

FORMULA & SOLUTIONS FOR GLOBAL CHALLENGES, INC.
(FSGChallenge)

VOLUNTEER MANUAL

Empowering Volunteers to Transform Communities Worldwide

A Complete Guide to Policies, Procedures, Ethics,
and Standards of Service for FSGChallenge Volunteers

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Statement of Authority

This manual is issued under the authority of the President & CEO of FSGChallenge and constitutes the official reference for volunteer policy, conduct, and procedure across all FSGChallenge programs, projects, and affiliated partner initiatives. It supersedes any prior volunteer handbook, memorandum, or informal guidance on the same subjects.

Nothing in this manual constitutes a contract of employment or a guarantee of continued volunteer placement. FSGChallenge reserves the right to amend, update, or discontinue any policy described herein at its discretion, with reasonable notice to active volunteers wherever practicable.

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This document is intended for internal use by FSGChallenge volunteers, staff, and authorized partners.

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1 Welcome to FSGChallenge

Welcome to the FSGChallenge family. Thank you for choosing to volunteer your time, knowledge, skills, and compassion to support our mission of creating sustainable solutions to global challenges.

Volunteers are the foundation of our work and play an essential role in improving the lives of vulnerable individuals and communities across the world. By joining FSGChallenge, you become part of a diverse network of professionals, students, community leaders, researchers, healthcare providers, educators, entrepreneurs, and advocates who believe that lasting change begins with collaboration, innovation, and service.

Whether you contribute remotely or in the field, every hour you volunteer helps create opportunities for healthier communities, stronger institutions, empowered youth, improved education, environmental sustainability, and economic development. Your contribution, however large or small, becomes part of a larger story of transformation that spans continents and communities.

Purpose of This Manual

This manual explains our mission, values, policies, expectations, and procedures. It is designed to help you understand your role, perform your responsibilities effectively, and enjoy a rewarding volunteer experience. It should be read in full at the start of your service and kept as an ongoing reference throughout your time with FSGChallenge.

Every volunteer, regardless of location, program assignment, or length of service, is expected to be familiar with the contents of this manual and to operate within the standards it describes. Where a specific program has additional guidelines, those guidelines supplement, but do not replace, the policies described here.

How to Use This Manual

- Read the manual in its entirety before beginning your assignment, and review it periodically thereafter.
- Use the Table of Contents to quickly locate specific policies or procedures when questions arise.
- Complete and retain copies of the acknowledgment forms found in the Forms and Agreements chapter.
- Direct any questions about manual content to your program supervisor or the Volunteer Engagement Office.
- Treat this manual as a living document — updates will be communicated to active volunteers as policies evolve.

We are honored to have you as part of our global team, and we look forward to the impact we will create together.

2 About FSGChallenge

Formula & Solutions for Global Challenges, Inc. (FSGChallenge) is an international nonprofit organization committed to developing practical, research-driven, and sustainable solutions to some of the world's most pressing social, economic, health, educational, and environmental challenges. We collaborate with governments, universities, healthcare institutions, community organizations, businesses, and development partners to improve the quality of life for vulnerable populations.

Our work is built on the belief that communities possess valuable knowledge and strengths that, when combined with innovation, evidence-based practice, and strategic partnerships, can produce lasting transformation.

Our Mission

To develop innovative, evidence-based, and community-driven solutions that improve health, education, economic opportunity, environmental sustainability, and human well-being while empowering vulnerable communities to achieve long-term resilience.

Our Vision

A world where every community has the knowledge, resources, partnerships, and opportunities needed to overcome global challenges and build a healthy, prosperous, equitable, and sustainable future.

Our Core Values

Value	What It Means
Integrity	Integrity guides every decision we make. We maintain honesty, transparency, accountability, and ethical conduct in every activity.
Compassion	Compassion motivates our service. We treat every individual with dignity, empathy, respect, and kindness.
Innovation	Innovation drives our solutions. We encourage creativity, research, technology, and continuous learning.
Collaboration	Collaboration strengthens our impact. We believe meaningful partnerships create sustainable change.
Excellence	Excellence defines our work. We strive for the highest professional standards in everything we do.
Inclusion	Inclusion ensures everyone belongs. We value diversity and create opportunities regardless of background, nationality, gender, age, religion, disability, or socioeconomic status.
Sustainability	Sustainability shapes our future. We promote solutions that continue benefiting communities long after individual projects have ended.

