Global Volunteer Conference – 2011
15 – 17 September, 2011
Budapest, Hungary

Global Volunteer Conference Report
Volunteering for a Sustainable Future
ACKNOWLEDGEMENTS

The United Nations Volunteers (UNV) programme and the International Federation of Red Cross and Red Crescent Societies (IFRC) thank all participants for making the Global Volunteering Conference such a success. The conference concluded with a powerful declaration advancing the volunteering agenda worldwide. The conference outcomes also gave a great boost to furthering volunteerism for building a sustainable future.

Special thanks go to the keynote speakers, moderators, panel speakers, resource persons and attendees for the collaborative efforts and invaluable contributions in making the Global Volunteer Conference a fruitful endeavour. Thanks are extended to the Hungarian Red Cross and Hungarian Government for hosting the conference in their beautiful country; and especially to the volunteers of the Hungarian Red Cross for their tireless commitment in ensuring that conference was a success.

To the many donors and supporters, our gratitude for the in-kind and financial contributions in making the conference possible. These are: the Governments of Argentina (White Helmets), Belgium, Canada, Finland, Germany, and Japan as well as the European Commission and the American Red Cross, Japanese Red Cross, Netherlands Red Cross, and Swedish Red Cross.

Recognition is due to those who graciously donated their time to the Global Volunteer Conference preparations, planning, and the event itself. Thanks go to the conference organizing team from UNV, IFRC and IAVE for their dedication and many months of hard work to ensure the success of the conference: Zach Abraham, Mukul Bhola, Mae Chao, Kathi Dennis, Joyce Duffuor, Naheed Haque, Jordi Llopart, Stephanie McDonough, Yanick Michaud-Marcotte, Philip Sen, Ian Steed, Margit Tauzer, Faisal Yousaf, and Giovanni Zambello. The organizers would like to especially acknowledge Geri Lau (IFRC) and Simona Costanzo Sow (UNV) for their leadership and dedication in the planning of the conference.

Our thanks also go to the conference rapporteurs for their dedication and hard work toward drafting the spot reports, daily summaries and the roundtable reports that have been reproduced here.

Special thanks go to the many others that helped in one way or another to the successful outcome of the conference. Recognition goes to Flavia Pansieri, UNV Executive Coordinator, and Mukesh Kapila, IFRC Under-Secretary General for National Society and Knowledge Development, for their guidance and unwavering support.

CREDITS

Report compiled by: Karen Pinto and Faisal Yousaf
Report edited by: Philip Sen
Rapporteurs: Siyad Fayoumi, Karen Foerndler, Eva Hinds, Elke Matthaei, Ruut-Maaria Mattsson, Jung Yuen Park, Bakoly Robinson and Oscar Zuluaga

Design and production by Phoenix Design Aid A/S, ISO 9001/14001 and DS 49001 (CSR) certified and approved CO₂ neutral company company – www.phoenixdesignaid.com. This publication is printed on environmentally correct paper using vegetable-based inks. The printed matter is bio-degradable and recyclable.
With a multitude of fields engaging volunteers in increasingly complex activities worldwide, frequently across sectors, the need to better understand the contemporary role of volunteerism has materialized.

The International Federation of Red Cross and Red Crescent Societies (IFRC) and the United Nations Volunteers (UNV) programme partnered to facilitate a conference which examined just that, focusing on the present and future challenges of a progressively polarized and fragmented world, thereby marking the tenth anniversary of the International Year of Volunteers (IYV+10) in 2011, which coincided with the European Year of Volunteering.

More than 200 international delegates from nearly 80 countries came together to discuss the future of volunteerism at the first-ever such global conference bringing together the Red Cross / Red Crescent, the United Nations, governments, civil society, academia, youth representatives, and the private sector.

The delegates shared their experiences and proposed ways to strengthen links among stakeholders and partners and agreed on a Declaration of Action on how different institutions could better encourage and support volunteers in the future.

The Conference Outcome Declaration was reflected in the resolutions of the 31st International Conference of the Red Cross and Red Crescent in November 2011, and the UN General Assembly in December 2011. The declaration is also a tool to facilitate new partnerships and initiatives to promote volunteerism for building a sustainable future.
Volunteering is universal, inclusive, and embraces free will, solidarity, dignity and trust.

We value, recognize and encourage the contribution of volunteerism to the well-being of people, their communities and our planet. We celebrate volunteering as an essential expression of common humanity.

Volunteers bring sustainable development, poverty reduction, debt relief, HIV/AIDS awareness, and environmental campaigns to communities. They play an important role in disasters and crises, help build livelihoods, strengthen social cohesion, and contribute to human development.

The world has changed since the establishment of the Millennium Development Goals (MDGs) in 2000. Much has been achieved through the efforts of volunteers. In the run-up to Rio+20 the post MDG sustainable development agenda must put volunteering at the centre.

For the full potential of volunteering to be realized, volunteers must be recognized, protected and supported by government, civil society, academia, the private sector, and inter-governmental entities.

As advocates, policy-makers, supporters and practitioners of volunteerism we will strive to:

a. Incorporate volunteerism, civic engagement and volunteers into national and local plans and priorities for sustainable development, human rights, peace and security;

b. Recognize the role of volunteerism in social inclusion and as a means to involve and benefit all segments of society, without discrimination, including volunteering for and with refugees and internally-displaced persons;

c. Adopt a holistic approach to sustainable development and human rights through gender-sensitive community-centred initiatives that build on the values that volunteering contributes, so as to foster economic growth and social change;

d. Document and exchange good practices on the role, impact and effectiveness of international and national volunteers in peace, sustainable development and human well-being;

e. Incorporate volunteering and cross-sector volunteer networks into the planning and management of crisis; and mainstream volunteer disaster risk reduction and disaster management into overall development programming;

f. Highlight the crucial post-conflict contribution of volunteering towards building institutions, local capacity, and social cohesion. Engage young people as agents for peace, development and behavioural change, as well as in building skills and leadership development;

g. Promote the participatory development of national volunteerism policies, legislation and rights-based approaches, including fiscal frameworks, appropriately tailored to contexts and maximizing the promotion, protection and recognition of volunteerism;

h. Continue to explore new ways to volunteer by connecting and engaging people through information and communication technologies;

i. Enhance existing and create new forms of volunteerism in the private sector through collaborative corporate social responsibility, including employee volunteering and training in disaster management;

j. Measure both the economic and social value of volunteering at the local, national and global levels to provide concrete and comparable evidence of the power of volunteerism for the public, media, and decision-makers. Measurements of national GDP should include the added value created by volunteering and recognize civic participation as an indicator of growth.
There must be greater investment and better institutional collaboration to quantify and give value to volunteer work, in particular volunteering for equity and social inclusion. Therefore, we call upon all stakeholders to take effective steps at the local, national, regional, and global levels to advance volunteerism in building communities for peace and sustainable development. We urge:

- Governments to recognize the economic and social value of volunteerism to achieve national development goals and well-being, and to provide an enabling environment for volunteerism as well as support for infrastructure and recognition of the values of civic participation; this includes incorporating volunteerism in their forthcoming deliberations for ‘Rio+20’;
- The Private Sector to engage in employee volunteering and partnerships in enhancing the capacities of volunteer-involving organizations for achieving sustainable development and peace;
- The Media to communicate the value of volunteerism and promote a supportive environment for community engagement;
- Civil Society to mainstream volunteerism and civic engagement into sustainable development and peace programming;
- Educational Institutions and Academia to integrate volunteerism and an understanding of civil society into curricula to promote universal recognition of the value of volunteering;
- The Educational and Private Sectors to ensure that the skills volunteers are gaining through non-formal education as part of their volunteering activities are recognized, and the flexibility to take part in volunteering activities is given to every volunteer;
- The Research Community, including National Statistical Offices, to intensify study of the value and impact of volunteerism on development and crisis prevention and response; and to develop indicators of progress that incorporate civic engagement, voluntary action and human well-being;
- Faith-based groups to affirm volunteering for peace and sustainable development as an appropriate response to the spiritual call to service;
- Volunteer-Involving Organizations to ensure the effectiveness and accountability of volunteerism through sound governance, sustainable principles, development of the capacity to manage volunteers, and monitoring and evaluation of impact;
- United Nations Entities to further recognize and integrate volunteerism in its various forms into their policies, programmes, and reports;
- Red Cross and Red Crescent National Societies to further their efforts to protect, promote and recognize volunteers in their capacity as auxiliary to Governments.
- All Stakeholders to call for a volunteer coalition to provide a platform for promotion, knowledge-sharing, capacity development, and collective actions on volunteerism.

We call on Governments, the United Nations system, the Red Cross Red Crescent and other stakeholders to renew efforts to implement resolution 56/38 and subsequent resolutions of the United Nations General Assembly (UNGA) on measures to support, promote and advocate for volunteerism.

We commit to bringing this declaration to the attention of our constituencies in fora such as the 31st International Conference of the Red Cross and Red Crescent in November 2011 and the forthcoming sessions on volunteerism taking place at the UNGA in December 2011.

Budapest, Hungary, 17 September 2011
CONFERENCE CONTEXT
MARKING THE TENTH ANNIVERSARY OF THE INTERNATIONAL YEAR OF VOLUNTEERS

The United Nations General Assembly (UNGA) designated 2001 as the International Year of Volunteers (IYV). With its main objectives of increased recognition, facilitation, networking and promotion of volunteering, and largely led at the national level, IYV was successful in highlighting the achievements of millions of volunteers worldwide and encouraged governments to actively support and promote the involvement of people from a variety of backgrounds in volunteering for development. At its 27th International Conference, the International Federation of Red Cross and Red Crescent Societies made a pledge ‘to cooperate with governments to broaden the existing legal, fiscal and political bases for volunteering and to mobilize increased public support’.

UN General Assembly Resolution 63/153 (2008) proclaimed the year 2011 for marking the tenth anniversary of the International Year of Volunteers – ‘IYV+10’. The Resolution invited governments, media, civil society, the private sector, development partners and the UN to mark IYV+10 at the global, regional and national levels. Through the Resolution, the UN General Assembly also decided that, on or around 5 December 2011, International Volunteer Day for Social and Economic Development, two plenary meetings of the sixty-sixth session of the General Assembly should be devoted to following-up the International Year and the commemoration of its tenth anniversary.

CONFERENCE THEME
VOLUNTEERING FOR A SUSTAINABLE FUTURE

The discussions at the Global Volunteer Conference (GVC) emphasized the linkages between protecting our planet and providing people a chance to attain better living conditions on the one hand, and between citizen engagement and sustainable solutions for the improvement of our societies on the other.

The ultimate aim of these conversations was to highlight the untapped potential of volunteering as a manner of mobilizing populations all over the world, thus contributing to the achievements of national and international development agendas.

Volunteerism is a cross-cutting force and volunteers make their mark along a broad spectrum of vital matters of the global community: peace and development activities; efforts for the eradication of poverty and the betterment of the human condition; and they contend with issues such as climate change, migration, youth involvement, solidarity between generations, crisis prevention and recovery, disaster risk reduction, gender and growing urbanization. Beyond addressing the thematic targets, all of which volunteerism contributes to, the conference highlighted the value volunteerism adds to societies at large in order to inspire people to take positive action for their own wellbeing and prosperity, and that of their communities.

In this context, the conference coordinators dedicated time to reviewing the growing trends in volunteering: corporate volunteering, online volunteering, the advent of social (online) and digital (mobile technologies) media as a means of civil engagement. This aspect of the conference sought to obtain practical outcomes as well, devoting attention to the legal and practical mechanisms to better protect, recognize and promote volunteers, nationally and internationally. The conference had the following themes, each with plenary and associated roundtables:
Theme I: Volunteering for the MDGs and beyond
Volunteering enhances individuals’ participation in society, promotes empowerment and builds social capital in communities. Dozens of studies and research reports at the international and national levels highlight the importance of volunteerism as a driver of economic, social and political development. The theme on day 1 engaged participants in a wide range of development issues reflecting on progress towards the MDGs, people-centred approaches to address climate change, as well as volunteering and human social development beyond 2015.

Theme II: Volunteering for crisis prevention and recovery
This theme of day 2 challenged participants to critically examine whether current volunteer management systems are effective in emergency situations. What are the most effective means to render humanitarian support through volunteers? How could we harness the full potential of community action and volunteering for peacebuilding and reconciliation in conflict and crisis settings? What are the key ingredients in strengthening – and not further weakening – community resilience after the disaster response phase? How can volunteer-involving organizations be stronger advocates to governments in facilitating a more enabling environment for volunteers in emergencies?

