

Volunteer Constitution

GREENPEACE

www.greenpeace.org/southeastasia

Foreword

***"Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has."
- Margaret Mead***

Volunteers are an essential and integral part of the Greenpeace family.

You are the heart and soul of Greenpeace. You are the people motivated by a strong belief in the power of sharing; continuously asking, "what can I do?" and tirelessly responding by acting on each need that comes your way. Always willing to dedicate your time and voice to make a difference, and despite the endless struggles that abound – it is never really easy for you – you just keep going and honoring us with your presence.

Throughout the history of Greenpeace Southeast Asia, we have seen the volunteer community come together time and again to defend the environment in our region and beyond, guided by a shared vision of a green and peaceful world, speaking in one voice for nature and her people. Because of you, we are able to do the work we do, win the campaigns that the world needs, speak truth to power about the most important environmental and social issues of our time, and bear witness to the environmental injustices many

communities confront to amplify their stories. Because of you, we are able to challenge the forces of destruction, and harness enough courage to believe we can all create a greener and more peaceful world.

Because of you, we continue to believe.

Greenpeace believes in the collective power of people. The future of the environment rests with the millions of people around the world who share our beliefs and who act to change the world. Together, we can confront and address the biggest environmental problems, promote solutions, and spread hope.

We hope that you, our volunteers, will each have a purposeful and meaningful journey as we all move and act together towards these shared aspirations. It is our hope that this Volunteer Constitution serves as our guide as we embark on breaking boundaries and winning more campaigns with you in the years to come.

**Naderev "Yeb" Saño
Executive Director
Greenpeace Southeast Asia**

Introduction

As volunteers engage with Greenpeace campaigns and activities, they become part of a larger community of active and passionate individuals whose vision aligns with ours – ensuring that a green, just and peaceful future becomes a reality.

Volunteers are essential members of our campaigning work. As such, we make sure that proper guidelines and standards are in place during the course of their engagement. GPSEA is committed to support volunteers and abide by this Volunteer Constitution, which embodies the framework and guiding principles that ensure safety, security, and well-being of our volunteers.

The Volunteer Constitution reflects our philosophy on volunteer involvement, institutionalizes the rights and responsibilities of GPSEA and volunteers, and sets the standard for appropriate behavior when representing the organization. It aims to foster a collaborative and caring environment within the Greenpeace community and among the networks we work with.

The contents of this document are the product of consultations by GPSEA's public engagement and actions community, with active and past volunteers from Indonesia, Thailand and the Philippines, partner networks, and GPSEA and GPI staff over the course of

36 months. It is our hope that Greenpeace volunteers – whether they may be new or have spent years with us – will find our mission to save our environment a cause worth fighting for.

What does it take to be a GPSEA Volunteer?

GPSEA's volunteer pool is an active and dynamic community of passionate individuals who freely share their hearts, hands and minds, in order to assist Greenpeace in achieving a shared goal.

In this Volunteer Constitution, Greenpeace has laid out a set of principles and standards to serve as a guide in the conduct of programs and activities where volunteers are engaged. This is to ensure that GPSEA volunteers get the most out of the experience, and see volunteerism as a worthwhile and meaningful endeavor.

Whether you are a new or an already existing GPSEA volunteer, the following FAQs (Frequently Asked Questions) could help jumpstart or re-ignite your passion to journey with Greenpeace.



Quick FAQs to get you started on your volunteer journey

Who can be a Greenpeace Volunteer?

- Individuals of legal age who freely and willingly commit themselves to uphold and promote Greenpeace core values and work to support its campaigns without expecting any financial remuneration for their services.
- Individuals who are not yet of legal age but would like to volunteer and are able to provide a letter of permission from their parents and/or guardian/s
- A person who wishes to donate his/her time to support Greenpeace's work voluntarily; a GPSEA volunteer is not a regular fixed-term employee, nor a freelancer, and does not have an employee-employer relationship with GPSEA

How do I become a GPSEA Volunteer?

An individual will be considered an official volunteer when he/she has a) submitted a completed volunteer form; b) attended the volunteer orientation; and c) participated in at least one Greenpeace activity.

How does Greenpeace recruit volunteers?

