



## MEMORANDUM OF AGREEMENT

Entered into, by and between

**Crisis Response Network,**

Non-Profit Company,

Registration Number: 2019/590489/08

(Hereinafter referred to as “**CRN**”)

and

\_\_\_\_\_ **(the Volunteer)**

(Hereinafter referred to as the “Volunteer”)

and duly authorised thereto

**On** \_\_\_\_\_ **(Date)**

to join efforts to address specific areas/phases of Crisis Relief

as indicated in this Agreement.



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### 1. VOLUNTEER INFORMATION AND SKILLS

NAME OF VOLUNTEER:	
SURNAME OF VOLUNTEER:	
GENDER:	
AGE:	
IDENTITY NUMBER:	
FULL RESIDENTIAL ADDRESS:	
POSTAL ADDRESS:	
EMAIL:	



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CRISIS RESPONSE NETWORK (**CRN**) and Volunteers

2020/05

TELEPHONE NUMBER WHERE YOU WANT US TO CONTACT YOU:	
CONTACT DETAILS OF NEXT OF KIN WHOM WE MAY CONTACT IN AN EMERGENCY:	
LANGUAGES SPOKEN FLUENTLY	
QUALIFICATIONS AND REGISTRATIONS WITH ANY PROFESSIONAL ENTITIES:	
PRACTICE NUMBER (if applicable):	
DO YOU HAVE A SOUTH AFRICAN DRIVER'S LICENCE? IF YES, WHAT CODE?	
OTHER VOLUTEER WORK YOU HAVE DONE? (Name the organisation, role and when)	
DO YOU HAVE AN INTERNATIONAL DRIVER'S LICENCE?	
EMPLOYMENT DETAILS: <ul style="list-style-type: none"><li>• Name of employer</li></ul>	
<ul style="list-style-type: none"><li>• Nature of employment</li></ul>	
<ul style="list-style-type: none"><li>• Contact details of employer</li></ul>	
<ul style="list-style-type: none"><li>• May we contact your employer?</li></ul>	
CONTACT DETAILS OF TWO REFERENCES WE MAY CONTACT:	



**EXPERT/PROFESSIONAL, IN ONE OR MORE OF THE FOLLOWING FIELDS:**

**Tick (v) the relevant box(es) to indicate the field or area of your expertise, and provide more information and clarity in the areas provided.**

Area/Field	Briefly how/what you could offer
<b>1. Communication</b> Data collecting, channelling progress information with key role-players, journalistic skills, etc.	
<b>2. Trauma counselling</b> PTSD counsellors, child counsellors, pastoral and psychosocial counsellors and debriefer for the deployed team.	
<b>3. ITC skills</b> Knowledge of restoring communication networks, establishing secure communication channels between CRN and the deployed team	
<b>4. Security</b> Managing the team's security during deployment	
<b>5. Finance and/or Fundraising specialists</b>	
<b>6. Search and Rescue experts</b>	



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<b>7. Disaster veterans</b> Who have served on Disaster Management teams and are willing to provide experiential advice and input to a team pre-departure.	
<b>8. Health and Medical staff</b> Doctors, nurses, pharmacists or any allied health professional or paramedics	
<b>9. Water, Sanitation and Hygiene (WASH)</b> Specialists and disease control practitioners	
<b>10. Logistics</b> Inventory and supply chain; warehousing; operations; procurement; transportation, tracking of expenses	
<b>11. Education and training skills</b> (for 'Readiness' and 'Restoration' phases)	
<b>12. Engineering</b> Construction specialists, mechanical, heavy equipment operators	
<b>13. Technical</b> Water and electricity supply, roads and bridge construction, wastewater management, vehicle and equipment repairs	
<b>14. Other</b> – please indicate any other skills or expertise which you want to volunteer for	



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Further clarification regarding your choice above, and indication of duration of your experience:

Please briefly explain your interest in serving as a volunteer:

Explain your experience in the specific area of interest, in as much detail as needed:



## 2. CRISIS RESPONSE NETWORK AIMS, ROLES AND EXPECTATIONS

CRN is committed in its mandate to **COORDINATE** a **NETWORK of Christian partners** (volunteers and organisations) for a **strategic, compassionate, and sustainable response** to a (potential) crisis.