Theme III: Promoting an enabling environment for volunteers and volunteering
Trends in volunteering reflect trends in society. This theme looked into the future of volunteering in light of shifting demographics, social and economic changes, evolving technologies and new potential partners including those from the industry and the private sector. How can states, citizens and volunteering organizations adapt to a changing world and scale-up volunteer involvement?

MAJOR OUTCOMES
In concrete terms, this conference aspired to strengthen partnerships, enhance a sense of inclusiveness and address shared objectives of the volunteering community for 2011 and beyond. Providing a unique opportunity to increase effective support and promotion of volunteering, the outcomes of the GVC include this report as well as the declaration herein. Policy recommendations for all sectors were assembled during the roundtables. All participants are encouraged to present this report to their organizations and partners. The results have already been shared during the UN General Assembly sessions in New York and the 31st International Conference of the Red Cross and Red Crescent.
## CONFERENCE PROGRAMME
### 15-17 September 2011

<table>
<thead>
<tr>
<th>Thursday, 15 September</th>
<th>Friday, 16 September</th>
<th>Saturday, 17 September</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Theme I:</strong> Volunteering for the MDGs and Beyond</td>
<td><strong>Theme II:</strong> Volunteering in Crisis Prevention and Recovery</td>
<td><strong>Theme III:</strong> Promoting an Enabling Environment for Volunteers and Volunteering</td>
</tr>
<tr>
<td>Registration</td>
<td>Summary of day 1 Moderator: <em>Mr. Sam Santiago</em>, Director of American Giving and Vice President of the American Giving Charitable Fund, Inc., American Airlines (USA)</td>
<td>Summary of day 2 Moderator: <em>Dr. Flavia Pansieri</em> Executive Coordinator, UNV</td>
</tr>
<tr>
<td>Opening Ceremony Moderator: <em>Dr. Mukesh Kapila</em>, Under Secretary General, IFRC</td>
<td>Plenary I: ‘Volunteering for the MDGs and Beyond’ keynote address and questions Moderator: <em>Mr. Olav Kjorven</em> UN Assistant Secretary-General and Director, Bureau of Development Policy, UNDP</td>
<td>Plenary III: ‘Promoting an Enabling Environment for Volunteers and Volunteering’ keynote address and questions Moderator: <em>Ms. Marian Harkin</em> Member of European Parliament</td>
</tr>
<tr>
<td></td>
<td>Mr. Naoto Sakaguchi Member of Japanese Parliament (Japan)  Mr. Eduard Tschan Country Representative, IFRC (Haiti)</td>
<td></td>
</tr>
<tr>
<td>Coffee break</td>
<td>Plenary II panel discussion <em>Ms. Judy Cheng-Hopkins</em> UN Assistant Secretary-General for Peacebuilding  <em>Mr. Phil Nathan</em> Former International Director, Lions Club International</td>
<td>Plenary III panel discussion <em>Ms. Catherine Shea</em> Vice President, International Center for Not-for-Profit Law (USA)  <em>Mr. Stanley Tan</em> Executive Chairman, Singapore National Volunteer &amp; Philanthropy Centre; Global Yellow Pages Limited (Singapore)  <em>Mr. John Macdonald</em> Head of EYV 2011 Task Force, European Commission</td>
</tr>
<tr>
<td>Plenary I panel discussion <em>Mr. Pooran Pandey</em> Executive Director, Times Foundation (India)  <em>Ms. Nyaradzayi Gumbonzvanda</em> Secretary General YWCA and CIVICUS Board Member  <em>Mr. Daniel Buritica</em> IAVE Board member (Colombia)</td>
<td>Coffee break</td>
<td>Coffee break</td>
</tr>
<tr>
<td>Roundtables on Theme II: Part 1 (See topics on next page)</td>
<td>Roundtables on Theme III: Part 1 (See topics on next page)</td>
<td>Lunch</td>
</tr>
<tr>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
</tr>
</tbody>
</table>

### FORMAT OF ROUNDTABLE SESSIONS

Roundtables narrowly focused on subtopics which fell under the daily theme, first with a series of sessions which facilitated a broad discussion of the matter at hand, followed by corresponding part two sessions in the second round.

A total of 10 sessions were offered per day, roundtables were quintessential in reaching the goal to facilitate knowledge transfer as well as creating space conducive for practical conclusions which formed the basis of the GVC recommendations.

Participants themselves were called upon to voluntarily lead the sessions, stimulating dialogue with short presentations. Leaders from varying institutional backgrounds took this initiative to be roundtable moderators, in this manner helping to arrive to deductions regarding (to give a few examples):
<table>
<thead>
<tr>
<th>Thursday, 15 September</th>
<th>Friday, 16 September</th>
<th>Saturday, 17 September</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Theme I:</strong> Volunteering for the MDGs and Beyond</td>
<td><strong>Theme II:</strong> Volunteering in Crisis Prevention and Recovery</td>
<td><strong>Theme III:</strong> Promoting an Enabling Environment for Volunteers and Volunteering</td>
</tr>
<tr>
<td><strong>Roundtables on Theme I: Part 1</strong></td>
<td><strong>Roundtables on Theme II: Part 2</strong></td>
<td><strong>Roundtables on Theme III: Part 2</strong></td>
</tr>
<tr>
<td><strong>Roundtable 1.1</strong> – Volunteering for Equity and Social Inclusion</td>
<td><strong>Roundtable 2.1</strong> – Volunteering for Disaster Management: Prevention, Mitigation, and Preparedness</td>
<td><strong>Roundtable 3.1</strong> – Volunteerism Policies and Legislation</td>
</tr>
<tr>
<td><strong>Roundtable 1.2</strong> – Volunteering for Health and Development</td>
<td><strong>Roundtable 2.2</strong> – Volunteering for Disaster Management: Response and Recovery</td>
<td><strong>Roundtable 3.2</strong> – Volunteering Innovations: How Technology is Changing the Way People Connect and Engage with their Causes</td>
</tr>
<tr>
<td><strong>Roundtable 1.3</strong> – Youth Volunteering: Youth as Actors</td>
<td><strong>Roundtable 2.3</strong> – National Coordination for Volunteer Management in Times of Crisis</td>
<td><strong>Roundtable 3.3</strong> – CSR and Employee Volunteering</td>
</tr>
<tr>
<td><strong>Roundtable 1.4</strong> – Volunteering for the Environment and Sustainable Livelihoods</td>
<td><strong>Roundtable 2.4</strong> – Volunteering for Peacebuilding: Transitioning from Post-conflict to Development</td>
<td><strong>Roundtable 3.4</strong> – Measuring the Social and Economic Value of Volunteering</td>
</tr>
<tr>
<td><strong>Roundtable 1.5</strong> – The Role of Volunteers in Effective Development</td>
<td><strong>Roundtable 2.5</strong> – Volunteering with Refugees, Internally Displaced Persons (IDPs) and Other Vulnerable Groups</td>
<td><strong>Roundtable 3.5</strong> – Advocacy Strategies to Engage Governments, Civil Society, Private Sector, Donors and Inter-Governmental Bodies in Volunteering Development</td>
</tr>
<tr>
<td>Coffee break</td>
<td>Coffee break</td>
<td>Coffee break</td>
</tr>
<tr>
<td><strong>Roundtables on Theme I: Part 2</strong></td>
<td><strong>Networking space:</strong> Participants may sign up to share presentations or propose discussion topics</td>
<td><strong>Networking Space:</strong> Participants may sign up to share presentations or propose discussion topics</td>
</tr>
<tr>
<td>(See topics above)</td>
<td></td>
<td><strong>Closing Plenary</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Conference declaration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Closing ceremony</td>
</tr>
<tr>
<td></td>
<td></td>
<td>End of conference</td>
</tr>
<tr>
<td><strong>Evening event</strong></td>
<td><strong>Evening event</strong></td>
<td><strong>Evening event</strong></td>
</tr>
</tbody>
</table>

**Advancing the topics further, Part II of the roundtable sessions focused on specifics of each. Meant to explore the topic in greater depth, the momentum gathered in Part I was applied to investigate:**

**Part I**
- Linkages between volunteers and the respective theme
- The relevance of the theme to a sustainable future
- Types of challenges being faced in the area given
- The kind of support needed for improving the effectiveness of volunteer action

**Part II**
- How volunteering ‘works’ in the circumstances in question
- Why volunteering makes this round of development more sustainable
- If additional recommendations, through the exploring of concrete examples, could be devised.
I. VOLUNTEERING FOR THE MDGS AND BEYOND

Volunteering enhances individuals' participation in society, promotes empowerment and builds social capital in communities. Dozens of studies and research reports at the international and national levels highlight the importance of volunteerism as a driver of economic, social and political development. This theme engaged participants in a wide range of development issues reflecting on progress towards the MDGs, people-centred approaches to address climate change as well as volunteering and human social development beyond 2015.

DAILY OVERVIEW

The opening remarks concisely situated the theme of the day, eliciting leading figures across all sectors to reflect on the progress set in motion by the establishment of the Millennium Development Goals (MDGs) in 2000. In such a fast-changing world where risks of immense proportion and complex vulnerabilities are paralleled by great expectations and unprecedented opportunities, contemplation on how to best move forth, requires contemplative flexibility and visionary leadership, empowering through equity and inclusivity.

After all, the world has rapidly changed since the establishment of the Millennium Development Goals in 2000. Political and economic power has shifted, and citizens are taking a lead – as seen during the Arab Spring. Despite their shortfalls, the MDGs have undoubtedly helped build universal consensus and commitment towards human development centred on the well-being of people. This has led to increased investment in social sectors such as health, sanitation and education.

In order to further accelerate progress by 2015 and to shape a more sustainable world, there is a need to bring together existing knowledge on the MDGs. More specifically, to focus more on issues such as equity, water, food security, energy, social inclusion and protection, but also on a green economy. Volunteering is crucial in this process.

Recognizing volunteerism's potential for social, economic and environmental transformation is the first step towards harnessing this vast resource in a global effort to achieve the MDGs and sustainable development. Furthermore, innovative solutions, new partnerships and a paradigm shift in development thinking are needed: human development needs to be considered within the web of life.

Discussions on development need to be inclusive and people-centred; in the light of Rio+20, a new vision needs to be formulated which extends beyond 2015. An integrated, people-centred approach to sustainable development will simply make development efforts more sustainable. Multi-stakeholder partnerships will help connect individuals and organizations and inspire the mobilization of people, the key to a sustainable future. New climate financing mechanisms should be set up in a way that makes them readily accessible by communities and disadvantaged groups to ensure ownership and sustainability.

Volunteers are a renewable resource for governments, communities, civil society, international organizations and the private sector. The post-MDG agenda should be centred on volunteering and civic engagement, with the involvement of women and youth. It should harness new technologies, and engage business. Civil society should be given opportunities to play an enhanced role, with consultations, participatory planning and review, and shared learning.

Volunteerism brings together governments and communities in the pursuit of the shared goals of inclusive and equitable development. Therefore, governments need to support the creation of an enabling environment for volunteering through legislation, improved systems, capacity development and resource allocation. Volunteer-supporting programmes should include specialized training and facilitation, such as minimum support packages for volunteers, psychological mentoring programmes and so on.

There must be greater investment and better institutional collaboration to quantify and give value to volunteer work, in
particular volunteering for equity and social inclusion. Without volunteers, it is often impossible to offer medical and health services in communities where public health services don’t yet fill the need. The contribution of volunteerism to the health and development sector should be recognized and given due attention in planning and prioritization.

HIV/AIDS remains a major development challenge in many countries. Prevention, care, treatment and support strategies need to be reinforced through integrating volunteers into all efforts. The contribution of volunteerism to HIV/AIDS should be recognized as a major resource for health and development.

Youth volunteering should be seen as a complement and not a supplement. It not only offers opportunities to contribute to socio-economic development, but also the potential to acquire new skills and improve employability. Engaging young people through volunteering should be a core element of any strategy or programme that aims to engage youth for social and economic development. Youth development initiatives should be built on participatory involvement.

Today’s youth are empowered by social media tools such as Twitter, Facebook, and other technological advancements. These tools should be maximized along with other new and innovative ways of engaging youth in volunteering.

Volunteering connects people with their communities, the environment and the planet. It builds bridges between generations, and promotes responsible lifestyles that bond young and old in the sharing of knowledge, skills and natural resources.