Volunteering is an open commitment to better communities. We often rely on the intent and proactive efforts of individuals to reach out to GPSEA. In addition, to effectively expand our volunteering pool, Greenpeace also conducts strategic and targeted recruitment through the following channels:

- Official social media sites and websites across the region;
- Public engagement initiatives such as, but not limited to, speaking engagements, social events, internal and external activities, and sign-up booths; and
- Promotion and testimonials from existing GPSEA volunteers.

What is GPSEA's Duty of Care?

Greenpeace values and cares for its volunteers, who are considered vital members of the organization.

GPSEA is committed to ensuring the safety, health and well-being of volunteers during Greenpeace activities. These include:

- Full support and solidarity of the organization, at all levels, for those taking risks;
- Prioritization of support for dangerous and emergency situations;
- Best practice security planning;
- Thorough and proper training and preparation for all activities; and
- Provision of reasonable personal protection measures.

GPSEA is also responsible for:

- The accurate and realistic management and control of situations; and
- The duty to minimize, suspend or terminate activities, and to withdraw activists when security and safety risks are heightened; or when risk-minimizing measures are considered unacceptable or insufficient.

What are my rights as a GPSEA Volunteer?

As a GPSEA volunteer, you are protected by a set of rights that shall be observed during the course of your engagement.

A GPSEA volunteer should be able to:

- Have access to information and details about the work they are undertaking, and the significance of said work;
- Receive adequate briefing and training to effectively carry out the task asked of them;
- Refuse tasks they do not want to take part in;
- Claim out-of-pocket expenses in carrying out voluntary work.
- Receive accident and medical insurance coverage prior to field deployment and travels related to Greenpeace volunteering work;
- Be recognized, whether verbally or through a token of appreciation, or a formal letter of reference;
- Be treated with respect and provided support by members of the Greenpeace community;
- Participate in the decision-forming processes relevant to their assigned task/s.

What is expected of me as a GPSEA Volunteer?

Commitment

Volunteers are expected to align with the organization's philosophy, vision, mission and core values throughout the course of their journey with Greenpeace.

Integrity

GPSEA volunteers should act with integrity. This means doing the right thing even without anyone looking, being honest and responsible at all times, including respecting work environment, colleagues, etc.

Professionalism

GPSEA treats its volunteers as professionals. GPSEA expects a level of professionalism in volunteers' comportment, attitude and work ethic.

Reliability

Each volunteer's role is crucial in all of GPSEA's activities. Any volunteer who commits to take on a role or task is expected to be reliable and to provide advance notification in case of sudden unavailability.

Valuing people

Volunteers are expected to respect the opinions of others, accept and learn from the diversity of people, and show gratitude and appreciation for the people they interact with.

Building camaraderie

Each volunteer should take the initiative to build relationships with co-volunteers, Greenpeace staff, and other members of the Greenpeace community.

Adherence

Volunteers are expected to adhere to this constitution.



 **SHELL,
STOP BURNING
OUR FUTURE**



**SHELL,
STOP BURNING
OUR FUTURE**



Who do volunteers contact at Greenpeace and what happens after I sign up as a volunteer?

Volunteer supervision and coordination is handled by the Public Engagement and Actions Unit. They are the first point of contact upon sign-up.

Volunteers will be asked to fill out a personal information sheet, which we store in a secure database, with information about a volunteer’s interests and skills. We endorse each volunteer to units within the organization for supervision.

Supervising units have guidelines for each type of volunteer. General volunteers and activists will report to the Public Engagement and Actions Unit, fundraising volunteers shall be managed by the Fundraising Department, while interns will be guided by the Human Resources Unit.

The Public Engagement and Actions Unit based in respective GPSEA offices shall be responsible for the strategic direction of volunteer work and management.

Work with volunteers shall be coordinated by the respective Public Engagement and Actions staff in each location, while day-to-day supervision of the volunteers rests upon the respective task manager to whom the volunteer is assigned.

All volunteers engaged to work shall be covered by a *terms of reference*, for which their task manager is primarily responsible.

How does Greenpeace engage its volunteers?

GPSEA believes in building leaders within our volunteer pool, extending our constituency and building more meaningful relationships with our allies, coalitions, and the communities we work with.

As such, GPSEA continuously develops retention strategies that would deepen volunteers’ involvement in our work, help strengthen their capacities for campaigning, and inspire them to take on bigger and bolder roles.