- We aim to achieve this during all three phases of a crisis, namely - (1) Readiness, (2) Relief, (3) Restoration.
- We will coordinate and connect our registered volunteers with registered CRN partner organisations, for an effective response.
- **Through** a network partner/organisation's contacts, in a specific location where a crisis potentially could happen, is happening or has happened:
  - 2.1. The CRN seeks volunteers who want to work together to achieve such a strategic, compassionate, and sustainable response during the three phases of Readiness, Response and Restoration. The agreement between the CRN and the volunteer may be of a strategic or an operational nature, and the CRN will enter into several volunteer partnerships to ensure that it meets its strategic objectives within the budget and the timeframes of the specific need identified.
  - 2.2. The CRN is authorised to establish a unit of volunteers to participate in readiness, response, and restoration of a crisis.
  - 2.3. The CRN will identify and verify the initial need in the area of crisis, and possibly determine who the Crisis Management Team (CMT) and Team Leader (CMTL) will be for every crisis and deployment.
  - 2.4. The CRN will connect the CMTL with the registered Partner's Project Leader (PPL) for initial discussion and planning of the intervention.
  - 2.5. The CRN will require regular and concise feedback from the PPL, to monitor progress and potential further needs, to identify further partners/expertise, to address and coordinate as much of the need, and to minimise the negative impact of the crisis.
  - 2.6. Coordinate and link other partners in different areas of expertise as the crisis demands.
  - 2.7. The CRN **will not** provide funding for a volunteer's deployment trip costs, and/or accommodation at the deployment site or en route, and/or daily expenses, while on deployment or en route, unless and only where donor contributions allow, or specify this, in which case it will be channelled accordingly.
  - 2.8. The CRN is not liable for any injury or harm of any person or entity entering into this volunteer agreement. The volunteer participates totally at his or her own risk, and the CRN, or any of its staff, cannot be held liable for any incidents which may occur at any stage while the volunteer is offering his/her services to the CRN, and its registered partners.
  - 2.9. The CRN will connect the volunteer with a registered partner/organisation for deployment purposes, and the volunteer will agree to the terms and conditions of the said partner for the duration of the deployment. The CRN cannot be held liable for any incident that befalls the volunteer while he/she is under the care of/part of the deployment team with another registered partner/organisation.
  - 2.10. The CRN expects the volunteer to attend any pre-departure training (general), and to complete any extra reading before deployment. The volunteer will be expected to complete any additional forms which may require the volunteer to disclose personal information. The CRN will consider this information as private and will only in an emergency make use of the information required, to assist the volunteer. The CRN will not, in any way, and under any circumstances, reveal the personal information of a volunteer, and as far as possible take appropriate measures to ensure confidentiality of personal data (according to the PoPI Act - Protection of Personal Information Act - which will replace the current GDPR Act).
  - 2.11. Regarding pre-departure (general) training: the CRN will be liable to provide any pre-departure training, before a volunteer can be deployed, and will advise volunteers of training dates throughout the year. It



is the responsibility of the volunteer to attend a training session before, and as soon as it is possible for the volunteer to do so. The CRN will arrange the training without costs, but the volunteer will be responsible for his/her own travelling and accommodation costs for said training. This training is mandatory and excludes the registered partner training which an organisation may expect of the volunteer before deployment.

- 2.12. The CRN will provide the necessary identification card which the volunteer must carry, on his/her person, at all times during deployment, and the bib/jacket which must be worn at all times. The identification card and bib/jacket remain the property of the CRN and must be returned to the CRN upon the volunteer's return and closure of the intervention.
- 2.13. Where any resources/products/ equipment etc. is needed during the intervention, the CRN will ONLY provide this according to, and if, donations have been received to cover this. Where a volunteer is on deployment with a registered network partner of the CRN, the other said partner may, or may not, provide funds or resources for the response.
- 2.14. The CRN will keep a full record of the volunteer details when called up for service, specifying the nature of services for which he/she will be deployed and the duration thereof.
- 2.15. The CRN holds the right not to contact a person for participation as a volunteer, or to exclude a volunteer from deployment, and is not in any way expected to provide an explanation as to the reasons.
- 2.16. During deployment, the CRN can, and will, at any time it deems necessary, with or without consultation of relevant parties, release a volunteer from further obligations, and terminate the agreement (see section 4.3 below, for further details regarding termination). The volunteer will in such a case be asked to provide his/her own return costs.
- 2.17. Upon conclusion of any intervention or deployment, there will be a post-intervention meeting with the PPL, volunteers and other relevant parties for evaluation purposes, to record lessons learned and to ensure continued improvement of services.