Volunteers have traditionally been the main drivers of sustainable development movements and environmental, poverty reduction, debt relief and climate change campaigns. They play an important and unique role while acting as spokespersons, being part of local communities and spreading information at the grassroots level. There is a need to connect the dots between the challenges faced by our planet and the role of citizens. Only the responsible citizens of the world can lead and guarantee the success of any sustainable development and climate change initiatives.

Volunteering inculcates a sense of responsibility among people. Volunteer networks are key to spreading the message about sustainability and responsible lifestyles to guarantee a better world for our future generations.

Recent natural disasters have shown us that immediate and long-term reactions should be ‘green responses’. This means integrating disaster planning, response and mitigation while focusing on people and their environment.

The post 2015 agenda should introduce additional goals (maybe MDGs 9-12) focusing on putting volunteering at the centre of the new development vision and defining, promoting and facilitating volunteerism. Partnerships and complementarity among all actors involved in volunteerism need to be strengthened – such as individuals, communities, governments, donors, the UN, civil society and the private sector – to enhance the impact and effectiveness of development interventions.
A vibrant panel bridged the conversation between the MDGs and the volunteering domain, reviewing both achievements and challenges. Leaders were urged to address the numerous challenges facing volunteerism as a result of our fragmented world. From high dropout rates of volunteers, to the absence of linkages between volunteering and tangible growth opportunities, there is a need for greater collaborative efforts of all sectors for volunteering to be mainstreamed into the frameworks of development agendas.

Illuminating the often-underestimated role of volunteers, one panel member pointed to the potential missed opportunities in failing to awaken youth into action. It was also confidently suggested that a ‘missing’ facet of the MDGs is respect for religion and tolerance; ‘One Young World,’ a campaign aiming to stop violence in the name of religion was consequently touched upon.

The need for increased self-organization was stressed in this plenary in the light of the day’s theme. Some MDG goals were deemed to necessitate deeper diligence (women’s contributions, women and children’s health and HIV response). The creation of safe spaces that would enable civil engagement and policy contributions of women was promoted, as was the adopting of inter-generational and transformative approaches in development processes.

Other discussion points included:

• The need to quantify the impact of volunteers as a tool for promoting volunteerism.
• A desire to have the capacity and insight to translate these principles and values into change.
• The perception that rights to life must be more fervently advocated for.
• The sway global conversations have on informing future development.
• What a post-2015 MDG agenda should look like; what the role of volunteerism is within it.
• Development models ought to retreat from paternalistic stances.
• In particular, contributions of marginalized groups in development processes should be given due recognition.
• Pushing development agendas that deviate from previous ideas that the public sector is the primary driver of change.
• The question of how to balance the fruitful strategies thus far with the increased need to include volunteers in decision-making processes that determine these very strategies.
In part I, the presenters touched upon various aspects of using volunteerism as a tool for more social inclusion based on their collectively broad ranging experiences across the globe. These dynamic presenters each rendered their own interpretations of what a ‘volunteer enabling environment’ looks like, inspiring a colourful spectrum of contributions in the broader discussions.

Other discussion points included the need to strike a balance on government involvement with regards to volunteerism – by no means a straightforward endeavour; each presenter contemplated the relationships across sectors in order to foster not only deeper involvement of the excluded through volunteerism but also more effective results; how volunteerism can prove to be a vital force in communities where governments are dealing with issues of exclusion or neglect of certain groups, in fact, volunteerism patterns, as one presenter suggested, often isolate problem areas, revealing marginalization or issues of high relevance to the community.

Part II continued the conversation, focusing on different types of marginalized groups from the first part, but maintaining similar key points. One central topic was that of noting the way vulnerable groups have the potential to contribute to the process of their own inclusivity via volunteerism.

**KEY OUTCOMES AND RECOMMENDATIONS**

- In order to bridge the gap between communities and excluded groups within a community, the role of civil society must first be given central importance. This means recognizing the need to strengthen relationships across sectors and making volunteerism more visible. This would also help advance another goal – of creating an environment that enables and encourages volunteerism.
- Corporate Social Responsibility was offered as one way that governments could, along with the private sector, help pave the way toward structuring volunteerism within communities.
- While some recommended that quantifying the value of volunteerism and reporting findings should be a higher priority than focusing on legislation, others still emphasized the need for improving support via policies. Yet another point well-taken was from the non-profit sector perspective, signalling the difficulty of rousing support from the government, especially when the NPO has declared a neutral political stance. The second session concluded that solutions cannot do with either macro or micro approaches, but require well-rounded initiatives.
- Motivating volunteers by means of recognition and by improving the all-round visibility of volunteerism was offered as a way to get communities to adopt civic engagement as common practice.
- The importance of forming synergies between various actors and institutions, especially long-term ones was highlighted. Moreover, overcoming a major challenge of this goal was seen as being able to define a common agenda for fostering volunteerism. Part II concluded this discussion by suggesting that roles be determined prior to any endeavour and a plan that is inclusive of all stakeholders.
- Holistic approaches to partnerships which foster dialogue rather than external message/aid delivery have proven (as demonstrated by one presenter’s example) more effective and empowering. This of course is a powerful means for promoting equity and inclusion.
- Solutions such as the aforementioned suggestion help remove a narrow interpretation of volunteers as helping others and move toward a more inclusive definition, whereby those aiding themselves and their communities are also seen as volunteers.
- Excluded groups are often best at highlighting their unmet needs and at putting forth solutions.
- Volunteerism can be used as a tool to change minds and attitudes about social stigmas, a point made in both sessions which one speaker indicated as one major reason for backing a grassroots/bottom-up approach to sensitive subject matters (like his area of focus, FGM). On other side of the coin, however, it was recommended that social initiatives need to be careful not to proliferate stigmas nor create a culture of relying on handouts.
- More emphasis should be put on the benefits of volunteerism, such as providing marginalized and vulnerable groups new skills, confidence and self-esteem, thus contributing to the sustainability of a given development project.
VOLUNTEERING FOR HEALTH AND DEVELOPMENT

Resource Persons

Ms. Glenys Carl – Coming Home Connection
Mr. Teeluckchand Teeluckchand Chikhuri – Mauritius Red Cross
Mr. Henning Mikkelsen – UNAIDS
Mr. James Zulu – Zambian Red Cross Society
Ms. Martha Tholanah – International Community of Women Living with HIV in Zimbabwe

Moderator

Mr. Tapiwa Kamuruko – UNV

POINTS TARGETED IN DISCUSSION:

• Empowering volunteerism in the domain of health can have a positive impact on improving living conditions in communities and on the overall global development.
• HIV/AIDS.

PRESENTATION AND DISCUSSION SYNOPSIS:
The participants in this roundtable discussed the safety and health of volunteers as well as volunteering in the broader health sector from the human development perspective. Volunteers supporting a variety of projects and programmes should have proper training for basic health care to ensure their own safety and well-being. Volunteer-involving organizations should invest in programmes that provide health and psychological support to volunteers especially those working in hazardous places. Volunteers should also benefit from mechanisms that not only ensure their protection but also of their families and dependents.

It is important to recognize that volunteers do not come for free. Sometimes, they require both support and incentives to deliver a good performance – in some contexts even financial incentives. Volunteers and their contributions should be recognized on equal terms with the regular staff member, and volunteers should have an equal say in the planning and decision making processes.

The role of volunteers – both professional and community volunteers – is crucial for the overall health sector in the development and emergency contexts. Without volunteers it is impossible to have adequate medical/health services in a lot of communities where there is normally a gap between needs and available public health services. Investment in volunteer programmes could lead to positive results in the health sector.

Volunteerism in response to HIV/AIDS grew out of this situation of social exclusion and hopelessness. Volunteers have led a vibrant global movement to address the challenges posed by HIV/AIDS. The incredible drive and energy of the national and global HIV/AIDS movement fostered the many successes and significant progress, the world has witnessed in the 30 years of the epidemic.

The participants identified a major challenge i.e. the sustainability of volunteering efforts in the health sector. There is need to design initiatives that will help sustain volunteering outcomes through mentorship programmes, inter-generational knowledge sharing, the use of new technologies, partnerships with the private sector and the creation of national and international knowledge platforms.

KEY OUTCOMES AND RECOMMENDATIONS

• The contribution of volunteerism to the health and development sector should be recognized and be given due attention in the planning and prioritization processes and discussion on health plans and policies.
• Volunteer-involving organizations need to find new incentives and develop new alliances for volunteer action in the health sector. We have to position volunteering and civic engagement as a key driver for progress on global health, HIV/AIDS, human rights, gender equality and social development.
• Advancement in on-line technologies offers a huge opportunity to promote volunteering for health through building partnerships among various actors, notably technology-based private sector organizations.
• Despite efforts made in the past, HIV/AIDS remains a major development challenge globally and prevention, care, treatment and support strategies need to be reinforced with integration of volunteering efforts.
• The contribution of volunteerism to addressing the challenge of HIV/AIDS should be recognized as major capital for health and development.
• The public and private sector should support their workers wishing to join the efforts to respond to HIV/AIDS crisis.
YOUTH VOLUNTEERING

Resource Persons
Ms. Khemra Som – Youth Star Cambodia
Ms. Salome Makharashvili – Georgia Red Cross Society
Ms. Marija Vasileva-Blazev – UNFPA Regional Office, Istanbul
Hon. Mr. Taimoorshah Eshaqzai – Deputy Ministry of Youth Affairs, Afghanistan

Moderator
Mr. Ghulam Isaczai – UNV

POINTS TARGETED IN DISCUSSION:
• With the younger generation mushrooming across the globe, it is important to understand what attracts youth to volunteer, and how best to organize youth volunteering for the sake of development.
• Youth possess immense potential to take in hand the needs of their communities via skill development and civic participation.

PRESENTATION AND DISCUSSION SYNOPSIS:
Many of the issues raised during the introductory portion of the conference were said to resonate with the youth agenda, and were discussed in the two rounds of roundtables. A major asset of youth mobilization is the passion that they bring to the table, a motivating factor to understanding the way youth can be inspired into action.

Youth who are helped through initiatives, as one of the speakers had seen in his own experience with at-risk youth who are bestowed training at development centres, are in turn valuable contributors to their communities. A prominent challenge of getting youth interested in volunteering stood out in one session. In the face of harsh realities, teens are often discouraged to participate as volunteers and to seek employment instead.

This, however, was not the only issue that arose on how to engage and maintain youth in the realm of volunteerism. Presenters revealed hurdles in the field when it came to engaging young adults in some areas of the world, recruiting staff, and attracting youth to volunteer for longer periods.

The participants also set forth great discussion questions: When is youth participation meaningful and sustainable? How should youth be called upon to volunteer? Should new strategies be contemplated? How should youth creativity and energy be channelled into voluntary action, and what to do with ‘over-passionate’ youth? How should the inter-generational gap be addressed? Should youth be involved in discussions about involving their own peers in volunteering initiatives?

KEY OUTCOMES AND RECOMMENDATIONS
The discussions revealed that there are still many unanswered questions about youth volunteerism. However, knowing what to look for in both failed and successful efforts to engage youth, experiences across the globe, such as those imparted by the speakers, can help to uncover the answers to many of the recommended points to be addressed:

• Youth volunteerism needs to be further understood. What attracts youth to engage in their communities must be looked at together with the target group themselves – they should be involved, consulted and enabled to lead initiatives.
• Youth volunteerism is a powerful resource for development projects; it should be recognized as a complement, not a supplement.

• Using role models and increasing the interaction of generations via traineeships and other volunteer opportunities can help diminish the inter-generational gap. These partnerships are also useful in cultivating deeper understanding of youth participation in the adults themselves.
• Volunteering can be an opportunity for youth to acquire employment experience and new skills, which helps address the lower rates of volunteerism in places where unpaid work is discouraged by family and financial pressures.
• Defined by a new wave of communication via social media, today’s youth constitute a very different generation. Traditional forms of civic engagement may not have the same draw as for other generations. Therefore exploring innovative ways to attract youth volunteers is a must.
Not only were points raised in regards to exposing environmental issues and the need to produce solutions; volunteering was also connected to aiding those who must grapple with the effects of climate change (such as the provision of energy and water and sustainable agriculture), as well as to victims of natural disasters. Volunteers are powerful resources as they are presumably more trusted and credible in their intentions. Volunteers are therefore key for spreading messages not only in their communities but with the use of various media.

Sustainability was aptly linked to other conversations (i.e. social, economic), highlighting the importance of ‘holistic approaches.’ Volunteerism in this field is particularly focused on considering the effects of today’s actions on future generations. Finally, consumer habits were also explored in these sessions.