The Engagement Pyramid (diagram on the right) shows potential pathways our volunteers can undergo – from being observers to becoming leaders. Over time, some volunteers would want to have a deeper involvement and bigger roles in our campaigns. And it is GPSEA’s responsibility to provide them with such spaces and opportunities.

ENGAGEMENT PYRAMID

ACTIONS

(6) Leads others: engaged becomes the engager; focuses on training others; easily confused with staff

Organising others, recruiting donors, serving on board

(5) Ongoing and collaborative actions; major investments of time, money and social capital.

Publishing about campaigns, public speaking, deep volunteer involvement.

(4) Multi-Step Assignments/Actions representing significant contribution of time, money, or social capital

Joins group, attends events, makes large donation

(3) Single-step or straightforward actions with low risk/investment

Signs petition, makes one-time/small donation, shares content

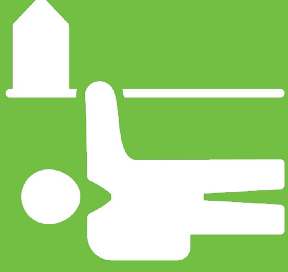
(2) Agrees to receive info; provides contact info or subscribers

Reading and watching direct Greenpeace communications

(1) Interested in cause; aware about Greenpeace through friends, social media, traditional media, etc.

Visits website/social media; attends an event

LEADING



OWNING

CONTRIBUTING




ENDORORSING

FOLLOWING

OBSERVING





How does GPSEA ensure volunteers are continually engaged?

GPSEA conducts meetings, trainings and gatherings to retain volunteers. These include:

- **Capacity Building** - GPSEA ensures that volunteers will have the right skills to perform assigned tasks by providing capacity training and leadership-building opportunities.
- **Regular Activist Trainings** - GPSEA conducts regular activist trainings that include Non-Violence Training (NVT) and Basic Actions Training (BAT) designed to equip the volunteer with fundamental skills and knowledge to start their activist journey. More in-depth trainings and workshops will be provided as needed (i.e. climb training, boat training, hazmat training, etc.).
- **Volunteer Gatherings** - GPSEA organizes volunteer gatherings to present and discuss program and volunteering updates, as well as create a fun and safe space where volunteers can build camaraderie with staff and fellow volunteers.
- **Volunteer-led Activities** - Volunteers are encouraged to organize their own activities that are in line with the values and principles of the organization.

What information does Greenpeace ask from volunteers?

GPSEA is responsible for coordinating with volunteers, and maintains a database for this purpose. Information gathered includes:

- Contact information, such as home address, mobile number, telephone number, email address, and social media handles (when necessary);
- Emergency information, including emergency contact person/s and/or next of kin, blood type, insurance beneficiary, and dietary restrictions;
- Skills and hobbies that are relevant to volunteering, such as climbing, boat, driving, etc.; and
- The volunteer's history of engagement/participation and roles undertaken in GPSEA.

GPSEA ensures the confidentiality of all information volunteers provide.



Policies Governing Volunteers and the GPSEA Code of Conduct

EQUAL OPPORTUNITIES, DIVERSITY AND INCLUSION

GPSEA believes in equal opportunity in volunteering without discrimination on the basis of race, religious beliefs, color, gender, sexual orientation, physical disability, mental disability, ancestry, place of origin, age, marital status, source of income, or family status.

Volunteer diversity is an integral part of our organization, and individual differences are respected and valued. Hence, fair and equitable treatment will apply to all aspects of volunteering.

We adhere to the following global guiding principles of Greenpeace in relation to diversity, inclusion, and non-discrimination:

- We believe that a diverse and inclusive Greenpeace is essential to delivering effective campaigns, sparking a billion acts of courage, and achieving our mission of creating a sustainable and peaceful planet;
- Diversity and inclusion reflect our core organizational and moral values as human beings;
- We are committed to attracting, developing, and retaining a diverse and talented community of volunteers, crew and staff;
- We are committed to a safe and inclusive culture where all people treat each other with respect and dignity;
- We value and rely on collaboration based on the diversity of our ideas, perspectives, and experiences, in order to make wise decisions and achieve effective outcomes;
- Everyone is supported to learn, lead, and grow, while barriers or potential tensions are identified and actions are taken to address them; and
- We all share accountability and responsibility for diversity and inclusion.

