

MRC Volunteer and Engagement Manual

About this Manual

This Volunteer Management & Engagement Manual explains how volunteering works at the Maldivian Red Crescent (MRC). It is designed as a practical, navigational guide that supports volunteers, staff, Unit Boards, and the public to understand roles, responsibilities, safeguards, and accountability mechanisms across the full volunteer journey.

This Manual:

- Guides volunteers from registration to recognition and exit
- Sets clear expectations for safe, inclusive, and respectful volunteering
- Clarifies how MRC manages, supports, and protects volunteers
- Provides transparency on reporting, complaints, and accountability systems

This manual is a public-facing document and should be read alongside MRC's Volunteering Policy, Code of Conduct, Safeguarding and Protection Policies, and other applicable procedures and guidelines. Where detailed procedures exist, those documents take precedence.

Who this Manual is For

This Manual applies to:

- Volunteers – to understand what to expect and what is expected of them
- MRC Management (Staff) – responsible for operational volunteer management
- Unit Boards and Youth Councils – responsible for governance, oversight and accountability
- The public and partners – to understand how MRC ensures ethical and safe volunteering

Navigation Map

Throughout this Manual, the following navigation markers are used:

- Volunteer Journey – where you are in your volunteering lifecycle
- MRC Hub Action – digital actions required through the MRC Hub
- Safety – Zero tolerance or safety-critical information
- Policy and Governance Reference – Legal, Policy or accountability reference

Pillar 1 – The Foundation

1.1 The Red Cross and Red Crescent Movement

We are part of the International Red Cross and Red Crescent Movement, the world's largest humanitarian network. Across all countries and contexts, the Movement works to prevent and alleviate human suffering, protect life and health, and uphold human dignity.

The Movement is guided by the Seven Fundamental Principles:

- Humanity
- Impartiality
- Neutrality
- Independence
- Voluntary Service
- Unity
- Universality

These principles guide how we behave, how we serve communities and how we maintain trust, especially in emergency situations. All volunteers are expected to understand and uphold these Principles while representing MRC.

1.2 The Maldivian Red Crescent

The Maldivian Red Crescent is established under Law No. 7/2009 as a voluntary aid organization and auxiliary to the government authorities and public, in the humanitarian field. MRC is the only recognized National Red Crescent Society in the Maldives and operates across the entire country. Volunteers are central to MRC's work and contribute meaningfully across:

- Emergency preparedness and response
- Community-based services
- Health, psychosocial support, and social services
- Youth engagement and leadership
- Advocacy, outreach, and technical support

Volunteers complement but do not replace paid staff. Volunteering must never be used to fill staffing gaps outside approved volunteering frameworks.

1.3 Protection of the Red Crescent Emblem

The Red Crescent emblem is a protected symbol under Maldivian law and International Humanitarian Law. Volunteers must:

- Use the emblem only during authorized MRC activities
- Never use the emblem for personal, political, or commercial purposes
- Never share or reproduce the emblem without authorization

- Misuse of the emblem may result in disciplinary action, and in serious cases, legal consequences

Pillar 2 – Volunteer Path & Digital Gateway

2.1 Who is an MRC Volunteer

An MRC volunteer is a person who freely offers time, skills, and service without financial gain, in line with the Fundamental Principles and the Code of Conduct.

Volunteering at MRC is:

- Voluntary and unpaid
- Inclusive and non-discriminatory
- Community-oriented
- Safe, ethical, and well-supported

MRC welcomes volunteers from all backgrounds, including youth, older people, migrants, and people with disabilities, and is committed to ensuring accessibility and reasonable accommodation.

2.2 The Volunteer Lifecycle

Volunteering at MRC follows a defined lifecycle:

- Registration
- Orientation and Induction
- Engagement and Participation
- Growth and Development
- Recognition

Each stage has minimum requirements that must be met before moving to the next stage.