KEY OUTCOMES AND RECOMMENDATIONS

• Economic concerns must first, or simultaneously, be addressed in many parts of the world where people hope to engage interest in environmental concerns. Those who must struggle for their lives, those who ‘are not free,’ cannot volunteer – another justification for addressing economic concerns so as to assist the progress of sustainable development.

• ‘Green emergency responses’ should be pushed forth as the norm. Handbooks were suggested as a resource that ought to be compiled for dealing with disasters in a manner that considers the environment, ensuring sustainable development.

• Awareness-raising efforts need to direct more energy on educating people on the effects of their consumer behaviour.
GLOBAL VOLUNTEERISM PARTNERSHIPS FOR DEVELOPMENT EFFECTIVENESS

Resource Persons
Ms. Anjum R. Haque – Pakistan Centre for Philanthropy
Mr. Shaun Hazeldine & Ms. Aarathi Krishnan – Australian Red Cross
Ms. Nicole Attro – CARE, Chad
Mr. Hassan Esfandiar – Iranian Red Crescent
Dr. Masooda Bano – Oxford University, UK/Pakistan

Moderators
Mr. Ravdan Samdandovj – Mongolian Red Cross
Mr. Francesco Galtieri – UNV

POINTS TARGETED IN DISCUSSION:
• Volunteers need to be taken into the equation in the process of assessing development goals, as integrating volunteers into development strategies from all levels could enhance the effectiveness of initiatives.
• Partnerships between volunteers and other stakeholders should be examined in order to achieve goals collectively, all the while promoting a sense of local ownership and accountability of the development programmes.

PRESENTATION AND DISCUSSION SYNOPSIS:
Speakers devoted time to various components of effective development made possible in a large part by volunteering efforts. Some of these appear off-tangent but are rather relevant to the efficiency of volunteer involvement, such as the need for governments and international agencies to support global volunteering endeavours and the delicate subject of compensation for volunteer’s expenses.

A key focus of the roundtable was on international volunteering and its contribution to development effectiveness. Participants discussed the benefits that international volunteers can bring to National Societies and national volunteers, and the synergy between the two is key in achieving any form of development priorities. The discussions highlighted how best to structure international volunteering programmes so as to ensure these benefits are maximized in terms of ownership, needs-driven assessments, and tying into existing frameworks and structures.

The linkage between development and volunteering was depicted by one speaker as a social adhesive – volunteering inspires trust, collaboration and reciprocity. Volunteering allows communities to maximize their potential, ‘unleashing the social capital’. Furthermore, the value and definition of volunteering was discussed. Among many benefits, volunteerism creates strong networks, affords volunteers personal growth and makes ambassadors of volunteers who share their stories and raise awareness in the world.

As in various other sessions, the amount of consultation requested by the purveyors of development programmes was deemed questionable, as was the level of capacity that is (or isn’t) imparted on communities. Dependency on external aid is undesirable and this is where local volunteers prove essential.

A curious phenomenon in need of attention, suggested by some speakers, is the change in social and family structure as globalization spreads. This has produced a need for more support, as grandparents find themselves working for many more years than before. (Of some contention was the matter of motivation for involvement and whether compensation diminishes solidarity and the sense of accountability for community solutions).

KEY OUTCOMES AND RECOMMENDATIONS
• In line with the notion that communities ought to be absorbed into development projects, it was suggested that there is much to be done to replace top-down approaches for initiatives that empower local volunteers and other community members to help themselves by equipping them with new skills, ensuring self-sustainability.
• Further, capacity development in developing nations should be implemented in the education system and at grassroots levels to start raising awareness of the roles community members can play in the prosperity of their own communities.
• External volunteering needs to be approached as an exchange to avoid being perceived as patronizing.
• Mechanisms of participation should be created in order to involve corporate volunteers; the organization of volunteers is also quite complex and requires further methodical attention.
• Along the same lines, governments and other authority figures were viewed to often refrain from giving volunteerism recognition. In some cases this might indicate the need to educate political leaders themselves on the value of volunteerism.
• Both sessions concluded an interest for improving partnerships with stakeholders and volunteers, and enhancing complementarities. In particular, the relationship between civil society and governments is far too often frail; strengthening this relationship was urged by the discussion in order to build on-going public involvement in development.
• Donations to NGOs should systemically facilitate volunteer mobilization rather than hinder it, as is the case for many developmental programmes.
• The training of volunteers for development programmes could be further improved.
The theme of Day 2 challenged participants to critically examine whether current volunteer management systems are effective in emergency situations. What are the most effective means to render humanitarian support through volunteers? How to harness the full potential of community action and volunteering for peacebuilding and reconciliation in conflict and crisis settings? What are the key ingredients in strengthening – and not further weakening – community resilience after the disaster response phase? How can volunteer-involving organizations be stronger advocates to governments in facilitating a more enabling environment for volunteers in emergencies?

Volunteerism reinforces the link among the underprivileged, policy-makers and parliamentarians. It is an invaluable experience that allows one not only to grasp the reality of others, but to relate to them. Volunteerism has the potential to drive social movements, as can be observed in Japan, where volunteers work to enhance the use of renewable sources of energy in their communities following the devastating tsunami and subsequent accident at the Fukushima nuclear power plant.

Volunteer action strengthens the trust and solidarity among the people in disaster-affected areas. Therefore it is a major force for facilitating recovery from the disaster and toward reconstructing society. Volunteers work with affected communities contributing their own skills and knowledge toward furthering peace and development and building resilient communities.

Focusing on people is what is most important for achieving a sustainable future. To create a better future, we need to uphold social equity and justice by promoting volunteering and civic engagement.

In large scale post-disaster cases like Haiti, with overwhelming circumstances, volunteering can in fact sustain its place on the socio-economic ladder. The complex but feasible role of organizations as job creators emerges; consequently, volunteers become part of the beneficiary population, challenging the notion that as soon money enters, the social capital disappears. Nonetheless, the challenges of dependency on monetary benefits and expectations of employment require innovating bottom-up planning.

Volunteering is not a philosophical question but an important socio-economic factor of strategic programming, which requires fundamental review of national development plans to ensure sustainable service delivery and poverty reduction.

The value of volunteers greatly extends to their understanding of their own communities’ vulnerabilities; in other words, volunteers are most suitable for the delivery of long-term responses addressing long-standing violence and conflicts. Volunteers can play a crucial role when dealing with protection and human rights issues during disasters and in conflict-stricken societies. Volunteerism must be combined with humanitarian diplomacy underlining the government’s responsibility to protect and ensure the safety and well-being of volunteers.

Government-led volunteering efforts have played an instrumental role in successful UN post-conflict peacebuilding operations; by strengthening individual and institutional capacities in the areas of good governance, rule of law, security sector reforms and re-integration of ex-combatants, the public sector has proven to be instrumental in mobilizing people. Public as well as private sector partners are encouraged to develop new integrated packages that use volunteer potential in specialized work streams such as mining, business creation, industrial development, legal experts, to name a few.

As disasters happen in communities, disaster preparedness should be done and tailored to the local level. Further, local problems require local solutions. Locally-organized teams within any community can form the basis of a successful disaster management strategy. These small teams or individuals can easily mobilize even bigger groups of
volunteers in times of crisis. Organizations should not only provide the communities tools to handle disasters but also training and education to make community led efforts more sustainable.

For effective risk prevention efforts, coordination among different actors is crucial. Further, it is important to work with many actors from both civil society and government to ensure that voluntary action is guided by a shared vision and goals. Governments are encouraged to establish the necessary disaster coordination mechanisms at the national and local levels, including the legal and policy frameworks, to effectively mobilize and manage both domestic and international volunteer resources.

Humanitarian actors and volunteers should be encouraged to access and utilize social networks, when appropriate, in order to enhance information collection, mapping and for the coordination of volunteer resources in times of disaster or crisis. Conscious of the critical importance of information access for effective coordination between different actors in times of crisis and need, governments are encouraged to facilitate the creation and maintenance of regional and national public platforms such as websites, for a transparent and user-friendly access of this information (NGOs, foundations, corporations, volunteers, available opportunities etc.)

In situations of armed conflict, outside help is not always well received. Furthermore, using local volunteers is crucial.
Local volunteers (working at the community level) nurture stronger ownership, greater acceptance within the community, and the possibility to build on existing solutions rather than reinventing the wheel.

Lack of community organization and self-help efforts increases the risks and vulnerabilities inherent in disasters and conflict. Partnering with local people and community groups enhances the level of disaster mitigation and preparedness. Governments and partners should hold appropriate training and exercises at the local level, thereby involving all voluntary organizations concerned (including police, ambulance responders, firefighters and armed forces).

Contingency planning needs to be improved to bring on board new volunteers, who might not have been previously trained. Ready-to-use protocols should be prepared to deal with any unexpected disasters to address security and insurance issues, volunteer training, allowances, recruitment and communication.

The public and private sectors, including the voluntary sector and civil society, should encourage and expand employee volunteering programmes for disaster response and recovery efforts.

Volunteers should not be seen as ‘gap-fillers’ during emergencies and conflict situations. We should look at mechanisms to increase investment in volunteer capacity development and skills transfer, so that volunteering efforts become sustainable in post-conflict situations.

Scaling-up of volunteer effort and making volunteering and civic engagement a central point in peacebuilding efforts will facilitate a speedy and stable transition to post-conflict recovery and development. Therefore, governments need to allocate sufficient resources for creating an enabling environment for volunteering with the establishment of laws, policies and volunteering infrastructure that aims to reinforce other cross-sectoral peacebuilding efforts.

Behavioural change projects can help victims of conflict, especially youth, to become integrated into society. Volunteering should be promoted among conflict-affected youth to build their life skills and leadership potential. Governments should be encouraged to initiate and/or develop education programmes, for use in schools, colleges and universities, introducing elementary concepts and notions of disaster response preparedness, humanitarian assistance and volunteerism.

Internally displaced people (IDPs) and refugees are the first volunteers for their own communities. In refugee and IDP settings, we should motivate and recognize the role of volunteers and their self-help initiatives for their own communities.

We need to take into account the important change during the last decades with IDPs outnumbering refugees (consider the interstate migration and urbanization of IDPs and refugees). Volunteering and civic engagement helps to address the stigmatization and abuse of vulnerable people.
The panel discussions highlighted that while global poverty levels are decreasing worldwide, the countries affected by conflicts and violence are lagging behind in their national efforts to reduce poverty. Countries that do not suffer from conflict show a relatively more successful development curve. Violent conflicts today tend to be driven by internal factors such as ethnicity, resources and environment issues etc. These countries are likely to fall into a vicious cycle of violence unless the root causes of conflicts are not properly addressed.

It is important to invest in peacebuilding initiatives to get a country out of conflict and ensure it will not descend back into strife. Hence, investment in peacebuilding efforts is important for building the foundations of a sustainable future that ensures peace and stability in conflict-prone countries.

The role of volunteers in crisis prevention and recovery in conflict-affected countries has high importance. Volunteers have demonstrated a great degree of resilience in their efforts to improve the conditions of local communities during humanitarian crises. Volunteer-involving organizations should work with local volunteer teams to engage the local community during emergencies, as well as for post-emergency recovery and transition efforts. This will help build capacity for creating sustainable systems for basic service delivery. Local volunteers are familiar with their operating contexts, and prove quite effective in guiding organizations to the best ways of working in difficult circumstances.

It is crucial that professional staff working in headquarters keep themselves abreast of field-based needs and requirements. As many organizations bring their own volunteers to crisis areas, it is vital that these organizations deploy people that are highly skilled and truly needed to deal with the situation. Volunteer support during emergencies should be guided by the fundamental values of neutrality, impartiality and non-discrimination. In the conflict-affected working environment, all ethnic groups should be helped without any discrimination to build trust among the different communities.

The United Nations and its partners are supporting a range of peacebuilding initiatives that aim to facilitate the implementation of peace agreements, promote national environment of coexistence and reconciliation, generate opportunities for employment and build human and institutional capacities.

The Lions’ ALERT Programme has been instrumental in mobilizing volunteers for crises of different intensity and nature. The emergency may be a natural disaster, a man-made disaster or a public healthcare crisis such as a large-scale (pandemic) influenza (flu) outbreak. Lions Club International programmes like ‘Gift for Living’ have been driven by volunteer efforts and have saved countless lives in the aftermath of disasters and conflicts.

Despite the significant progress noted in many conflict-affected countries, severe gaps in external support continue to hamper efforts for sustainable peacebuilding. Volunteers can be used very effectively in any capacity development programme that aims to target grassroots institutions and organizations.