Our Global Approach

FSGChallenge designs and delivers programs across health, education, economic empowerment, and environmental sustainability, with particular focus on communities in West Africa and other regions where our partnerships are strongest. We work through locally rooted partner organizations, combining international expertise with community-level knowledge to ensure that every initiative is culturally grounded and genuinely responsive to the needs it aims to address.

Programs are guided by evidence, monitored for impact, and designed with an exit strategy in mind — the goal of every initiative is to leave partner communities stronger, more capable, and less dependent on outside assistance over time.

3 Volunteer Philosophy and Opportunities

The Role of Volunteers

Volunteers are ambassadors of FSGChallenge. They represent the organization's mission and values while supporting programs that improve lives and strengthen communities. Volunteers contribute their professional expertise, technical skills, creativity, leadership, and passion to help achieve organizational goals.

Volunteers serve in many capacities, including research, healthcare, communications, fundraising, education, project management, information technology, graphic design, social media, community outreach, monitoring and evaluation, grant writing, environmental conservation, youth mentorship, administration, and event management.

Volunteer Eligibility

FSGChallenge welcomes volunteers from every country and professional background. Volunteers may include students, recent graduates, working professionals, retirees, researchers, healthcare providers, educators, nonprofit leaders, entrepreneurs, corporate employees, and individuals seeking meaningful community service opportunities.

Applicants should demonstrate integrity, professionalism, respect for diversity, commitment to service, and a genuine willingness to learn. Some program assignments, particularly those involving direct contact with children, vulnerable adults, or sensitive health information, carry additional eligibility requirements described in the Safeguarding chapter of this manual.

Volunteer Opportunity Categories

Category	Examples of Volunteer Roles
Health & Wellness	Community health outreach, maternal and child health support, health education, clinical partnership support
Education & Youth Development	Tutoring, mentorship, curriculum development, youth mental health initiatives, life-skills training
Research & Monitoring and Evaluation	Data collection, survey design, impact assessment, report writing, academic partnerships
Communications & Fundraising	Grant writing, donor relations, social media management, graphic design, storytelling and media production
Technology & Administration	Website and database support, program administration, translation, logistics, financial administration support
Environmental Sustainability	Conservation projects, sustainable agriculture support, environmental education, clean water initiatives

Volunteer Placement Process

1. Submit a completed volunteer application along with a current resume or CV.
2. Participate in an initial screening interview with the Volunteer Engagement Office.
3. Complete any required background checks, reference checks, or safeguarding clearances relevant to the assignment.
4. Complete orientation and role-specific training before beginning service.
5. Receive a written placement confirmation outlining the assignment, supervisor, expected time commitment, and reporting structure.

4 Volunteer Rights and Responsibilities

Volunteer Rights

Every volunteer deserves to be treated with dignity, respect, fairness, and professionalism. FSGChallenge is committed to upholding the following rights for every volunteer, in every program and every location.

- The right to receive appropriate orientation and role-specific training before beginning an assignment.
- The right to clear supervision, reasonable guidance, and access to a designated point of contact.
- The right to constructive, timely feedback on performance and contributions.
- The right to a safe working environment, whether remote or in the field.
- The right to equal opportunity, free from discrimination or harassment of any kind.
- The right to recognition for contributions and achievements.
- The right to raise questions, share ideas, and report concerns without fear of retaliation.

Volunteer Responsibilities

Volunteers are expected to perform assigned duties responsibly, communicate professionally, respect organizational policies, protect confidential information, maintain punctuality, complete required training, and represent FSGChallenge positively in every interaction.

- Perform assigned tasks to the best of your ability and within agreed timelines.
- Communicate promptly and professionally with supervisors, teammates, and community partners.
- Attend required orientation, training sessions, and team meetings.
- Protect the confidentiality of beneficiaries, donors, colleagues, and partner organizations.
- Notify your supervisor as early as possible if you are unable to fulfill an assigned responsibility.
- Comply with all applicable laws, safeguarding requirements, and FSGChallenge policies.
- Use organizational resources, equipment, and funds responsibly and only for their intended purpose.