	<p style="text-align: center;">MEMORANDUM OF AGREEMENT between CRISIS RESPONSE NETWORK (CRN) and Volunteers</p>	<p style="text-align: right;">2020/05</p>
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### 3. ROLE and RESPONSIBILITY OF VOLUNTEER

(Volunteer: \_\_\_\_\_) (Your name) shall:

- 3.1 To the best of his/her ability, perform the volunteer duties which he/she signed up for, and always agrees to conduct himself/herself according to the code of conduct and terms and conditions of this agreement.
- 3.2 Complete the application form, include a certified copy of a valid ID and driver's licence (if you have), and ensure that your passport has enough empty pages for visas, if needed, and does not expire within 6 months prior to travel.
- 3.3 Takes full responsibility for his/her own health and well-being during the crisis intervention and deployment phase. In other words, the volunteer agrees that he/she is medically fit for deployment, has completed the health questionnaire in an honest manner, and has adequate travel insurance for the deployment phase.
- 3.4 Be willing to provide finances for travel, accommodation and daily expenses while on deployment, **UNLESS** the CRN indicates that funding was received to cover some, or all, of these costs for the specific intervention, or the registered network partner (with whom the volunteer will be working under and through) indicates that funding, for mentioned costs, will be covered by them.
- 3.5 Engage in regular communication before, during, and at the final debriefing (Monitoring and Evaluation) meeting upon completion of the intervention.
- 3.6 Attend the pre-departure (general) training and complete the extra reading prescribed by the CRN and/or its partners.
- 3.7 Have his/her own support structures when on deployment. (Support in terms of prayer buddies, contact person for emergencies, travel insurance, etc.)
- 3.8 Will always submit to the leadership of the CMTL and behave in such a manner as to promote the values of the CRN. Be willing to serve the community where he/she is deployed with excellence and compassion and demonstrate integrity and honesty in all matters.
- 3.9 Agrees to always wear the identity card provided by the CRN for deployment purposes and produce the card for anyone who needs to see it. This also includes wearing of any clothing item/bib/jacket which the CRN provides, which will be compulsory to wear during deployment and travel. The clothing and identity cards remain the property of the CRN, and the volunteer agrees to return this upon his/her return.
- 3.10 Understand that he/she is acting in his/her own capacity when on deployment, and the CRN and its staff cannot be held liable for any claims when a volunteer's actions or words cause any kind of harm and/or loss to fellow volunteers, partners or recipients.
- 3.11 Will inform the CRN, in writing, of any change of address and contact details within seven days from the change.

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#### 4. DURATION AND TERMINATION

- 4.1 The agreement will commence from the date when the volunteer is contacted by the CRN and receives a written acknowledgement of acceptance as a volunteer.
- 4.2 Termination of the agreement, before deployment, can take place at any time, if either the volunteer or the CRN wishes to do so, but must be done in writing.
- 4.3 Termination can, however, be expedited under the following special circumstances:
  - When the volunteer breaches the code of conduct and terms and conditions of this agreement
  - When the volunteer becomes medically unfit, or incapacitated, before, and during deployment
  - When the volunteer fails to complete prescribed training and reading assignments
  - When the volunteer fails to maintain a required level of competency in line with the work, he/she signed up for.
  - When the volunteer, after signing the contract, fails or refuses to report for volunteer duty.
  - When the volunteer refuses to submit to the CMTL and/or PPL, during deployment.
  - When the volunteer engages in use of discriminatory language, jokes, or acts in such a manner that is contradictory to the constitution and values of the CRN.

## 5. SIGNATURES

### Volunteer:

I hereby verify that, to the best of my knowledge, the information provided in this application is accurate.

I hereby give the CRN permission to inquire into my educational background, references, licences and volunteer history.