GPSEA will actively remove barriers to ensure that each person has equal access to the benefits of volunteering through:

- **Capacity Building** - Following the principle of the Engagement Pyramid, GPSEA provides volunteers with skills training to ensure that they are well-equipped and able to undertake jobs and tasks. Likewise, GPSEA expects that volunteers, after successfully completing a training, if willing and able, perform the necessary tasks/jobs as needed.
- **Employment Opportunities** - In case of a job opening, volunteers are among the first to be informed, and if skills match the job, be provided with equal opportunity to apply.
- **Internship** – GPSEA's Internship Program is open to all volunteers and interested individuals who have the passion and willingness to help our campaigns. The process of application would be based on the GPSEA Internship Program.



Reimbursement of Out-of-Pocket Expenses / Per Diem

Volunteers are entitled to receive allowances or per diem, as well as reimbursements when they incur expenses while undertaking GPSEA activities.

Any expense related to volunteering tasks should be discussed and agreed on between the Task Manager or Public Engagement and Actions staff and the volunteer prior to execution.

The Task Manager or Public Engagement and Actions staff can provide the volunteers with a cash advance to cover projected expenses. After the activity, the assigned Task Manager or Public Engagement and Actions staff would be the one responsible in ensuring the cash advance is settled under GPSEA's Financial Policy.

Travel costs covered by GPSEA consist of: airline ticket, airport transfers, ground transportation, accommodation, and meals. In normal situations, a designated coordinator of a particular project/event will arrange for the meals of volunteers, with a budget ceiling of GPSEA's per diem. In case the office is unable to arrange or provide meals, the volunteers shall be given the per diem in accordance with GPSEA's Financial SOPs (Standard Operating Procedures).

The breakdown of per diems are as follows:

Sundry	10%	Breakfast	10%
Lunch	25%	Dinner	55%

Volunteers cannot claim advances or reimbursement for expenses that are not related to the GPSEA activity, or the fulfillment of the task, for which they were deployed. Expenses incurred for personal items or activities, cigarettes, alcoholic beverages, or any illegal items or activities also cannot be claimed.

Volunteers are advised to consult the Task Manager or Public Engagement and Actions staff regarding financial policies (e.g. procurement policy, etc). Any misuse of Greenpeace funds shall be subject to appropriate disciplinary action, as outlined in the Volunteer Disciplinary Procedure provided herein.



Travel Costs and Insurance

GPSEA will cover the travel costs for the volunteers while they are on official duty travel.

GPSEA will also provide travel and medical insurance for all volunteers who undertake travel in the course of their tasks with the organization. (Note that insurance coverage may vary across GPSEA offices due to differences in country standards and policies.)

Essential Practices and Protocols in Actions and Legals

As outlined in the organization's Essential Practices and Protocols in Actions and Legals, GPSEA ensures that volunteers who undertake activities that may expose them to risks (e.g. NVDA, Direct Communication, etc.) are informed and briefed about the legal risks of participating in such activities.

Likewise, volunteers are provided the opportunity to withdraw their participation from an activity based on their own decisions.

At GPSEA, risk mitigation and respective measures are part of the standard planning process for all activities for the reassurance of volunteers who decide to participate in activities with a full understanding of possible risks. GPSEA also ensures the provision of continuing legal support throughout the duration of the activity, as well as afterwards, when necessary.

In some instances, GPSEA would require volunteers to sign a waiver of consent prior to an activity. This ensures that the volunteer fully understands the risks involved in their tasks and willingly commit to undertake the said tasks.



Code of Conduct

Greenpeace upholds and promotes the highest standards of ethical and professional behavior as outlined in its Code of Conduct.

All individuals working with Greenpeace – employees, third-party suppliers, and volunteers alike - are expected to commit and adhere to these set of guidelines when interacting with each other and representing the organization.

I. Punctuality

GPSEA strives to create an environment of trust and understanding. GPSEA holds Public Engagement Campaigners accountable for the volunteers' punctuality in fulfilling their tasks. All volunteers are expected to report to duty as agreed in the terms of reference. Volunteers must notify their Task Managers if, for any emergency reason, they are unable to show up for assigned tasks.