Rights and Responsibilities at a Glance

As a Volunteer, You Can Expect	In Return, FSGChallenge Expects
A clear orientation to your role and program	Punctual attendance and reliable communication
A named supervisor and reporting structure	Respectful, professional conduct at all times
Constructive feedback on your work	Honest self-reporting of challenges or limitations
A safe and respectful working environment	Protection of confidential and sensitive information

As a Volunteer, You Can Expect	In Return, FSGChallenge Expects
Recognition for your contributions	Responsible use of organizational resources

5 Code of Conduct and Professional Ethics

All volunteers are expected to maintain the highest standards of ethical behavior. Every volunteer must demonstrate honesty, professionalism, courtesy, accountability, and respect for cultural differences in every interaction, whether with beneficiaries, colleagues, donors, or the public.

Standards of Conduct

Harassment, discrimination, bullying, intimidation, fraud, corruption, exploitation, violence, or retaliation will not be tolerated under any circumstances. Volunteers who witness or experience such conduct should report it immediately using the procedures described in the Problem Resolution chapter of this manual.

- Treat every person you interact with — beneficiaries, colleagues, partners, and the public — with dignity and respect.
- Act honestly in all organizational dealings, including reporting of hours, expenses, and activities.
- Avoid any form of harassment, discrimination, or exploitation, whether direct or implied.
- Never use your position, access, or affiliation with FSGChallenge for personal financial gain or advantage.
- Respect local laws, customs, and cultural norms in every community where you serve.
- Refrain from political, religious, or commercial activity while representing FSGChallenge in an official capacity.

Professional Ethics

Volunteers are expected to exercise sound professional judgment, particularly in roles involving healthcare information, financial data, research participants, or vulnerable populations. Ethical practice means putting the interests and dignity of the people FSGChallenge serves ahead of convenience, personal opinion, or organizational image.

Conflicts of Interest

Volunteers must avoid conflicts of interest and should never use their position for personal financial gain or personal advantage. A conflict of interest arises whenever a volunteer's personal, financial, family, or business interests could reasonably be seen to influence their judgment or actions on behalf of FSGChallenge.

- Disclose any actual, potential, or perceived conflict of interest to your supervisor as soon as it arises.
- Do not accept gifts, payments, or favors from beneficiaries, vendors, or partners in connection with your volunteer role.
- Do not use organizational information, contacts, or resources to benefit a personal business or outside venture.

- Recuse yourself from decisions in which you, a family member, or a close associate has a financial interest.

Anti-Fraud and Anti-Corruption

FSGChallenge maintains a zero-tolerance policy toward fraud, bribery, and corruption in any form. Volunteers must never offer, solicit, or accept bribes or improper payments in connection with organizational activities, procurement, or partnerships. Suspected fraud or corruption must be reported immediately through the channels described in the Problem Resolution chapter.

6 Safeguarding and Child Protection

FSGChallenge maintains zero tolerance for abuse, exploitation, neglect, harassment, or misconduct involving children or vulnerable adults. Every volunteer shares responsibility for protecting beneficiaries and immediately reporting suspected safeguarding concerns through established organizational procedures.

Guiding Principles

- The safety and dignity of children and vulnerable adults takes priority over every other organizational consideration.
- All volunteers, regardless of role, share responsibility for safeguarding — it is not limited to program staff.
- Concerns must be reported promptly, even where the volunteer is uncertain whether misconduct has occurred.
- Reports are treated confidentially and investigated fairly, with protection against retaliation for good-faith reporting.
- Volunteers in roles involving direct contact with children or vulnerable adults complete additional safeguarding screening and training before placement.

Expected Behavior Around Children and Vulnerable Adults

Always	Never
Communicate and work in open, observable settings	Be alone with a child or vulnerable adult behind closed doors without justification
Treat every child and vulnerable adult with respect and patience	Use physical, verbal, or emotional discipline of any kind
Report any concerning behavior you observe, in others or in yourself	Share personal contact information with a beneficiary child without organizational approval
Obtain proper consent before photographing or filming beneficiaries	Publish images of children without consent and appropriate privacy safeguards
Follow program-specific safeguarding protocols exactly as trained	Give gifts, favors, or preferential treatment to individual beneficiaries

Reporting a Safeguarding Concern

Any volunteer who witnesses, suspects, or receives a disclosure of abuse, exploitation, or neglect must report it immediately to their program supervisor or the FSGChallenge Safeguarding Focal Point. Reports may also be submitted confidentially through the organization's designated reporting channel. Volunteers

should never attempt to investigate a safeguarding concern themselves or confront an alleged offender directly.