National and international volunteers in South Sudan are playing a key role in the strengthening of local capacities in different parts of the country. A recent UN Civilian Capacities Review called for partnerships with external actors in gap areas e.g. security sector reform, DDR, police; corrections, criminal justice, judicial/legal reform; aid coordination, legislative branch, public financial management; employment generation, natural resource management, private sector development; and reconciliation. The panel recommended capitalizing on inter-regional synergies and sharing of volunteering resources, for example, 80 percent of UN Volunteers working in peacekeeping operations come from the South. In South Sudan, some 200 volunteers from
neighbouring Kenya, Ethiopia, and Uganda are working in civil services to build human and institutional capacity of the country.

Sustainability aspects should always be considered in any volunteer-supported humanitarian programme. Partnerships should be built with local stakeholders to help in achieving the sustainability of results. The work of Lions Club International in post-conflict countries focuses on a strategy of building the capacity of local trainers who could further transmit the acquired skills and knowledge among their communities and peers.

Investing in capacity and institutional building in post-emergency crises is central to ensuring the success of any early recovery and development strategies and plans. The panel recommended engaging the private sector for support in sponsoring volunteers by establishing stand-by arrangements with humanitarian organizations such as UNOCHA and with governments to ensure they have stand-by experts that could be immediately deployed to build local capacities during and after emergencies.
DAY 2 ROUNDTABLES – 16 SEPTEMBER 2011

VOLUNTEERING FOR DISASTER MANAGEMENT: PREVENTION, MITIGATION, AND PREPAREDNESS

Resource Persons

Hon. Mr. Emil Augustino – Ministry of People’s Welfare, Indonesia
Ms. Andrea Isabel Micho Machuca – Peruvian Red Cross
Mr. Bennet Charles – St. Lucia Red Cross
Mr. Ahmad Abdullah Al-Slamah – Saudi Arabian Red Crescent
Ms. Catherine Martin – ICRC

Moderator

Mr. Stefan Agerhem – Swedish Red Cross

POINTS TARGETED IN DISCUSSION:

• The level of funding available for disaster management does not meet the needs. Communities require comprehensive disaster prevention, preparedness and mitigation plans.
• Volunteerism is yet another potential resource that facilitates community action and resilience, where governments fall short.
• The added value of local and international volunteers was outlined.
• Investments for improving volunteer involvement were discussed.

PRESENTATION AND DISCUSSION SYNOPSIS:

Speakers provided specific examples of disaster management and the challenges that arise with it. In many countries, one presenter noted, it is difficult to persuade communities to formulate preparedness measures if they have never before been victims of a disaster.

A plethora of challenges in this area of volunteering sketched a grim reality – preventive and quick response measures fall short in many ways, often due to lack of support and awareness, or simply to its low priority status. Furthermore, bureaucracy is often a challenge when time is of the essence.

The second session explored more fully why local volunteerism is vital, concluding that many crisis situations do not allow for external help. Furthermore, a stronger sense of ownership, greater accept-

ance of projects within the community and the possibility to build on existing solutions are all reasons to insist on local volunteering.

Investing in volunteer training; in clear, community-specific strategies; and in smooth collaborations between stakeholders were given major importance within these sessions.

KEY OUTCOMES AND RECOMMENDATIONS

• National and international volunteer policies are often missing with regards to crisis and disaster situations – this should be addressed where needed.
• Government should be persuaded to allocate resources towards volunteering for crisis management efforts.
• Organizations must react quickly to people’s desire to volunteer and be able to systematically prepare them for the disaster, as many of them tend to be first-time volunteers. Safety should be emphasised in volunteer training.
• Local teams of volunteers should form the basis for disaster management. Smaller teams are more malleable, would better understand the needs of the community, and thus would improve efficiency and allow quicker responses.
• Organizations that respond to disasters should provide education, skills and training that will prepare crisis victims to help themselves once the organizations disperse.
VOLUNTEERING IN RESPONSE TO DISASTERS

Resource Persons

Dr. Amal Emam Aboelenin – Egyptian Red Crescent
Ambassador Mr. Gabriel Macelo Fuchs – White Helmets, Argentina
Ms. Mio Saito – Japanese Red Cross Society
Ms. Anne-Mary Callanan – UN World Food Programme

Moderator

Ms. Gwendolyn Pang – Philippines Red Cross

POINTS TARGETED IN DISCUSSION:

• Volunteers are first responders to most disasters, often having specific training and a level of local organization. Additional external, specialized volunteers tend to arrive later and serve alongside local volunteers and public staff.
• At times, these circumstances may produce stumbling blocks in the response and recovery process.
• The transitional phase, from response to recovery, was also a focus.

PRESENTATION AND DISCUSSION SYNOPSIS:

Working in groups, the discussion about the role of volunteers in response and recovery took various directions. Participants brainstormed ways volunteers should be engaged and asked what can be expected of their participation in post-crisis missions. As leaders of organizations who call on volunteers to help in disaster situations, participants highlighted the importance of not only understanding the needs of volunteers and meeting them, but also of devising a way to evaluate their services.

Much talk revolved around community-based approaches to rebuilding communities and the notion of inviting children to take part so as to feel like active members of their communities. Strategies currently in use to engage locals as volunteers and management thereof were questioned. Are new approaches in order? Does this also include a re-envisioning of the role of international volunteering at the global level?

With regards to global volunteerism, participants wished to survey the big picture: How should the role of international volunteering at the global level be envisaged and incorporated in spontaneous crisis situations? They also addressed the willingness and/or capacity to receive international volunteers in humanitarian assistance projects. Finally, a need to define international volunteers and recognize their impact separately was moreover identified.

KEY OUTCOMES AND RECOMMENDATIONS

• Upon recovery missions, volunteers should already be thoroughly trained for international interventions through a social network.
• A database system for knowledge sharing should be constructed for more efficient recovery endeavours.
• The local government, local NGOs and intergovernmental agencies should all be involved in the funding of projects, protection measures required, training and the empowerment of local volunteers.
• Volunteer recognition ought to be a point of consideration by those wishing to further engage people in volunteering during the recovery phase from disasters. Additionally, helping disseminate stories would expand the reach of the experiences of volunteers, inspiring interest and awareness.
• There should be an emphasis on attracting more locals to volunteer during these recovery operations, thereby strengthening the sense of ownership by the community and contributing to a positive shift in attitudes regarding self-help and volunteerism.

• In terms of disaster response operations, contingency plans which are able to accommodate spontaneous volunteerism are essential for improving current practices, especially since many of this translates to much untrained help.
• Meticulous protocol should be in place before any disaster strikes a community. Support programmes focusing on various needs during disaster situations could include: security and insurance issues, volunteer training, communication strategies, recruitment of volunteers with specific skills, volunteering for other organizations.
• Governmental bodies should take a bold lead role in the disaster response.
• The private sector should be supportive of their workers wishing to join response efforts. Employees should receive no penalty for their participation and governments should lead by example on this front, allowing their staff to take time off work for recovery and/or response operations.
NATIONAL COORDINATION FOR VOLUNTEER MANAGEMENT IN TIMES OF CRISIS

Resource Persons

Ms. Sue Brown – British Red Cross
Ms. Maryanne Burton – British Red Cross
Mr. Francesco Galtieri – UNV
Ms. Ella Mireille Achade – Benin Red Cross
Mr. Antonio Mauricio Peña y Lillo Chulver – Bolivian Red Cross

Moderator

Mr. Gerhard Putman-Cramer – Dubai International Humanitarian Aid and Development Conference and Exhibition (DIHAD)

POINTS TARGETED IN DISCUSSION:

• During crisis situations, there is a wide network of agencies that involve themselves in response and recovery efforts. This roundtable asked: How are volunteer organizations best integrated into this complex web of responders?
• Speakers and participants were invited to share their experiences in order to discern, as a group, what effective coordination at the international, national and local level looks like and how to ensure that volunteers are not underutilized. What are the relationships and mechanisms required for volunteering to be an effective component of disaster response?

PRESENTATION AND DISCUSSION SYNOPSIS:

Speakers presented the work of their organizations, bringing up common issues within all roundtables on crisis situations: mobilizing and properly managing the ‘spontaneous’ or ‘convergent’ volunteers which disasters/crises spark. The British Red Cross, for instance, was cited as having produced a guidance document for volunteer managers on this matter, which has in turn allowed for a support database of contacts for future emergencies. Much interest was expressed over Britain’s two-hour ‘on-the-spot’ training.

The value of locals as volunteers was also illuminated. Locals are helping those they know, have more useful knowledge about the location, culture, language and so on. Lastly in terms of mobilization, corporate volunteerism was also given attention.

Following the first session on volunteer recruitment and support, the second session narrowed in on response efforts themselves. One discussant pointed to the fact that in response situations various scenarios are possible since different constituencies are involved. One problematic scenario discussed was the involvement of external organizations without government support, or worse, without approval.

Coordination during crises situations was exhaustively discussed in both parts of the session; it was agreed that this responsibility rests upon governments and local authorities, including helping volunteers prepare for action. When they do not have the capacities, it has the duty to request assistance. One participant referred to examples where coordination was lacking, resulting in chaotic distribution of tasks and in communities in need being left out.

KEY OUTCOMES AND RECOMMENDATIONS

• Organizations utilizing local, ‘convergent’ volunteers must identify low risk tasks that are realistic for such previously untrained volunteers. Often first-time volunteers, they require much support. Lastly, recognition is vital – ‘thank you,’ debriefings, follow-ups and certificates go a long way.
• Regular simulations should be used by organizations and government agencies in order to detect weaknesses in response strategies, thereby improving the response capacity.
• A Best Practices Manual of sorts was suggested for governments, including essential information about its own resources and capacities.
• Governments are encouraged to establish the necessary disaster coordination mechanisms at the local and national levels, including the legal frameworks and policies and the efficient mobilization and management of both domestic and international volunteer resources.
• Red Cross and Red Crescent National Societies and NGOs should be encouraged to access and utilize social networks when appropriate, in order to enhance the coordination of volunteer resources.
• It is crucial that volunteer-involving organizations place a high priority on training, psychological assistance and any other such support for volunteers as part of their volunteer management strategies.
• Private sector volunteers should be encouraged and integrated into any inter-agency emergency prepared and response plan by establishing adequate processes before crises occur.
• Governments should conduct appropriate training and exercises at the local/community levels, bringing together a large array of voluntary organizations and should include public agencies like police, firefighters and armed forces. The prime objective of the training curricula should be to enhance local disaster response preparedness capacities.
• Conscious of the importance of having identified and created linkages (such as potential providers of international assistance) prior to crises, governments should review and update their respective disaster management plans at regular intervals.
• Where organizations may want to create user-friendly (Internet) platforms containing information about NGOs, corporations, volunteers, available spaces etc., governments are encouraged to facilitate and maintain regional and national spaces to do so.
• Educational programmes which introduce elementary concepts of disaster response and preparedness, humanitarian assistance and volunteerism were also deemed the responsibility of the public sector during part two of this session.
VOLUNTEERING FOR PEACEBUILDING

Resource Persons
Mr. Moisés Salvador Inguane – Mozambique Red Cross
Mr. Fernando Rivera Muñoz – Mexican Red Cross
Mr. Kwabena Asante-Ntiamoah – UNV
Mr. Muhammad Riaz Khan – Pakistan Red Crescent Society
Mr. Ayman Alshakaa – Multipurpose Community Resource Center, Palestine
Mr. Edward Kalisa – Ministry of Youth, Rwanda

Moderator
Mr. Oscar Zuluaga – IFRC

POINTS TARGETED IN DISCUSSION:
• Post-conflict volunteering is particularly challenging; barriers of volunteer involvement and of their support during the transition to development were analysed.
• Volunteering has tremendous potential to consolidate peace-building processes, help erect local institutions and foster community-centred reconciliation. The impact of volunteers in peacebuilding efforts was thoroughly discussed.

PRESENTATION AND DISCUSSION SYNOPSIS:
Speakers illuminated participants on the major issues which arise post conflict, such as urban poverty, unemployment, violence and of course the challenge of reconciliation. Various crises were referred to in these sessions: civil war, periods of violence and civil unrest, genocide and political strife.

In terms of volunteer management, retention of volunteers is a distinct concern for some agencies that face staunch competition with other organizations. Volunteer motivation and security and government support through legislation were examined under this subtheme.

During the open discussion, outstanding points were made. A few of these included the need to review the relationship between volunteerism and unemployment, the problem of youth migration during the transitional period, and the prevention of conflict re-occurrence. Importantly, volunteerism was also recognized as a promoter of democracy via the creation of local leadership, thereby strengthening civic engagement and leading to increased stability.

