensures that every volunteer has equal opportunities within the organization.

Sec 2 Commitment to organization should also be considered when selecting candidates for any position within Silba. The rationale behind this is to ensure the organization has a strong foundation in community and Silba's values. Therefore, it should be taken into consideration if a volunteer has dedicated time and effort to other core organizational elements of Silba, such as contributing to our local branches, being a board member, or actively volunteering in one of our departments. This ensures that whoever is selected for a position has demonstrated commitment to the organization and has actively worked with Silba and its values.

Chapter 3: Behavior as a volunteer

§ 6 As a volunteer in Silba you must at all times behave as outlined in the Silba Code of Conduct. Please refer to the organization's website to find this in the newest version.

§ 7 *As a volunteer you must:*

- Respect everyone's right to their own opinions
- Accept our individual differences
- Treat others with respect even when disagreeing
- Respect and follow guidelines and decisions made
- Follow Danish legislation at all times and when traveling with Silba also following the legislation of the country visited
- It is not allowed to consume alcohol while you are responsible for tasks being carried out or while you are responsible for other volunteers' tasks. You are allowed to consume alcohol as regulated in the Code of Conduct during a social program and outside of the officially scheduled program
- It is not allowed to use or carry any narcotics, as stated in the Code of Conduct - With the Mandate of the Main Board or a department head, or otherwise politically appointed, a volunteer may represent Silba. Please read the section '*Representation*' for more specifications.

Chapter 4: Registration and administration of volunteers

§ 8 It is expected that you as a volunteer become a member of Silba - Head of Department is responsible for checking membership

§ 9 Following rules apply for certifications and letters of Recommendation

Sec 2 Certificates: EOM Observers or a volunteer who actively participated in Silba on a regular basis or an event

Sec 3 Letter of Recommendation or Reference: Active volunteers at Silba are welcome to request a letter of recommendation or reference from their closest volunteer leader, such as a department head or a member of the presidency. Please note that while volunteers are encouraged to ask, letters of recommendation are not guaranteed and are granted at the discretion of the volunteer leader based on their judgment and experience working with the volunteer.

- **Sec 3.2** *Active volunteer is a volunteer who has had a continuous participation or responsibility over one of Silba's domains, or has organized continuous activities.*

Chapter 5: Inclusivity and Professionalism

§ 10 In Silba we encourage a good balance between our social community aspects and our volunteer work. Ensuring that we create a professional environment where all volunteers feel comfortable contributing and working is a top priority. We recognize that many of our volunteers are friends; however, it is imperative to maintain a professional demeanor and be mindful of the setting. To foster an inclusive atmosphere, avoid behaviors that may create or contribute to an exclusionary environment — for example, speaking Danish when non-Danish speakers are present. All volunteers must ensure their actions and interactions are respectful and considerate, promoting an environment where everyone feels valued and included.

Chapter 6: Communication

§ 11 Effective communication is essential for the organization to function properly and ensure a good volunteer experience. Each volunteer has a designated point of contact, whether that being your Local Board, Department Head, Project Manager or the Leadership for higher positions. These individuals are always happy to assist volunteers and help you find the proper information.

§ 12 Volunteers should:

Sec 2 Reach out to their designated point of contact within the main board or respective department first and foremost, before going to others within the organization. - Follow the established lines of communication to ensure clarity and efficiency - Utilize meetings, emails, the website and other communication tools to stay informed and engaged.

Sec 3 Official Internal communication should be limited to the established channels of communication within Google Workspace and emails, to ensure a good balance between volunteers' private lives and their volunteer work. Different communication channels can be used by local boards and project groups per agreement within the local board/ project group.

§ 13 Just as your line of communication to Silba is important, our line of communication to our volunteers are important. As a volunteer who is assigned a specific task or areas of responsibility, Silba needs to be able to get in contact with you in a timely manner.

Chapter 7: Health and Safety

§ 14 In Silba, the health and safety of our volunteers is a top priority. Several measures are implemented to ensure a safe and secure environment for everyone involved.

§ 15 Reporting Hazards and Incidents: Volunteers should follow the guidelines outlined in our Code of Conduct for reporting any hazards or incidents.

§ 16 Health Coverage: While volunteering with Silba, you are covered by our organizational insurance. If you experience any health issues or require medical assistance, please contact the volunteers in charge. They will guide you through the necessary steps and help you access any support you may need.

§ 17 Travel Safety and Security: When traveling with Silba, an organizer or relevant head of department will provide a security briefing and safety training tailored to the specific context of the destination country. A volunteer is entitled to ask for a security briefing in case they are not provided one. This training will cover relevant safety procedures, emergency contacts, and any country-specific health and safety considerations to ensure you are well-prepared for your trip. You must at all times follow the guidelines provided to you in these briefings and training.

§ 18 By adhering to these guidelines and participating in required training, you help maintain a safe and supportive environment for all volunteers.