- 6.** Ensure the immediate safety of the child or vulnerable adult, if there is any immediate risk.
- 7.** Record what was seen, heard, or disclosed as accurately and factually as possible, without embellishment or speculation.
- 8.** Report the concern to your supervisor or Safeguarding Focal Point within 24 hours, or immediately in urgent situations.
- 9.** Maintain confidentiality — share information only with those who need to know in order to respond appropriately.
- 10.** Cooperate fully and honestly with any subsequent review or investigation.

7 Diversity, Equity and Inclusion

FSGChallenge celebrates diversity and believes inclusive communities produce stronger and more sustainable solutions. Every volunteer is expected to respect different cultures, beliefs, languages, identities, experiences, and perspectives while promoting equal opportunity and mutual respect.

Our Commitment

- We create opportunities for volunteers and beneficiaries regardless of race, ethnicity, nationality, gender, age, religion, disability, sexual orientation, or socioeconomic status.
- We design programs that are culturally responsive and shaped by the communities they serve.
- We provide reasonable accommodation for volunteers with disabilities wherever practicable.
- We address discrimination, exclusion, or bias promptly and seriously whenever it is reported.

Volunteer Expectations

Volunteers are expected to engage across cultural and personal differences with humility and openness. This includes being mindful of language, tone, and assumptions when working with communities whose norms and experiences may differ from the volunteer's own, and actively creating an environment where every team member and beneficiary feels respected and heard.

Volunteers working internationally are especially encouraged to approach host communities as partners and knowledge-holders rather than as recipients of outside expertise alone. Cultural humility, curiosity, and a willingness to listen before advising are core expectations of every field assignment.

8 Confidentiality

Volunteers may have access to confidential information concerning beneficiaries, donors, employees, volunteers, research participants, or partner organizations. Such information must remain confidential during and after volunteer service unless disclosure is authorized by FSGChallenge or required by law.

What Counts as Confidential Information

- Personal, health, or financial information about beneficiaries or program participants.
- Donor names, contact information, and giving history.
- Internal organizational strategy, budgets, and unpublished reports.
- Personnel and volunteer records, including performance feedback.
- Partner organization data shared under a memorandum of understanding or partnership agreement.
- Unpublished research data and findings.

Volunteer Obligations

11. Access confidential information only as necessary to perform your assigned duties.
12. Store and transmit sensitive information using approved, secure organizational systems.
13. Never share confidential information with third parties, including family and friends, without proper authorization.
14. Continue to protect confidential information after your volunteer service has ended.
15. Report any suspected data breach or unauthorized disclosure to your supervisor immediately.

Volunteers separating from FSGChallenge remain bound by these confidentiality obligations indefinitely with respect to information obtained during their service, except where disclosure is later authorized in writing by FSGChallenge or compelled by law.

9 Communication Standards and Social Media Policy

Communication Standards

Professional communication strengthens teamwork and public trust. Volunteers should communicate respectfully, respond promptly, maintain accurate records when appropriate, and represent organizational information accurately.

- Respond to supervisor and team communications within a reasonable and agreed-upon timeframe.
- Use professional, respectful language in all written and verbal communication.
- Keep written records of important decisions, commitments, and program updates where appropriate.
- Escalate communication difficulties or unclear instructions to your supervisor rather than making assumptions.

Public statements on behalf of FSGChallenge — including to media, government bodies, or the general public — may only be made by authorized representatives. Volunteers who receive media or public inquiries about FSGChallenge should direct them to their supervisor or the Communications Office rather than responding directly.

Social Media Policy

Volunteers are encouraged to promote FSGChallenge responsibly while respecting confidentiality, intellectual property, and organizational branding. Any content involving beneficiaries, partner organizations, or project activities should receive appropriate authorization before publication.

- Obtain informed consent before photographing or posting images of beneficiaries, particularly children.
- Do not disclose confidential program, donor, or partner information on personal social media accounts.
- Clearly distinguish personal opinions from official FSGChallenge positions when posting about the organization.
- Use the FSGChallenge name, logo, and branding only in accordance with organizational branding guidelines.
- Remove or correct promptly any post found to contain inaccurate information about FSGChallenge or its programs.