The second part went deeper into reconciliation and restorative justice and the high level of impact volunteerism has had on such enterprises in places such as Rwanda. Scaling-up volunteer efforts contributes to a more rapid transitional period.

Poverty was additionally highlighted as a common, major setback for supporting and mentoring local volunteers. Resurgence of conflict is also fatal for the development of a community, as programmes are interrupted.

The second session also touched on a motivational factor that has proven to involve local volunteerism: the notion of contributing towards building a sense of community and solidarity. Moreover, youth, it was noted, should not be overlooked when encouraging participation in peacebuilding processes.

KEY OUTCOMES AND RECOMMENDATIONS
• It is imperative that organizations such as the Red Cross Red Crescent undertake campaigns to raise awareness of the integrity of their emblem so that they are respected and permitted access to unsafe areas without become targets themselves. For smaller organizations, this may require working even closer with governments for that legitimacy.
• Concurrently, governments are encouraged to promote volunteerism in order to endorse the presence of organizations during post conflict.
• Policy frameworks are needed to guide the work of volunteers; governments are called upon to construct national structures to improve volunteer coordination and to harness youth engagement in services and programmes for local communities to have access to needed care.
• Volunteer security must take precedence in order for volunteers to be able to carry out their activities. This requires investment in volunteers. States should provide this protection and disseminate International Humanitarian Law.
• The creation of local volunteer organizations should be encouraged and facilitated as this will strengthen civil society and the community.
• A culture of peace needs some practical application: community, leisure and peer-to-peer educational activities and other such programmes should be sponsored by organizations and local public agencies.
• A mapping out of vulnerabilities and capacities of a community will help institutions, organizations and volunteers to be uniformly focused on the needs and tasks at hand, helping to increase positive impact on people in need.
• There is a need to be sensitive to the specifics of each situation – during the implementation of programmes; the diversity among communities must be respected if solidarity and mutual understanding is to be achieved. Volunteering in itself can be utilized as part of the solution as it opens opportunities for intercultural exchange.
• Volunteers should not be ‘gap-fillers’. Mechanisms for capacity development and skill transfers need to be secured in order to configure the sustainable structuring of volunteer efforts.
VOLUNTEERING WITH REFUGEES, INTERNALLY DISPLACED PEOPLE (IDPS) AND OTHER VULNERABLE GROUPS

Resource Persons
Mr. Mohamed Yonis – UNAMID
Ms. Adama Basse – UNHCR
Mr. Samdandovj Ravdan – Mongolian Red Cross Society
Mr. Matteo Sirtoti – DG ECHO, European Union
Ms. Sun Kanha – Cambodian Red Cross

Moderator
Mr. Kevin Gilroy – UNV

POINTS TARGETED IN DISCUSSION:
• Volunteers deliver a wide variety of services to refugees and IDPs. From camp management to on-going social services, volunteers are visibly present in these programmes.
• For many refugees and IDPs, volunteering is also a mechanism of integration into host communities, reducing their vulnerability.
• The benefits and drawbacks of both angles of volunteerism were addressed.

PRESENTATION AND DISCUSSION SYNOPSIS:
Before external help even enters the picture, emergency situations convert neighbours into volunteers, upholding communities with few means but with dignity. Five speakers went on to elaborate what it means to be a volunteer alongside refugees and Internally Displaced People, or IDPs. The reality of assisting in the typical conditions that refugees/IDPs face is often grim – volunteers work in and live with the camps every day. They live in the same conditions.

Naturally, the psychological well-being of volunteers is one of several key concerns. Then there are harsh living conditions, including climate, to take into account. Speakers depicted detailed examples of these sorts of volunteer missions, elucidating on the huge amount of responsibilities which volunteers undertake, including preventing human trafficking.

One of the speakers expounded on the advocacy perspective, activities such as funding, programme creation and implementation, legislative support and so on. Language and gender barriers were cited as major stumbling blocks for external volunteers. Unintended consequences that must be faced when aiding refugees and IDPs were the concerns of urbanization and living in camps long-term.

KEY OUTCOMES AND RECOMMENDATIONS
• Mobilizing local volunteers should be given greater attention. Along these lines, empowerment via training and capacity development. It would be useful to have a kind of a standard, normative course that any volunteers could take in order to be well prepared working with the beneficiaries.
• Improving understanding of IDPs and refugees as individuals should be advocated for, considering their humanity and taking into account the psychological consequences of their experiences.
• Efforts to motivate and give due recognition of volunteers should expressly increase – provide an equal response to the work that they were doing. Not especially about a pay, but somehow recognition.
• Reinforcing the notion that the urbanization of the refugees is becoming a huge issue, stigmatization when in urban centres needs to be addressed.
• Partnerships with the private sector should not be overlooked – sought out creatively and selectively, fitting matches can provide new resources, point of views and expertise to the mix.
The support of different stakeholders, particularly governments, to create an enabling legal environment is important to recognize and promote volunteering. This enabling environment for volunteerism is built on a wider supportive environment that values basic human rights, citizens’ participation and civil society development. This broader participatory environment for citizens ensures ownership and sustainability of voluntary efforts.

Like other regions of the world, the European volunteering context is also complex and varies in the 27 members of the European Union. The marking of the European Year of Volunteering in 2011, which coincided with the tenth anniversary of the International Year of Volunteers, aimed to make it easier for people to volunteer; to improve the quality of volunteering experience; and to recognize the value of volunteering in terms of its macro-economic contributions.

One size does not fit everyone. Legislation on volunteering can be enacted in many different ways and using a variety of formats through the promulgation of new laws, by making changes in existing legislation and by integrating new elements that embrace volunteering. Not every country or society needs a law to facilitate volunteerism. In many cultures and societies, volunteering is a social obligation and, thus, a formal volunteering mechanism or law is not necessary.

In some countries, governments are responding with laws and policies that lead to the ‘overregulating’ of organizations working on volunteering. Efforts to establish rules and enabling environment for volunteerism should be geared towards promoting volunteering and not the ‘controlling’ of it. More balanced approaches based on dialogue among different stakeholders, in particular, between governments and civil society, will facilitate the process of finding durable solutions that promote volunteering and civic participation in a constructive fashion.

Volunteering efforts also need to be empowered in such a way that the dignity of recipients of voluntary service is respected. Volunteering strategies and programmes should be oriented towards discouraging dependence on voluntary services among receiving communities, including vulnerable groups.

Volunteering should not be categorized either as an action or a profession. Volunteerism is not an option; it is a ‘must-have’ for the development of individuals, state and society. Volunteering embraces everyone: it can be both a tool for individual engagement and a source of action for the larger good of society. There is a need to seek more useful and inspiring examples for volunteering around the world.

The implementing tools to turn volunteer policies into practical initiatives are still lacking in many countries. Policies need to be accompanied by additional support in the form of investments, consultative processes and resources.

Measuring the value of voluntary actions is important especially for policy-makers and political representatives. When policy-makers know the economic value of the volunteers, they may take greater care of them. It could be a very powerful tool.

The protection and security of volunteers is paramount for volunteer organizations. Primarily, volunteers are usually citizens of their own countries and therefore, it is the duty of the authorities to ensure safety and security of local and international volunteers especially in emergency situations. There is a need to further clarify issues of coordination and responsibility among different stakeholders for the safety and protection of volunteers.
Volunteer-involving organizations should also strengthen traditional forms of volunteering while investing in more structured and formal methods of supporting and managing volunteering. Partnerships between different actors will provide opportunities to local volunteer-involving organizations to connect with global volunteer networks in order to work together and to share good practices.

Formal volunteering methods should be supported by enhanced organizational effectiveness through efficient volunteer management systems and information sharing among different stakeholders, plus data management.

Functioning systems of statistics and registration are important for volunteer-involving organizations from a perspective of efficient and effective organizational management. It is important to monitor and assess the impact of voluntary action. Application of modern technologies and management systems helps in monitoring different activities, for example, number of volunteers, time dedicated by volunteers and results or outcomes of volunteer efforts and retention of volunteers.

Innovations and advances in the sphere of technology offer many opportunities to promote volunteering such as ‘E-volunteering’. Technology provides a set of tools that can facilitate new forms of volunteering yet the introduction of technology in the volunteer sector should not be seen as an end in itself. Technology needs to be well managed to avoid side effects, for example, creating situations of exclusion due to the digital divide, problems of access as well as issues related to age and gender.

Use of new technologies can help in enhancing efforts for advocacy and mobilization of volunteers. Technologies support volunteer recruitment, e-learning, social networking and self-management activities. Technologies can be used to connect volunteers and beneficiaries. Online social networking has transformed the world. It is shaping a new form of global community empowered by free exchange of information and the transfer of knowledge and practices.

The private sector is keen to share the core competencies of its staff in situations of emergencies and humanitarian crises. Volunteer-involving organizations and the private sector should develop ‘Unified Crisis Response Plans’ based on core competencies of companies and the requirements of volunteer-involving organizations and other partner organizations.

Volunteering constitutes a major component of corporate social responsibility models in the private sector. The long-term vision of companies for corporate social responsibility should be guided by the broader role of citizens (and company employees) to contribute to achieving sustainable development goals and the well-being of the societies where businesses operate.

Companies do not have resources to manage a large number of volunteers. On-line volunteering is a major platform for corporate employees to volunteer due to the limited time they have for volunteering. Volunteer organizations should not underestimate their core competencies, which can be strengthened by utilizing the knowledge and skills of other partners and stakeholders in the volunteering community. Partnerships are valuable and should combine the best skills from many stakeholders; this leads to meaningful volunteering engagement.

Multi-stakeholder efforts to globally promote the importance and value of volunteering need to be scaled up and sustained consistently. An increased impact of joint advocacy work can be achieved by a coherent coalition of volunteering organizations. Successful partnerships through alliances of volunteer-involving organizations will need purpose, resources, consistency and continuity. These alliances can facilitate dialogue between different constituencies including governments. Global alliances that have a common advocacy agenda but still respect the diversity of their members can be strong for advocacy and in providing governments with reliable and democratic partners to negotiate with.

Competition over volunteers or funding can be a barrier to cooperation. This is why it is important that all participants find the alliance beneficial. Sharing information openly and understanding what the others are doing helps to overcome these barriers. It is essential that volunteer-involving organizations continue to network and to inspire each other by sharing ideas, and thus shaping a powerful force to collectively achieve desired outcomes and goals.
Moderator
Dr. Flavia Pansieri – Executive Coordinator, UNV

Keynote Speaker
Ms. Marian Harkin – Member of European Parliament

Launch of the ILO Manual on the Measurement of Volunteer Work
Ms. Adriana Mata-Greenwood – ILO, Department of Statistics

Panel
Mr. Stanley Tan – Singapore National Volunteer & Philanthropy Center; Global Yellow Pages Limited
Mr. John Macdonald – EYV2011 Task Force European Commission
Ms. Catherine Shea – International Center for Not-for-Profit Law

The third and final panel of the Global Volunteer Conference narrowed in on good practices by sharing experiences from various fields. It amassed the first of many constructive recommendations of the day about what all sectors can do to found environments which facilitate volunteerism, at best in collaboration.

The importance of the legal framework for the development and promotion of volunteerism was emphasized; by the same token, overregulation was cautioned against. A happy medium has been observed as the most conducive to promoting volunteerism and empowering volunteers to bring about substantial social capital. Legal support also advances volunteerism as it encourages stakeholders from all walks of life to not only mobilize volunteers but also work together across sectors.

Proper fora and frequent dialogue on volunteerism between governments and civil society were highlighted as vital factors for the efficient promotion of volunteerism. Volunteering is closely linked to the larger issues of space for civic participation and civil society development. Grassroots engagement and capacity development at the community level is important to mobilize volunteers. It is also vitally important to invest in new technologies and tools to mobilize and manage volunteers.

Promoting volunteer-friendly environments needs constant attention, as what this means is heavily context-specific. Transferring knowledge between experiences is a thorny enterprise. However, a couple of aspects can be agreed upon to further volunteerism: recognition of volunteer efforts; government support substantiated with legislation; and encouraging volunteerism within communities so as to shift from less sustainable, external volunteer engagement and towards local volunteer empowerment.