Chapter 8: Roles and Responsibilities

§ 19 As a volunteer you are expected to carry out volunteer duties that you have agreed to. If this is not possible, you must communicate via the established lines of communication. As a volunteer leader you need to be mindful of the responsibility you carry both towards the organizational tasks you have and the volunteers you manage. Within our range of activities this also applies to high pressure situations domestically and abroad.

§ 20 Confidentiality and sensitivity: As a volunteer in Silba you might find yourself in possession of sensitive information, either directly related to individuals, organizational matters or partners that we work with. You need to be mindful of the information, the sensitivity of it and who you share it with. Specific volunteer roles are bound by confidentiality, and thus information obtained within the work cannot and should not be shared outside the organization or with relevant parties.

§ 21 If a volunteer does not comply with this Volunteer Policy it can have consequences in terms of the individual's possibility of partaking in the volunteer work of the organization.

§ 22 *The possible consequences are:*

Sec 2 The Manager of a specific project or activity has the right to deny a participant the right to participate or continue participation in an activity.

Sec 3 The local board of a Silba Local Branch can exclude a volunteer from participating in the activities of the local branch (either specific activities or overall). - The Executive Board can deny a volunteer the right to participate in the organization's volunteer work or specific departments of it or activities in it. This can be done without prior warning. The Executive Board has the right to initiate this on their own initiative and at any time.

Chapter 9: Data collection, handling, and other measures for privacy

§ 23 As a volunteer at Silba it is important that you follow the General Data Protection Regulation (GDPR) when dealing with members' personal data such as their addresses, email, phone number, pictures, dietary preferences and restrictions, copies of personal documents such as health cards, passports, ID cards, driver licenses, or other.

§ 24 In case copies of personal documents need to be collected for activity organizations (e.g. Election observation missions, International project trips abroad, etc.), they need to be stored on Silba owned drives only and be deleted in 10 days after the given activity is over.

§ 25 All Silba related documents need to be stored on Silba's Google Drive under the dedicated department folder. This ensures transparency, continuity and orderly organization of Silba's documentation and processes. Silba volunteers are given access to the documents only needed for their position and activities they are engaged in.

§ 26 Silba volunteers who have official silba.dk email addresses can use these addresses for organizational purposes only. This means that when a volunteer is communicating from this account to external addresses, you are representing Silba and its values and positions in a professional capacity.

§ 27 The software programmes and other accounts for online services are approved by the Head of Communications department. Therefore, if your activity requires you to create an account with a Silba email, you should first get a confirmation from the Head of Communication before you create one.

Sec 2 Silba volunteers should only use licensed software or legally acquired digital files for Silba's purposes following the Danish Law and EU Regulations.

§ 28 All Silba volunteers should be aware that, under GDPR, pictures of individuals are considered personal data. For smaller events with selected participants, such as EOMs, limited training sessions, and International Project activities, participants must give consent for organizers to take and use pictures by signing a consent form. This form is available on the Silba drive or can be requested by emailing *communication@silba.dk*.

Sec 2 For larger events open to the general public, written consent is not required. However, participants must be notified that pictures will be taken during the event and informed of the purposes for which these pictures will be used. This notification can be provided through signs at the event site or included in the event invitations.

§ 29 All individuals have the right to be forgotten under GDPR. Therefore, if a person requests that a picture or other data be deleted, we must respect this right and comply with their request.

Chapter 10: Representation

§ 30 As a volunteer in Silba it is important that you remember that you are representing the organization. This applies to any involvement with events in which a volunteer would represent our organization externally. Before representing the organization in nation-wide settings or meetings that could result in organization-wide commitments, you should consult the leadership of the organization. This also includes times of informal gatherings with partners, other volunteers, etc. It is important that you represent the official opinions of Silba whenever relevant - these are found in the Position Paper which is decided upon at the General Assembly. It is important that a volunteer differentiates their personal opinion and Silba's position when relevant.

§ 31 It is important to maintain a balance between your professional role within Silba and your personal political opinions, especially when those opinions differ from or are more radical than the organization's positions. Volunteers are free to express their views outside of Silba, but it is essential to make clear distinctions between their personal opinions and Silba's official stance. In cases where your personal opinions might contradict or cause confusion with Silba's values or positions, it is advisable to consult with the Silba leadership to avoid any misrepresentation. This helps ensure that your personal actions or statements do not unintentionally impact Silba's reputation or its work with partners.

§ 32 When engaging in political or organizational activities outside of Silba, always remain aware of how your public actions or statements may be perceived and how they would influence your role and responsibilities within Silba, as well as the organization as a whole. Maintaining professionalism is key.

§ 33 When in doubt or in case of no official Silba position on a given topic, consult the politically elected leaders; the Silba Presidency. When traveling with Silba and/or engaging with partners, locally as well as internationally, it is always expected that a volunteer behaves politely and respectfully, and follows local customs to ensure appropriate behavior in all contexts.

Chapter 11: Expenses as a volunteer

§ 34 Please refer to the Financial Guidelines of Silba for guidelines for reimbursement etc.