2.3 Registration and the MRC Hub

All volunteers must register through the MRC Hub, which serves as the official digital gateway for volunteering at MRC. Through the Hub, volunteers:

- Create and update their volunteer profile
- Apply for activities, services, and training
- Log volunteer hours
- Access certificates and records
- Receiving official announcements

Unregistered individuals must not participate in any MRC activity under any circumstances.

2.4 Mandatory Orientation and Induction

Orientation is mandatory for all volunteers and members. From 1 April 2026, no volunteer may participate in any MRC activity or event unless they have:

- Completed the official MRC Volunteer Orientation
- Signed the Code of Conduct and required declarations
- Depending on the type of assigned task, volunteers may be asked to sign a Non-disclosure Agreement (NDA)
- Been briefed on safety, safety, safeguarding, and reporting mechanisms
- Had completion recorded in the MRC Hub

This applies to:

- New and returning volunteers
- Short-term and event-based volunteers
- Youth volunteers
- Emergency and surge volunteers
- Volunteers who have been inactive for 12 months

Volunteers who have not completed orientation must not be engaged.

2.5 Minimum Requirements to Participate

Before participating in any activity, every volunteer must:

- Be registered in the MRC Hub
- Have an up-to-date profile (including emergency contact)
- Have completed mandatory orientation
- Have signed the Code of Conduct and safeguarding declarations
- Receive role-specific briefing for the activity

2.6 Engagement, Supervision, and Roles

Volunteers are assigned roles based on:

- Activity needs
- Skills and training
- Availability
- Safety considerations

Every volunteer must have a designated supervisory or focal point for each activity. Volunteers should only perform tasks they are trained and authorized to undertake. Higher risk activities, including emergencies, require strengthened supervision and safety measures.

2.7 Learning, Growth and Development

MRC promotes continuous learning and development. Volunteers will have access to:

- Orientation and refresher training

- Role-specific and mandatory training
- Leadership and facilitation opportunities
- IFRC online learning platforms

Training pathways are flexible and may evolve over time. Participation in required training is a core responsibility of all volunteers.

Pillar 3 – Volunteer Safety & Conduct

3.1 Moral Compass

MRC has zero tolerance for:

- Sexual exploitation, abuse, or harassment
- Discrimination, bullying or intimidation
- Favoritism or abuse of authority
- Retaliation against anyone raising concerns
- Sharing photos, videos, or information without consent

These standards apply to everyone: volunteers, members, staff, all board members, and partners.

3.2 Code of Conduct – What It Means in Practice

While representing MRC, volunteers must:

- Treat all people with dignity and respect
- Maintain professional boundaries
- Act neutrally and avoid political or religious bias
- Use social media responsibly
- Protect confidential and personal data

Breaches of the Code of Conduct may result in disciplinary action.

3.3 Safety: Before, During and After

Before an Activity:

- Attend mandatory briefing
- Understand risks, roles, and reporting channels
- Use required protective equipment

During an Activity:

- Follow instructions and safety guidance
- Report incidents immediately
- Respecting boundaries and dignity of everyone

After an Activity:

- Participating in debriefing
- Report concerns and/or incidents
- Access Psychosocial Support if needed

MRC will take reasonable steps to reduce risk and provide support, particularly during emergencies.

3.4 Reporting Concerns and Complaints

Volunteers have the right and responsibility to report concerns related to:

- Safety or security
- Harassment, abuse, or exploitation
- Discrimination and/or misconduct
- Breaches of any policy or conduct

Reports can be made through:

- Designated Prevention and Response to Sexual Exploitation and Abuse (PSEA) focal point, or staff/volunteer focal points (Unit specific)
- MRC Management channels (Units/Regional/HQ)
- Confidential reporting mechanisms communicated by MRC

Staff/volunteer focal points for a specific event or activity will be communicated by the respective Unit or by the MRC Management and may vary by location.

If any matters concerning a member of a board, can be directed to the Complaints Committee.

3.5 What Happens After a Report is Made

MRC commits to:

- Treating all reports confidentially
- Protecting reporters from retaliation
- Accessing concerns promptly and fairly
- Taking appropriate corrective action
- Providing information on outcomes where possible

Volunteers have the right to appeal in line with MRC procedures.