II. Confidentiality

Volunteers are obligated to refrain from disclosing any confidential information about Greenpeace to any person or entity, except:

- (a) with Greenpeace's prior written consent; or
- (b) to Greenpeace's agents, employees or advisors in the performance of the volunteer's tasks.

Confidential information includes all of Greenpeace's financial information (other than published information), personal or employment details of Greenpeace's supporters, activists and employees, information relating to projects, campaigns, actions and activities conducted by or on behalf of Greenpeace, information (other than material which has been published), and all other information relating to the current or future methodology or affairs of Greenpeace, or any person or entity with which Greenpeace deals or is concerned.

If a volunteer is uncertain about whether or not information is regarded confidential, they should consult Public Engagement and Actions staff.

Unless required by law, or as part of their tasks, a volunteer shall not give any interview or written communication on any matter concerning Greenpeace without having obtained the prior written consent of Greenpeace.

Greenpeace shall not publish any information about the volunteer that is of a personal or private nature without the prior written approval of the volunteer.

Volunteers hereby agree that Greenpeace is allowed to use any of his/her photographic image/s taken by Greenpeace during his or her course of volunteering for publication by Greenpeace for any purpose, whether for promotional or advertising purposes or for other uses. They also allow Greenpeace to continue to publish the image/s even after the volunteer is no longer active. Greenpeace will not use any photographic images of the volunteer for any purpose that is obscene, defamatory or offensive, and when the photograph or image shows the volunteer in an embarrassing or shameful situation.

III. Responsible Use of Email and Social Media

GPSEA uses social media and e-mail as campaigning and communication tools. All individuals working with Greenpeace are expected to use the organization's official electronic channels and devices responsibly.

Personal opinions, complaints with malicious, offensive or defamation content that may be harmful to GPSEA, colleagues and fellow volunteers should not be circulated via personal email and/or social media.

Volunteers should notify the Public Engagement and Actions unit should they receive such content in relation to their involvement with Greenpeace.

Greenpeace recognizes that social media is a critical tool to inform the public about, and engage interest in, our work. While Greenpeace encourages active participation by volunteers in online publishing and social media, all volunteers must adhere to this policy.

Volunteers are also advised to remember that whatever they say can be found online either at that moment or when searched later. Volunteers should not publish anything that we would not want to see repeated, and certainly nothing that can serve to harm the organization's reputation. Volunteers should use good judgment and professional discretion. Volunteers should not engage in any social media activities that can serve to embarrass them or members of the Greenpeace community.

IV. Responsible Use of Property and Equipment

Greenpeace ensures that it will provide the volunteer with necessary equipment for the fulfillment of the volunteer's tasks/responsibilities. The volunteer is required to take good care of all equipment entrusted to him/her/them. He/She/They should help ensure that the equipment is always in good condition.

Equipment entrusted to volunteers should be logged and documented as per office policy. All equipment must be returned after completion of tasks.

Damage to equipment while conducting tasks/responsibilities (excluding through gross negligence) is a liability of Greenpeace. Investigation will be conducted in case damages are incurred outside the agreed tasks/responsibilities, or due to gross negligence. The volunteer will be asked to compensate Greenpeace for such damages through proper valuation assessment, according to GPSEA's asset disposal policies.

Greenpeace will also provide a space within the office for volunteers, where they can assemble and organize their own activities that are aligned with the values and principles of the organization.

Greenpeace property primarily includes, but are not limited to, the following: equipment and services owned and provided by Greenpeace such as computers, laptops, mobile phones, video and/or media equipment, furniture, action peripherals including climbing gears, hazmat personal protective equipment, banners, flags, posters, data and intellectual property.

V. Financial Responsibility

As an independent organization that relies on voluntary donations from individual supporters, GPSEA must ensure that its funds are used efficiently and effectively, in line with its publicly stated values, goals and objectives.

Financial Management is the responsibility of everyone in the organization. In carrying out their duties, all volunteers are responsible for not only considering the environmental impact, but also considering the financial implications of their actions, and for managing the resources entrusted to them in a cost-effective way.

Under the supervision of Public Engagement and Actions staff and/or Task Manager, volunteers must understand and comply with the organization's financial policies and procedures.