10 Remote Volunteering Guidelines

Many FSGChallenge volunteers contribute remotely, supporting research, communications, design, administration, and program development from locations around the world. Remote volunteers are held to the same standards of professionalism, confidentiality, and conduct as those serving in the field.

Expectations for Remote Volunteers

- Maintain regular, predictable availability as agreed with your supervisor, and communicate proactively about schedule changes.
- Use secure, approved platforms for file sharing, communication, and data storage.
- Attend virtual check-ins, team meetings, and training sessions as scheduled.
- Deliver assigned work on agreed timelines, and flag delays as early as possible.
- Maintain a professional environment and presentation during video calls representing FSGChallenge.

Tools and Systems

Remote volunteers will be provided with access to the organizational tools required for their role, along with guidance on their proper use. Volunteers should not use personal accounts or unapproved third-party tools to store or transmit confidential organizational data.

11 International Volunteering, Health, Safety, and Travel Security

International Volunteering

FSGChallenge coordinates volunteer placements across multiple countries, often in partnership with local organizations. International volunteers are expected to respect the laws, customs, and cultural norms of their host country at all times, and to understand that they represent FSGChallenge in every public and professional interaction while abroad.

- Obtain any required visas, permits, or work authorizations before travel, in coordination with the Volunteer Engagement Office.
- Secure appropriate travel and health insurance covering the full duration of the assignment.
- Complete any pre-departure orientation or country-specific briefing provided by FSGChallenge.
- Register with your home country's embassy or consulate in the host country where applicable.

Health and Safety

Volunteer safety remains a top organizational priority. Volunteers should follow all health, safety, and emergency procedures applicable to their assignments. Unsafe conditions, accidents, illnesses, injuries, or security concerns should be reported immediately to the appropriate supervisor.

- Complete any required vaccinations or health preparations recommended for your assignment location.
- Follow all site-specific safety protocols, including those related to transportation, equipment, and fieldwork.
- Carry emergency contact information and any necessary medical information while on assignment.
- Report injuries, illnesses, or unsafe conditions to your supervisor as soon as possible.
- Know the location of the nearest medical facility and emergency services at your assignment site.

Travel and Security

Volunteers traveling on behalf of FSGChallenge, whether domestically or internationally, must follow organizational travel policies and security guidance. FSGChallenge monitors security conditions in program locations and may adjust or suspend travel where risks are elevated.

16. Review and follow any security briefing or advisory issued before travel to a program location.
17. Maintain regular check-in contact with your supervisor while traveling, according to program protocol.
18. Avoid areas identified as high-risk in official travel advisories unless specifically authorized for program purposes.
19. Report any security incident, threat, or concern to your supervisor immediately.

20. Follow the guidance of local authorities and FSGChallenge staff in the event of an emergency, evacuation, or civil disturbance.

12 Working with Communities and Teamwork

Working with Communities

FSGChallenge's approach centers the knowledge, dignity, and agency of the communities we serve. Volunteers are expected to approach community engagement with humility, patience, and respect, recognizing that lasting change is built in partnership with, not delivered to, the people we work alongside.

- Listen first — take time to understand community priorities before proposing solutions.
- Involve community members and local partners in planning and decision-making wherever possible.
- Avoid making promises on behalf of FSGChallenge that have not been authorized by your supervisor.
- Respect community customs, protocols, and decision-making structures, including local leadership.
- Recognize and credit the contributions of community partners and local staff in your work.

Teamwork and Collaboration

FSGChallenge programs succeed through the coordinated efforts of volunteers, staff, and partner organizations working together. Volunteers are expected to collaborate constructively with colleagues across teams, departments, and geographies.

- Communicate proactively with teammates about progress, obstacles, and changing priorities.
- Offer and welcome constructive feedback in a spirit of mutual improvement.
- Share credit generously and avoid taking sole ownership of collaborative work.
- Resolve interpersonal disagreements directly and respectfully, escalating to a supervisor only when necessary.
- Support new volunteers and team members as they onboard into their roles.

13 Training, Performance Feedback, and Recognition

Training and Professional Development

FSGChallenge provides orientation, role-specific training, mentorship, and continuous learning opportunities to help volunteers grow professionally while increasing their effectiveness in serving communities. Volunteers are encouraged to participate in webinars, workshops, certifications, and organizational learning activities throughout their service.