SIGNED at \_\_\_\_\_ on this the \_\_\_\_ day of \_\_\_\_\_ 2020

AS WITNESSES

1. \_\_\_\_\_  
PRINT Name & Surname of Volunteer                      Signature of volunteer

2. \_\_\_\_\_  
PRINT Name & Surname of witness                      Signature of witness

### CRN:

SIGNED at \_\_\_\_\_ on this the \_\_\_\_ day of \_\_\_\_\_ 2020

AS WITNESSES

1. \_\_\_\_\_  
PRINT NAME & SURNAME of **CRN**                      Signature of CRN

2. \_\_\_\_\_  
PRINT NAME & SURNAME of witness                      Signature of witness



## 6. ANNEXURE A: HEALTH QUESTIONNAIRE FOR VOLUNTEERS

<b>HEIGHT:</b>	
<b>WEIGHT:</b>	

Are you suffering from, or have you suffered from, any of the following?

EXPLANATION	YES/NO	IF YES, PROVIDE DETAILS OF NATURE, SEVERITY, DATE AND DURATION
SKIN DISEASES		
AFFLICTION OF JOINTS		
AFFLICTION OF EYES, NOSE, TEETH		
AFFLICTION OF RESPIRATORY SYSTEM		
AFFLICTION OF DIGESTIVE SYSTEM		
AFFLICITON OF URINARY SYSTEM		
NERVOUS AFFLICTION		



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ANY ILLNESS OR ALLERGIES		
DO YOU HAVE A SPEECH, HEARING OR SIGHT IMPARIMENT?		
ARE YOU PHYSICALLY DISABLED OR USE ARTIFICIAL LIMBS?		
HAVE YOU UNDERGONE ANY SURGERIES?		

I declare that the above information is true and correct, and that I have not withheld any information regarding my health.

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Date



## 7. ANNEXURE B: CODE OF CONDUCT FOR VOLUNTEERS

I, \_\_\_\_\_ (name and surname of volunteer), hereby agree that I am enrolled as a volunteer, and as long as I remain a volunteer of the Crisis Response Network (CRN), I will adhere to, and abide by, all applicable policies, procedures, terms and conditions. I understand that failure to do so may result in the termination of my enrolment as a volunteer with the CRN.

I agree to:

1. Commit myself to render, to the best of my abilities, the services referred to in my application as a volunteer.
2. Abide to, and familiarise myself with, all written policies, term and conditions, values and the mission and vision statement of the CRN as provided to me.
3. Complete the general pre-departure training provided by CRN and/or its registered partner organisations, in connection therewith, as determined by the Disaster Management Act of South Africa, 2002 (Act no. 57 of 2002).
4. Report for said training and duty, on time, and when called upon, and provide notice to the CRN if, and when, I am unable to attend the training or report for deployment.
5. Accept supervision in the performance of my duties, and not represent myself as an agent of the unit of volunteers or offer comment or photos to the media press at any time.
6. Refrain from posting any videos and photos of those that I am serving, during the deployment and after my return, without the written consent of the CRN, or registered network partner.
7. Perform all assigned tasks to the best of my ability, and not to report for volunteer work while under the influence of alcohol and/or drugs.
8. Treat, with courtesy, each individual with whom I come into contact, regardless of race, colour, religion, age, gender, sexual orientation or abilities.
9. Be aware of the vulnerabilities of working with those in need, especially when working with children. I will maintain an open and trustworthy relationship when dealing with children, and always try to work with them from a team approach.
10. Not take advantage of anyone to whom I am providing services, either from a personal, religious, political, or business perspective.
11. Report any ethical and professional misconduct to the team leader, or to the CRN, or registered network partner.
12. Avoid any intimate relationships with those I have come to serve, or with fellow volunteers, supervisors, and any local partners in that geographical area.
13. Set an example to others, and treat everyone (both fellow volunteers, supervisors, and those I have come to serve) with respect, patience, integrity, and dignity.
14. Use positive encouragement and refrain from criticism, gossip, and profane language.
15. Refrain from giving or receiving gifts, without the written approval of the team leader.
16. I have read the code of conduct, understand the content, and agree to abide by it.

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Date