VI. Smoking

Volunteers are discouraged from smoking while undertaking assigned tasks, and while representing the organization. Volunteers caught smoking during the course of the fulfillment of their tasks will be reprimanded, and, in the case of repeat offenses, are subject to appropriate actions.

VII. Alcoholic Beverages

Volunteers must not perform their duty under the influence of alcohol. GPSEA highly discourages the drinking of alcoholic beverages the day before and during an activity. Any volunteer who is under the influence of alcohol while undertaking their assigned task are subject to appropriate actions. Likewise, it is encouraged that co-volunteers report if their colleagues are found to be under the influence of alcohol in the course of an activity.

VIII. Illegal Drugs

GPSEA prohibits the unlawful use, distribution or possession of any form of illicit drugs. Illicit drugs are drugs that are illegal in the country where volunteers are performing their task. The organization will comply with provisions of local laws in the avoidance and prevention of illegal drugs in the conduct of activities, including the application of appropriate sanctions when this policy is violated.

In addition, volunteers caught or proven to be using illegal drugs will be immediately subjected to appropriate action.

IX. Criminal Activity

Volunteers caught and proven to be involved in any criminal activity while undertaking volunteering in GPSEA will be immediately subjected to appropriate action.



#BreakFreeFromPlastic

#breakfreefromplastic
GREENPEACE

Harassment, Bullying, Discrimination and Other Unwelcome Behavior/Unfair Treatment

GPSEA maintains zero tolerance for harassment, including sexual harassment, bullying, discrimination and other unwelcome behavior or unfair treatment. All volunteers are expected to treat people with dignity and respect and in a fair and non-discriminatory manner.

All allegations of harassment, including sexual harassment, bullying, discrimination and other unwelcome behavior or unfair treatment shall be taken seriously and properly investigated.

Volunteers engaged in discriminatory behavior based on gender, sex, sexual orientation, age, race, ethnicity, religious beliefs, disabilities, pregnancy, maternity, paternity, marital status or any personal characteristics of the individuals are subject to appropriate action.

Fraud, Bribery and Corruption

GPSEA maintains zero tolerance policy against fraud, bribery and corruption. All are considered violations of the GPSEA Code of Conduct and subject to disciplinary procedures. We define them as follows:

- **Fraud** – An act of dishonesty, falsifying information or false representation of GPSEA or other employees for personal gain.
- **Bribery** – An act of offering, promising, giving, accepting or soliciting of an advantage as an inducement to do something which is illegal or a breach of trust or against GPSEA Code of Conduct.
- **Corruption** – The act of abusing entrusted power for private gain. It includes bribery, embezzlement and money laundering.

Grievance Procedure (Conflict Management)

Grievance under this Constitution is defined as, “a claim that a published policy under this Constitution has been violated in the manner in which a volunteer was treated. It is any work-related dispute arising out of the interpretation, application, administration or alleged violation of a specific policy.”

GPSEA will not be responsible for processing resolution of grievances and conflict involving personal relationships, petty quarrels, personal financial issues, and behavioural conduct transpiring outside of Greenpeace activities.

A GPSEA volunteer (Complainant) who believes that he or she has a legitimate grievance arising from unfair and inconsistent application of a published policy may personally, or, by a representative, file a complaint through the Public Engagement and Actions staff. However, the Complainant is encouraged to exhaust all informal processes prior to making a formal complaint. Grievance against staff falls under GPSEA Personnel Policy

and should be directed to Human Resource personnel and/or Public Engagement and Actions staff. If through Public Engagement and Actions staff, the Aggrieved Party will be referred to HR personnel.

Below is the Grievance Procedure:

Stage 1: Notification of Complaint

The Complainant should submit a written statement to the Public Engagement and Actions staff detailing the nature of the complaint and facts upon which the allegation is based.

The Public Engagement and Actions staff shall contact the Complainant no later than fifteen (15) days after receiving the written statement to establish that the statement has been received and investigation will take place prior to formal hearing. However, in no case shall the investigation be conducted more than thirty (30) days after receiving the written complaint.

Stage 2: Investigation

The Public Engagement and Actions staff assigned to the case will investigate the complaint exhaustively and thoroughly. Investigation can be in the form of interview, informal conversation, and research to be able to corroborate information. Other means can be utilized as deemed necessary.