- General orientation, covering mission, values, and organization-wide policy, completed by every volunteer before beginning service.
- Role-specific training relevant to the volunteer's program area, delivered by the supervising team.
- Safeguarding and child protection training for roles involving contact with children or vulnerable adults.
- Ongoing professional development opportunities offered periodically throughout the volunteer's term of service.

Performance Feedback

Supervisors provide regular, constructive feedback to help volunteers understand their strengths and areas for growth. Feedback may be delivered informally through ongoing check-ins or formally through periodic performance conversations, depending on the length and nature of the assignment.

- Feedback is intended to support growth and program quality, not to penalize good-faith effort.
- Volunteers are encouraged to seek feedback proactively rather than waiting for a scheduled review.
- Persistent performance concerns will be addressed directly and documented, with an opportunity for the volunteer to respond and improve.

Recognition

FSGChallenge recognizes that volunteer service is invaluable. Volunteers may receive certificates, recommendation letters, awards, appreciation events, leadership opportunities, professional references, digital recognition, and other acknowledgments based on their contributions and organizational policies.

- Certificates of Service, issued upon completion of a defined volunteer term.
- Letters of Recommendation, available upon request for volunteers in good standing.
- Annual Volunteer Appreciation recognition for outstanding or long-term contributions.
- Leadership pathways into program coordination, mentorship, or advisory roles for experienced volunteers.

14 Problem Resolution and Disciplinary Procedures

Problem Resolution

FSGChallenge encourages volunteers to raise concerns, disagreements, or difficulties early and directly, so that they can be resolved constructively. Most day-to-day issues can be addressed through open conversation between the volunteer and their supervisor.

21. Raise the concern directly with your supervisor as soon as it arises.
22. If the concern involves your supervisor, or remains unresolved, escalate to the Volunteer Engagement Office.
23. Serious concerns, including safeguarding, harassment, discrimination, or fraud, should be reported immediately through the confidential reporting channel described in this manual, bypassing normal escalation if necessary.
24. FSGChallenge will acknowledge reports promptly and communicate next steps, while protecting confidentiality to the extent possible.
25. Volunteers who report concerns in good faith are protected from retaliation of any kind.

Disciplinary Procedures

Where a volunteer's conduct falls short of the standards described in this manual, FSGChallenge will respond in a manner proportionate to the nature and severity of the issue. In most cases, minor concerns are addressed through coaching and clear expectations rather than formal discipline.

Level	Typical Response
Minor or First-Time Concern	Informal conversation with supervisor; clarification of expectations; documented in supervisor notes
Repeated or Moderate Concern	Formal written warning; performance improvement discussion; defined timeline for improvement
Serious Misconduct	Immediate suspension from volunteer duties pending investigation; possible referral to appropriate authorities
Safeguarding, Fraud, or Safety Violations	Immediate removal from all volunteer activity; formal investigation; termination of volunteer status where substantiated

Volunteers subject to disciplinary action will be informed of the concern and given a fair opportunity to respond before a final decision is made, except where immediate action is necessary to protect the safety of beneficiaries, staff, or other volunteers.

15 Volunteer Separation

Volunteer service with FSGChallenge may end for a variety of reasons, including completion of an agreed term, personal circumstances, or, in limited cases, disciplinary action. FSGChallenge aims to make every separation, however it arises, respectful and orderly.

Voluntary Separation

- Notify your supervisor as early as possible if you intend to end your volunteer service, ideally with at least two weeks' notice.
- Complete any outstanding deliverables or arrange a proper handover of ongoing responsibilities.
- Return any organizational equipment, materials, or access credentials.
- Participate in an exit conversation, where FSGChallenge will welcome your feedback on your experience.

Involuntary Separation

FSGChallenge may end a volunteer's service where conduct violates this manual, an assignment is no longer available, or organizational needs change. Wherever possible, the volunteer will be given clear reasons for the separation and, where appropriate, an opportunity to respond beforehand.

After Separation

- Confidentiality obligations described in this manual continue indefinitely after separation.
- Former volunteers in good standing may request a Certificate of Service or letter of recommendation.
- Former volunteers remain welcome to reapply for future volunteer opportunities, unless separation resulted from serious misconduct.

16 Frequently Asked Questions

How many hours am I expected to volunteer?

Time commitments vary by program and role and are agreed upon at placement. Your placement confirmation will specify the expected weekly or monthly commitment. Please communicate with your supervisor as early as possible if your availability changes.