The complexity of the EU volunteering environment due to the differences among the 27 EU countries and cultural attitudes to volunteering was highlighted. The marking of the European Year of Volunteering aimed to make it easier for people to volunteer; to improve the quality for people to get volunteering; and to recognize volunteering at the macro-economic level.
DAY 3 ROUNDTABLES – 17 SEPTEMBER 2011

VOLUNTEERISM POLICIES AND LEGISLATION: FOCUS ON SUPPORTIVE PUBLIC POLICY AND LEGISLATIVE ENVIRONMENTS

POINTS TARGETED IN DISCUSSION:
- Public and organizational policies are determinants of the atmosphere under which volunteerism takes place and its overall effectiveness.
- Coherent policy frameworks and solid institutional capacity provide enabling volunteering environments; this roundtable examined what exactly this entails.
- This session set out to investigate what sort of interplay exists between all sectors, not just the public sector, but on results in the development of effective legislation and policies to create enabling environments for volunteer action.

PRESENTATION AND DISCUSSION SYNOPSIS:
The first part of this roundtable deliberated on public policies and legislation. Volunteerism can be undertaken by any member of society; policies have the power to either help motivate constituents from various walks of life, or discourage them to volunteer. Senegal was cited by one speaker as having successfully impelled seniors into voluntary action and their diaspora youth abroad due to particular policies.

On the other hand, the roundtable also explored the negative side of over-regulating volunteerism, deterring potential participants. What sorts of legislation is needed relies in large part on the experience a nation has with volunteering, said one speaker.

The complexity of regulatory frameworks was revealed when it was asked whether laws are needed in this respect when organizations have their own sets of rules and protocols. It was observed that some environments are volunteer-friendly while others are not; the latter need more laws to ensure the protection of the volunteers.

Defining volunteerism within various legal aspects was also declared fundamental when a country lacks clear understanding of what volunteerism is.

KEY OUTCOMES AND RECOMMENDATIONS
- Regulations need to be tailored to each country’s needs and history with volunteerism. Therefore, policy-makers are encouraged to identify the local or regional issues requiring legislative action, thereby keeping volunteerism flexible while framing the law with clear delineations of volunteerism and the relationships between organizations and agencies.
- Communities must insist on well-managed volunteerism. Government support is critical for not only allowing but also spurring new types of civic engagement opportunities.
- The most important point was that government should be made an ally of volunteerism. It is important for those pushing the volunteerism agenda to form relationships with high-level officials and leaders, inspiring political support.
- When it comes to policies that embrace volunteerism, there is no ‘all in one answer.’ Context is key when formulating legislation on volunteering.
- Regulations on volunteerism should be balanced, so as to not hinder volunteer efforts. Volunteers need leadership opportunities and it would be beneficial to have representatives at relevant governmental programme meetings.
- Assessing the economic contribution of volunteers could be valuable for persuading some governments to invest in volunteerism (i.e. volunteer security).
VOLUNTEERING INNOVATIONS: HOW TECHNOLOGY IS CHANGING THE WAY PEOPLE CONNECT AND ENGAGE WITH CAUSES

Resource Persons
Mr. Bayram Valiyev – Azerbaijan Red Crescent Society
Mr. Carlos Capataz – Spanish Red Cross
Ms. Kihyun Kim – Korean Red Cross
Mr. Miklos Barabas – Europa Haz (European House), Hungary
Mr. Martijn Pakker – European Volunteer Centre

Moderator
Mr. Francesco Galtieri – UNV

POINTS TARGETED IN DISCUSSION:
• Technologies have become progressively more central for interacting within and across communities; naturally this has moved into the realm of social change, altering the way people engage in dialogue and how they tackle an issue.
• It is now pivotal to learn to integrate new forms of technologies into the world of volunteerism. How can this be done most fruitfully? How can technologies be incorporated and used most creatively to maximize output?

PRESENTATION AND DISCUSSION SYNOPSIS:
Technology was linked to two major uses in the first session: volunteer management; and technology for the purpose of advocacy and mobilization. Using databases for volunteer application, registration and volunteer skills and specializations is becoming commonplace. Social networks were discussed for their power to attract volunteers, facilitating the connection of volunteer interests to organizational and/or community needs.

Databases and other statistical information collected were also cited as practical come the time to monitor and evaluate programmes and to quantify impact. Collecting data in reference to volunteering patterns themselves also proves valuable.

The newest bridge erected between volunteers and technology is known as ‘e-volunteers’. Hurdles were of course also detected in regards to technology use: one was quoted as ensuring that the volunteer data remain secure and confidential when need be. A second was maintaining coherence and staying consistent. Language can also be an obstacle to overcome. However, speakers remained optimistic that technology breaks more barriers than it constructs, and that it furthermore commands people’s attention who yearn to connect with others across the globe.

Islamabad, Pakistan: Khadim Hussain is the founder and director of the Grace Association, an NGO supported by online volunteers. Via the Internet, a team of 10 people supported the association, developing grant proposals and enhancing its communications and branding. In 2010, about 15,000 people completed these and many other assignments via the UNV Online Volunteering service, helping NGOs and development organizations with their expertise and contributing to development from across the globe.

@ Waqas Anees / UNV, 2010

KEY OUTCOMES AND RECOMMENDATIONS
• Technologies provide a handy set of tools; organizations should be careful however, not to see them as an end in themselves.
• Proper management of technology should not be overlooked. Otherwise unintended consequences might actually hurt volunteer/programme efforts (i.e. social exclusion due to the digital divide and accessibility).
• By the same token, management of volunteer projects done by the most technology savvy (IT personnel), which would put the emphasis on the system rather than volunteers, should be avoided as the focus on the volunteers and beneficiaries would likely be neglected.
• Nonetheless, organizations should embrace new technologies appropriately, thereby fortifying the achievements of ‘traditional’ forms of volunteering (tools); augmenting organizational effectiveness; increasing the level of information sharing and networks, significantly extending the reach of traditional approaches; providing opportunities to local volunteer-involving organizations to take action together at a global scale and sharing best practices.
• With regards to the IYV+10 Global Call for Action, participants agreed that new technologies can vastly improve results of volunteer efforts across all areas.
NATIONAL COORDINATION FOR VOLUNTEER MANAGEMENT IN TIMES OF CRISIS

Resource Persons
Ms. Danica Balazova – Hewlett-Packard
Ms. Wanda Arnet – Swiss Red Cross
Ms. Zahra Darvishi – Credit Suisse
Ms. Helene Perold – Volunteer and Service Enquiry Southern Africa (VOSESA)
Mr. Alejandro Díaz-Garreta – Telefonica Foundation, Spain
Dr. Salem Aldini – King Fahd University of Petroleum & Minerals, Saudi Arabia

Moderator
Mr. Kenn Allen – IAVE

POINTS TARGETED IN DISCUSSION:
• Corporate Social Responsibility or CSR has slowly been repositioned under the umbrella of volunteerism – understanding and debating this assessment was one focal point of these roundtables.
• If CSR and employee volunteerism is a source of support for addressing development and humanitarian challenges, how should this component of volunteering be integrated into the greater framework?

PRESENTATION AND DISCUSSION SYNOPSIS:
Subject to debate is the acknowledgement of corporate employees giving their time to a cause as a form of volunteerism. After all, staff volunteerism is a major force behind achieving companies’ CSR targets. The session deliberated on why attitudes on employee volunteering and business models need to keep up with a shifting world.

Partnerships with NGOs have proven successful, as various speakers demonstrated through personal experiences. A recent report by IAVE on corporate sector volunteering concluded that corporate employee volunteering is a major force for companies’ goals to achieve their broader CSR targets. Companies are moving away from traditional approaches to CSR to adopting business models that encompasses social inclusion and benefits for communities.

For example, HP is developing an information system for early diagnosis of HIV and innovative IT products to fight against drugs counterfeiting. For 50,000 employees of Credit Suisse, responsibility within society is a key element of the company’s business culture.

The sessions also discussed why corporations support volunteer programmes and how they may provide assistance to organizations and government initiatives not only by encouraging their workers to volunteer but also through investing in training and by exploiting their distinctive expertise and resources.

KEY OUTCOMES AND RECOMMENDATIONS
• Offering corporate volunteerism opportunities to employees is strategically sound for companies, meeting employees’ desire to volunteer which affects overall employee satisfaction; simultaneously, employees are allotted work time to help meet needs of a given community.
• When organizations partner with the private sector, a new set of resources, networks and knowledge unfolds. Ideally, core competencies of companies should be utilized in volunteer efforts – in other words, development and humanitarian projects should be methodically partnered up with the right set of employee volunteers.
• Training programmes for disaster response is one example of an area that the private sector is encouraged to provide to their staff, broadening their reach.
• Partnerships additionally offer opportune chances for promotion of programmes.
• Long-term CSR visions of companies should be guided by the sustainable development goals.
MEASURING THE SOCIAL AND ECONOMIC VALUE OF VOLUNTEERS

Resource Persons

Ms. Anjum R Haque – Pakistan Centre for Philanthropy
Mr. Sudarshan Adhikari – Nepal Red Cross Society
Mr. Andrew Firmin – CIVICUS (CSI)
Ms. Adriana Mata-Greenwood – ILO, Department of Statistics
Dr. Wojciech Sokolowski – Johns Hopkins University

Moderator

Ms. Mae Chao – UNV

POINTS TARGETED IN DISCUSSION:
• The elusive task of the measurement of volunteer impact in order to grasp the level of contribution of volunteerism in our communities
• How can this disconnect be remedied so as to inform the world of the far-reaching and multi-dimensional power of volunteerism from the economic and social perspectives?

PRESENTATION AND DISCUSSION SYNOPSIS:
Making the measuring of volunteer impact viable can be a daunting task. In order to make it manageable, the concept requires that it be broken down, dividing the effects first into quantifiable and unquantifiable categories. These parts in turn must be studied separately to devise the best measurement scheme – there is no one-size-fits-all design.

The roundtable discussions put forth ideas on ways volunteer output can be appraised for example, the Pakistan Center for Philanthropy measures philanthropy as in cash, in kind, or by time donated and the Nepal Red Cross implements an economic measuring model.

The Civil Society Index was also examined for its capacity to measure civic participation, while also reflecting on the more challenging task of measuring why people become active and how they are engaged when involved.

The ILO manual was reviewed in this session as well. Created by labour statisticians, the manual is designed to measure volunteer work in terms of amount of people immersed in volunteerism, characteristics of people, traits of the type of work being conducted, and evaluation of work, drawing attention to the notion that volunteer work is indeed work. In light of other discussion points, namely that information and statistics on volunteerism is difficult to come by, the manual is particularly valuable.

One of the discussants further reinforced this idea, referring to a labour force study research method and noting the potential for these efforts to provide a more accurate picture of the non-profit sector in general. In this respect, many participants were quite receptive to talks about tools for measuring impact within programmes in order to better report to donors and constituents.

Some members of the session expressed their apprehension about involving corporate volunteering into the manual, opening the conversation toward the possibility of having individual governments decide which volunteer groups to enter.

KEY OUTCOMES AND RECOMMENDATIONS
• Not only was it judged crucial to keep in mind why the measurement of impact is done, it was agreed that the manageability of such an endeavour calls for diligently arriving at parameters for measuring volunteer’s work.
• The impact on both economic and social levels needs to be measured.
• The effects of volunteerism are important for sustaining funds, as donors are interested in receiving information on the value of volunteer output.
• Long-term CSR visions of companies should be guided by the sustainable development goals.
• Valuing volunteering is challenging because aspects can be quantified and others are qualitative. Tools exist to measure the quantity, prevalence, and economic value of volunteering. Identifying its economic value is impressive to governments, donors, and stakeholders and can influence decision-making. However there are social and other impacts that are difficult but significant to measure, which need better tools.
• Various tools and methodologies exist to describe, measure, and value volunteering. It is important when considering tools to consider why volunteering is being measured and for what. Some tools support organizational assessments (VIVA), others look at the civil society sector (CSI) and the ILO Manual is designed for national and cross-national studies.
• The ILO Manual provides a means for countries to develop reports that are consistent and comparable globally, which currently is not possible. Global Volunteering Conference participants and other volunteering stakeholders are encouraged to advocate and support implementation by their national statistical offices.
ADVOCACY STRATEGIES TO ENGAGE GOVERNMENTS, CIVIL SOCIETY, PRIVATE SECTOR, DONORS AND INTER-GOVERNMENTAL BODIES IN VOLUNTEERING DEVELOPMENT

Resource Persons

Mr. Francisco Artavia – Costa Rican Red Cross
Ms. Gwendolyn Pang – Philippine Red Cross
Ms. Claire Lyons – PepsiCo
Ms. Gabriella Civico – EY2011 Alliance
Ms. Nita Kapoor – FK Norway
Ms. Kathleen Dennis – IAVE

Moderator

Ms. Donna Keher – UNV

POINTS TARGETED IN DISCUSSION:

- Recognition of volunteerism is one result that comes about from energizing collective advocacy. Another is the enhancement of a programme’s reach. The importance of informing the world of the level of impact that multi-dimensional approaches can have was explored in this roundtable.
- Ways to promote volunteerism so as to engage a variety of actors – governments, civil society, donors, the private sector and inter-governmental bodies were discussed.