Upon proper evaluation, Public Engagement and Actions staff will recommend either proceeding to a formal hearing or recommend dismissing the case. The dismissal of a case is determined based on the substance, merit and weight of the case, to which the Complainant will be informed, through writing, of any decision made.

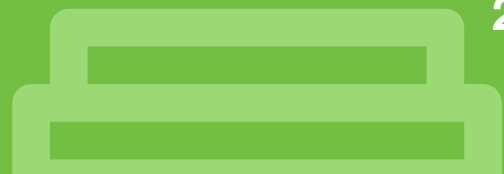
When a formal hearing is advised, Public Engagement and Actions staff (Convener) will convene a Grievance Committee of three (3) members, consisting of staff panel and a note taker/documenter. The Convener will act as a facilitator for the Formal Hearing.

Stage 3: Formal Hearing

The Complainant and the Respondent/s (individuals identified in the complaint letter) prior to the formal hearing, will be provided with a written invitation that will include the following: nature of invitation, facts of the complaint, invitation to respond via written letter and, date, time and venue of formal hearing.

Written invitation should be at least two (2) weeks prior to formal hearing schedule. While, written response letter should be submitted to the Convener at least three to five (3-5) days before the formal hearing schedule.

The Complainant may decide to invoke their right to privacy. They



may opt not to be physically present in the formal hearing to protect their identity. This means that Complainant will only be informed of decisions based on the formal hearing.

Hearing Format:

1. The Grievance Committee will outline the procedure and will reiterate confidentiality in the hearing. All present will be requested to sign a confidentiality agreement.
2. The Complainant (if present) or Convener will outline complaints as identified in the complaint letter.
3. The Respondent/s will be given an opportunity to respond.
4. The Grievance Committee members will each take turns to ask questions to gain clarification or further information.

Where appropriate, any party may request a short recess at any time during the hearing. If during the hearing, new facts emerge, the Convener may decide if it is appropriate to refer the case back for further inquiries. If this is the case, a further hearing should be convened as soon as possible and certainly within two (2) weeks of the date of the original hearing.

There shall be a Minutes of the Hearing, containing attendance, documents presented, and proceedings. All documents, identity of all parties involved, including those present in the meeting and decision of the committee will be considered confidential.

Stage 4: Decision

After the formal hearing, the Grievance Committee should deliberate on the situation. The outcome of the meeting will be confirmed in writing by the Convener or Public Engagement and Actions staff to all parties involved in the hearing no later than one week after the hearing has taken place.

The decisions normally open to the Convener are as follows:

- The grievance is upheld, in which case:
 - *Disciplinary Procedure may be invoked*
 - *Respondent may be advised that any recurrence of the unacceptable behaviour may result in disciplinary action being taken*
 - *Mutually agreeable resolution may be identified for all parties*
- The grievance is not upheld;
 - *The Convener may recommend further mediation by a mutually acceptable third party in order to facilitate amicable working relationships.*

Stage 5: Appeals

The individuals involved in the process have the right of appeal against any decision reached. It is expected that grounds for appeal would predominantly fall into two (2) key areas:

- The process and procedures followed as part of the original meeting were incorrect
- The decision reached was incorrect and new evidence can be brought forward in substantiation.

A Notice of Appeal should be lodged in writing with the Public Engagement and Actions staff or Convener no later than two (2) weeks from the date of notification of the outcome of the original hearing. The Notice of Appeal should include the grounds of appeal and any new evidence which will support the grounds of appeal. A copy of the notice for appeal will be submitted to the other parties involved in the grievance.

If the appeal is on the grounds of due process, an appeal hearing will be arranged by the Public Engagement and Actions staff or Convener normally within two (2) weeks of the receipt of the Notice of Appeal. Where the appeal brings forward new evidence, the other party will be allowed two (2) weeks to respond to this new evidence and the appeal hearing will be arranged normally within two weeks of receipt of this response.

The appeal will be heard by:

- A member of the grievance committee who convened the original meeting, or
- Any member of the Grievance Committee agreed by all Parties if new evidence involves the original Convener.

Appeal Hearing Format

The Appeal Hearing should be conducted in a similar manner to that of the original hearing, but will ONLY consider the actual grounds for the appeal and/or any new evidence.