Pillar 4 – How the National Society Works

4.1 Governance and Management

MRC maintains a clear separation between governance and management functions. This distinction helps avoid role confusion, conflicts of interest, and operational inefficiencies, while strengthening good governance practice across all levels of the organization.

Governance bodies provide direction and oversight, while the management is responsible for day-to-day operations and implementation. Both roles are essential and complementary.

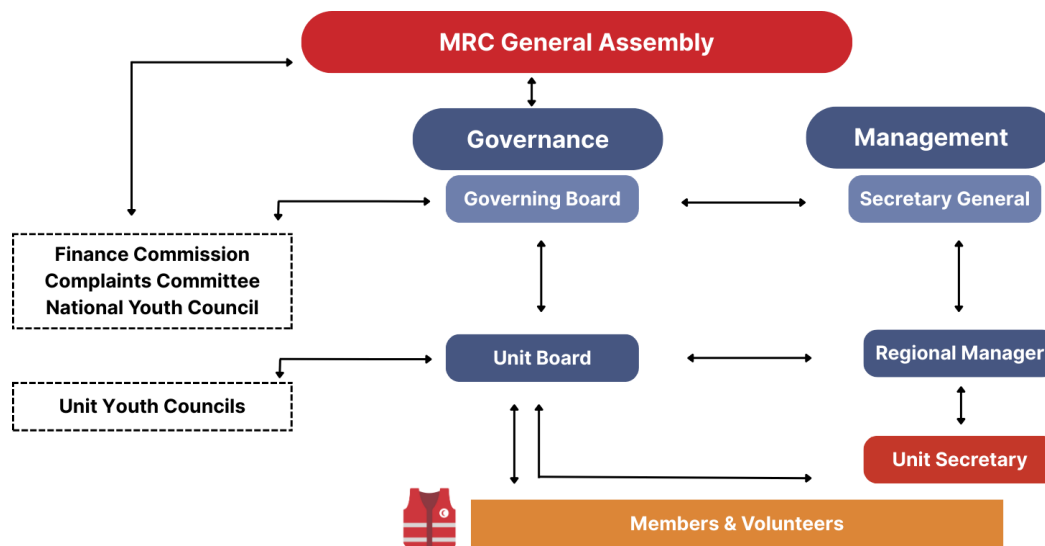
Unit Boards and Youth Councils

- Are governance bodies
- Provide oversight, accountability, and strategic direction
- Promote a safe, ethical, and inclusive volunteering culture
- Ensure compliance with MRC policies, Statutes, and Rules of Procedure
- Do not perform administrative, supervisory, or operational tasks

MRC Management (Staff)

- Manages volunteer recruitment, communications, and records
- Creates and publishes activities, calls for volunteers, and announcements
- Provides operational supervision and support to volunteers
- Manages the MRC Hub and official documentation
- Ensure implementation of policies, procedures, and safeguarding measures

National Society Structure



4.2 Volunteer Status and Records

Volunteers may be classified as:

- Active: meeting participation and compliance requirements
- Inactive: registered but not currently participating

Accurate records support fair selection, recognition, insurance coverage, and accountability.

4.3 Recognition, Exit, and Transition

MRC recognizes volunteer contributions through transparent processes guided by the Volunteer Recognition Guideline. Volunteers may leave at any time by informing MRC Management. Exit procedures include:

- Returning MRC property
- Updating records
- Maintaining confidentiality
- Volunteers may rejoin later, subject to refresher orientation where required

Closing Commitment

As volunteers, we dedicate ourselves to serving humanity with compassion, integrity, and respect. This Manual embodies MRC's unwavering commitment to protecting our volunteers, valuing their time and contributions, upholding dignity and inclusion, and ensuring transparency and accountability at every level. By following these principles, we promote a culture where volunteerism is safe, meaningful, and impactful; for both those we serve and those who serve.