Will I receive any compensation or stipend?

FSGChallenge volunteer positions are unpaid unless otherwise specified in writing at the time of placement. Some field assignments may include reimbursement for pre-approved, documented expenses in accordance with organizational policy.

Can I volunteer remotely from anywhere in the world?

Many roles are open to remote volunteers regardless of location, provided the volunteer can meet the communication, availability, and technology expectations of the role. Some program roles require in-country presence.

What should I do if I experience or witness misconduct?

Report it immediately to your supervisor or through the confidential reporting channel described in the Problem Resolution chapter. Reports are handled confidentially, and retaliation against good-faith reporters is prohibited.

Can I list my FSGChallenge volunteer service on my resume or LinkedIn?

Yes. Volunteers are welcome and encouraged to reference their FSGChallenge service in professional materials. Please ensure that any description of programs or achievements is accurate and does not disclose confidential information.

Who do I contact with questions about this manual?

Direct questions about any policy in this manual to your program supervisor or the Volunteer Engagement Office at the contact information provided during your orientation.

17 Forms and Agreements

The following forms are provided for completion by every volunteer. Signed copies should be returned to the Volunteer Engagement Office and retained by both the volunteer and FSGChallenge for organizational records.

Form A — Volunteer Application Summary

To be completed at the start of the volunteer application process.

Full Name: _____

Email Address: _____

Phone Number: _____

Country / City of Residence: _____

Area(s) of Interest: _____

Relevant Skills or Professional Background: _____

Availability (hours per week): _____

Preferred Start Date: _____

Emergency Contact Name and Phone Number: _____

Form B — Code of Conduct Acknowledgment

By signing below, I confirm that I have read, understood, and agree to abide by the FSGChallenge Code of Conduct and Professional Ethics described in this manual, including standards related to honesty, respect, non-discrimination, and conflicts of interest.

- I will treat all beneficiaries, colleagues, and partners with dignity and respect.
- I will not use my position with FSGChallenge for personal gain.
- I will disclose any conflict of interest to my supervisor as soon as it arises.
- I understand that violations of the Code of Conduct may result in disciplinary action, up to and including separation from volunteer service.

Volunteer Signature / Date

Supervisor Signature / Date

Form C — Safeguarding and Child Protection Acknowledgment

By signing below, I confirm that I have read and understood the FSGChallenge Safeguarding and Child Protection policy, and I agree to the following commitments.

- I will never be alone with a child or vulnerable adult beneficiary in an unobserved setting without justification.
- I will immediately report any concern, disclosure, or suspicion of abuse, exploitation, or neglect.
- I understand that failure to report a safeguarding concern may itself result in disciplinary action.
- I consent to any background or reference checks required for my specific volunteer role.

Volunteer Signature / Date

Safeguarding Focal Point Signature / Date

Form D — Confidentiality Agreement

By signing below, I agree to protect all confidential information belonging to FSGChallenge, its beneficiaries, donors, employees, volunteers, research participants, and partner organizations, both during and after my volunteer service.

- I will access confidential information only as necessary to perform my assigned duties.
- I will not disclose confidential information to any third party without proper authorization.
- I understand that this confidentiality obligation survives the end of my volunteer service.

Volunteer Signature / Date

Supervisor Signature / Date

Form E — Volunteer Placement Agreement

This agreement summarizes the terms of the volunteer's placement and is completed jointly by the volunteer and supervisor at the start of service.

Volunteer Name: _____

Program / Department: _____

Supervisor Name: _____

Assignment Location (Remote / On-site — specify): _____

Expected Start Date: _____

Expected End Date or Term Length: _____

Weekly Time Commitment: _____

Key Responsibilities: _____

This agreement does not constitute a contract of employment. Either party may end the volunteer arrangement in accordance with the Volunteer Separation policy described in this manual.

Volunteer Signature / Date

Supervisor Signature / Date

Form F — Volunteer Exit Summary

To be completed at the conclusion of a volunteer's service, whether voluntary or otherwise.

Volunteer Name: _____

Program / Department: _____

Dates of Service (Start – End): _____

Reason for Separation: _____

Outstanding Items Returned (Yes / No): _____

Certificate of Service Requested (Yes / No): _____

Eligible for Rehire / Future Placement (Yes / No): _____

Comments or feedback from the volunteer:

Volunteer Signature / Date

Supervisor Signature / Date