During the hearing, the Complainant will put forward the reasons for the appeal and the supporting evidence. All other Parties will be given the opportunity to respond. All the Parties will be required to attend and in the event that an individual refused to attend without good reason, the issue may be dealt with in their absence.

If a member of the committee or the Public Engagement and Actions staff or the Convenor has been involved with the grievance during the earlier stages, the Grievance Committee will endeavor to provide an alternative representative to carry out the necessary outlined roles.

Decision of the Appeal Hearing

At the end of the appeal hearing, the Convener should ideally provide an immediate decision and any appropriate action required. However, in exceptional circumstances the Convener may defer a final decision.

Notwithstanding this, the outcome of the meeting will be confirmed in writing by the Convener or Public Engagement and Actions staff to all parties involved in the hearing no later than one (1) week after the hearing has taken place.

The decision reached at the Appeal Hearing is final.

Appropriate Action for Misconduct

GPSEA commits to provide a good, safe and inclusive working environment for all volunteers by ensuring the following:

- Good recruitment process
- Effective orientation and training
- Excellent support, recognition, and supervision
- Clear expectations and accurate job and task descriptions
- Clear lines of communication and accountability

In case misconduct should arise despite all efforts, such should be reported to the GPSEA staff and/or Public Engagement and Actions staff in the form of an incident report. The Public Engagement and Actions staff will conduct an initial investigation prior to taking appropriate action. Upon confirmation of the incident, the Public Engagement and Actions staff will endeavor to resolve the situation in a positive and constructive manner while remaining fair, impartial, and confidential.

Misconducts are classified into two (2) sections: non-serious misconduct and grave misconduct.

Below is the procedure when handling non-serious misconduct:

Stage 1: Counselling and Verbal Warning

A counselling session and verbal warning will be given. The volunteer must be given the opportunity to explain their position.

The warning will clearly state:

- The breach or offense;
- The improvements to be made, or behaviour which must change;
- An agreed specific time in which to improve; and
- What further action will be taken if the desired improvement does not occur.

Stage 2: Counselling and Written Warning

If the conduct or performance does not improve within the stated time, or in the event of a repeated or more serious offense, Public Engagement & Actions staff will conduct an interview

and issue a formal warning. Similar to Stage 1, the volunteer will be asked to explain their position. If appropriate, this warning will specify a time by which a satisfactory improvement must be made and indicate that it is a final warning, which could result in dismissal if the breach is repeated or the desired improvement is not made.

Stage 3: Removal as Volunteer

If there is no improvement, or a further offense is committed, removal/expulsion of the volunteer will follow. The volunteer will have the opportunity to explain their position. The decision on removal of the volunteer arrangement must be made by the Public Engagement and Actions Unit.

In the case of grave misconduct, the volunteer should be suspended from volunteer opportunities while a thorough investigation is carried out. If the investigation finds that serious misconduct has occurred, said person shall be removed and shall no longer be allowed to participate as a volunteer.

Examples of gross misconduct are as follows:



Falsification of Greenpeace records



Acts of violence or threatening behaviour towards other staff, volunteers or members of the public



Acts of dishonesty such as theft and serious misuse of Greenpeace assets



Giving or accepting a bribe or gifts beyond those of token value



Unauthorised disclosure of Greenpeace confidential information



Acts of indecency



The inability to carry out normal duties as a result of the use of intoxicants or illegal drugs



Willful damage to Greenpeace property



Willful misrepresentation of Greenpeace

Any volunteer who feels any decision is unjust has the right to appeal through the Public Engagement and Actions Unit. This may be done in writing and/or by making an appointment.

Adherence to the Volunteer Constitution

GPSEA adheres to this Volunteer Constitution by modelling values and behaviors that are espoused in this Constitution. This also includes providing regular training and communication of this Constitution to all volunteers.

Each individual volunteer should know where to find the relevant policy, processes and procedures that he/she/they should follow in order to carry out their function in a way that supports and maintains the integrity of this Constitution.

GPSEA will also monitor and document prevention mechanisms, such as training and communications. Prevention mechanisms, such as the recording of all formal cases, is also required. By monitoring incidents (including reports and suspicions), it is possible to identify patterns or problem areas, and to correct them.

Appendix

Online Volunteer Form - <https://sforce.co/2XjMjiC>



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