PRESENTATION AND DISCUSSION SYNOPSIS:

Speakers first dedicated time to comprehending the term ‘advocacy’ and how this related to the engagement of stakeholders in the world of volunteerism. Advocacy was viewed as imperative in very specific aspects of volunteerism in order to support and promote a volunteering-enabling environment.

One such area where it is deemed necessary is in the endorsement of legislation that respects the roles of volunteers. Another place for advocacy is in the promotion of corporate volunteering and short-term commitments by volunteers.

KEY OUTCOMES AND RECOMMENDATIONS

- Volunteer organizations should tread carefully when aiming to assess core competencies of volunteers. Volunteer capacities should not be underestimated. In this manner, partnerships with other stakeholders can reinforce the knowledge and skills each side has to offer. This leads to meaningful volunteering.
- Competition over volunteers or funding is a major barrier for NGOs and programmes. Therefore, mutually beneficial alliances should be sought out, boosting the effectiveness of each and, most importantly, profiting the recipients of the aid.
- Global alliances that have a common agenda but still respect the diversity of their constituents make strong advocates and reliable partners with which governments are moved to negotiate and collaborate. Alliances also facilitate cooperatives as governments and other organizations perceive the experience as working with one partner rather than several small groups.
- A ‘world volunteerism coalition’ should: have a clear purpose; stay focused and realistic in its objectives; be founded on trust by being transparent, fair and accountable; be cost effective and non-bureaucratic; ensure commitment and sustainability; and stay enthusiastic and passionate!

Volunteer group coalitions and alliances can also achieve meaningful results, proposed the participants and speakers in the second session. The pitfalls of creating a volunteering coalition were visited by the speakers. A key conclusion was that strategic alliances where a common purpose and a willingness to share information and responsibilities are vital for effective advocacy.

The notion of a ‘world volunteerism coalition’ – its pros and cons – were outlined in the second session. The presenter concluded with specific recommendations for developing a constructive coalition such as this. Academia, it was put forward, has a unique role to play in volunteerism, bringing stakeholders together and combining resources and skills for the sake of development goals.
In the spirit of the experience and knowledge-sharing environment upon which the organizers founded the conference, participants at the Global Volunteer Conference were at the core of the messages presented in Budapest, stimulating vibrant conversations on everything with respect to volunteerism.

In the Networking Spaces, a more informal forum was offered in order for participants to share inspiring practices from their respective organizations, projects or collaborations. Participants were also encouraged to propose a stimulating topic omitted from the official programme, which they might wish to examine whilst among their peers from all sectors.

SESSION 1: ‘IS INTERNATIONAL VOLUNTEERING AN EFFECTIVE MODALITY FOR SUSTAINABLE DEVELOPMENT?’

Volunteering presenters

Mr. Shaun Hazeldine – Australian Red Cross
Ms. Aarathi Krishnan – VSO

Moderator

Mr. Marco van der Ree – UNV

Key subject matter covered under the first session of Networking Spaces was:

- The role volunteering plays in development.
- Examining if and how it lends to sustainable solutions and approaches.
- Modalities of development programmes, and how to incorporate volunteers in the most effective manner.
- An analytical, critical look at international development programmes.
- The challenge of the monitoring and evaluation phases and the structure of a project in itself.

DISCUSSION SYNOPSIS AND OUTCOMES:

- The programmatic approach: when planning an international programme, we should consider the needs and demands from the country and simply be context-specific. We also have to lend more attention to approaches for defining volunteer profiles and tasks so as to be equally relevant in the short-term and long-term.
- International volunteering has great potential for contributing to development by opening barriers in a given society.
- We should direct efforts towards assessing if international volunteer-involving organizations should have standardized objectives and backgrounds, and how far uniformity is necessary in structuring programmes abroad.
- When various organizations work together for one project together, then there is a sharing of methodologies that happens automatically, enhancing the potential to learn from and evaluate successful approaches.
- Development doesn’t only mean infrastructure, but it means changing mind-sets and being open to new approaches. For this reason, international volunteerism is key in these sorts of projects.
- We have to start from the development point of view when we devise roles for volunteers in order to aptly meet the needs of the community.
- In some instances, such as the cited example in Senegal, projects bring experts and volunteers to work together. Caution should be applied in such an approach, however, as sometimes expertise is most crucial for successful outcomes. Context-specific planning cannot be stressed enough.
SESSION 2: ‘A PRACTICAL APPROACH TO PROMOTING VOLUNTEERING’

Volunteering Presenters

Ms. Deirdre Flanagan – The Duke of Edinburgh Award International Association
Mr. Hassan Esfandiar – Iranian Red Crescent

Moderator

Mr. Kevin Gilroy – UNV

Key subject matter covered under the second session of Networking Spaces was:

- Building strong national Red Cross and Red Crescent chapters, and efficient programmes in general, during times of disaster.
- Funding – where it comes from and what are the present challenges of acquiring resources.
- Religious/spiritual meeting places as means to promote programmes.

DISCUSSION SYNOPSIS AND OUTCOMES:

- Recognition has been seen to create positive outcomes. An award, among other things, is a way to raise self-esteem. This is important for promoting a sense of empowerment.
- Ms. Flanagan presented the International Award for Young People as a practical approach for promoting volunteering. The idea behind it is for the candidate to compete with oneself, as volunteering is by definition not compulsory.
- The two organizations exchanged practices and ideas, as well as contacts, as the Duke of Edinburgh Award International Association does not yet have a presence in Iran while Iranian volunteers are present across the globe.

La Toden, Burkina Faso: UNV and UNDP support the Burkina Faso’s National Volunteer Programme. It encourages young, educated people such as Andréa Ramdé (left) to contribute to the development of their country. She regularly visits women’s groups to follow up on their income generating activities funded by micro-grants.

© Kerstin Gossè / UNV, 2009
## ANNEX 2: PARTICIPANTS LIST

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms. Heini AALTONEN</td>
<td>IFRC Americas Zone Office</td>
</tr>
<tr>
<td>Ms. Ella Mireille ACHADE</td>
<td>Croix-Rouge Beninoise</td>
</tr>
<tr>
<td>Mr. Sudarshan ADHIKARI</td>
<td>Nepal Red Cross Society</td>
</tr>
<tr>
<td>Mr. Marcel- Alex AGRESSI</td>
<td>Togolese Red Cross</td>
</tr>
<tr>
<td>Mr. Nicolas AGUILAR</td>
<td>Coordinating Committee for International Voluntary Service</td>
</tr>
<tr>
<td>Ms. Agueda AGUILAR GARCIA</td>
<td>IFRC</td>
</tr>
<tr>
<td>Mr. Emil Agustiano</td>
<td>Coordinating Ministry of Welfare</td>
</tr>
<tr>
<td>Dr. Khayam Muqdad Hussein AL-TAMEEMI</td>
<td>Iraqi Red Crescent Society</td>
</tr>
<tr>
<td>Dr. Salem ALDINI</td>
<td>King Fahd University of Petroleum &amp; minerals</td>
</tr>
<tr>
<td>Dr. Kenn ALLEN</td>
<td>IAVE</td>
</tr>
<tr>
<td>Dr. Mohammed ALSAYED</td>
<td>Saudi Red Crescent Authority</td>
</tr>
<tr>
<td>Mr. Ayman ALSHAKAA</td>
<td>Multipurpose Community Resource Center</td>
</tr>
<tr>
<td>Dr. Ahmed ALSHAM</td>
<td>Saudi Red Crescent Authority</td>
</tr>
<tr>
<td>Ms. Kirsten Rising ANDERSEN</td>
<td>Red Cross in Denmark</td>
</tr>
<tr>
<td>Ms. Wanda ARNET</td>
<td>Swiss Red Cross</td>
</tr>
<tr>
<td>Mr. Francisco ARTAVIA</td>
<td>Costa Rican Red Cross</td>
</tr>
<tr>
<td>Mr. Kwabena ASANTE-NIAMOA</td>
<td>UNV</td>
</tr>
<tr>
<td>Ms. Kossia Nicole ATTRO</td>
<td>CARE International</td>
</tr>
<tr>
<td>Dr. Danica BALAZOVA</td>
<td>HP – Office of Global Social Innovation</td>
</tr>
<tr>
<td>Dr. Masooda BANO</td>
<td>Oxford Department of International Development</td>
</tr>
<tr>
<td>Mr. Miklos BARABAS</td>
<td>European House</td>
</tr>
<tr>
<td>Ms. Katerina BARCAL</td>
<td>Lions Clubs International</td>
</tr>
<tr>
<td>Mr. Ruling BARRAGAN</td>
<td>IFRC</td>
</tr>
<tr>
<td>Ms. Adama BASSE</td>
<td>UNHCR</td>
</tr>
<tr>
<td>Ms. Gabriella BENI</td>
<td>Cisco Networking Academy</td>
</tr>
<tr>
<td>Mr. Mukul BHOLA</td>
<td>IFRC</td>
</tr>
<tr>
<td>Ms. Marja VASILEVA-BLAVEZ</td>
<td>UNFPA</td>
</tr>
<tr>
<td>Ms. Daniela BOSIOC</td>
<td>CEV-European Volunteer Centre</td>
</tr>
<tr>
<td>Mr. Isaac K. BROPLEH</td>
<td>Ministry of Youth and Sports</td>
</tr>
<tr>
<td>Ms. Sue BROWN</td>
<td>British</td>
</tr>
<tr>
<td>Mr. Daniel BURITCA</td>
<td>IAVE</td>
</tr>
<tr>
<td>Ms. Maryanne BURTON</td>
<td>British Red Cross</td>
</tr>
<tr>
<td>Ms. Anne Mary CALLANAN</td>
<td>WFP</td>
</tr>
<tr>
<td>Mr. Carlos CAPATAZ</td>
<td>Spanish Red Cross</td>
</tr>
<tr>
<td>Ms. Glencys CARL</td>
<td>Coming Home Connection</td>
</tr>
<tr>
<td>Dr. Jonathan CARL</td>
<td>Coming Home Connection</td>
</tr>
<tr>
<td>Ms. Daphne CASEY</td>
<td>UNV</td>
</tr>
<tr>
<td>Ms. Mae CHAO</td>
<td>UNV</td>
</tr>
<tr>
<td>Mr. Percy CHAN</td>
<td>Hong Kong Red Cross (Branch of Chinese Red Cross)</td>
</tr>
<tr>
<td>Ms. Judy CHENG-HOPKINS</td>
<td>UN Peacebuilding Support Office</td>
</tr>
<tr>
<td>Mr. Aubrey CHIBWANA</td>
<td>National Youth Council of Malawi</td>
</tr>
<tr>
<td>Mr. Teeluckchand Teelucksingh CHIKHURI</td>
<td>Mauritius Red Cross Society</td>
</tr>
<tr>
<td>Ms. Gabriella CIVICO</td>
<td>EYV 2011 Alliance</td>
</tr>
<tr>
<td>Ms. Nelly CORBEL</td>
<td>AUC - Gerhart Center</td>
</tr>
<tr>
<td>Dr. Simona COSTANZO SOW</td>
<td>UNV</td>
</tr>
<tr>
<td>Ms. Marian HARKIN</td>
<td>MEP, European Parliament</td>
</tr>
<tr>
<td>Ms. Zahra DARVISHI</td>
<td>Credit Suisse Ag</td>
</tr>
<tr>
<td>Mr. Joseilito DE VERA</td>
<td>Philippine National Volunteer Service Coordinating Agency</td>
</tr>
<tr>
<td>Ms. Kathleen DENNIS</td>
<td>IAVE</td>
</tr>
<tr>
<td>Mr. Miguel DIAZ REYNOSO</td>
<td>Ministry of Foreign Affairs, Mexico</td>
</tr>
<tr>
<td>Mr. Alejandro DIAZ-GARRETA</td>
<td>Fundacion Telefonica</td>
</tr>
<tr>
<td>Ms. Marva EDWARD-OULIEN</td>
<td>Saint Lucia Red Cross</td>
</tr>
<tr>
<td>Ms. Beatris ELEN</td>
<td>OHCHR</td>
</tr>
<tr>
<td>Dr. Amal EMMAM ABOOLENIN</td>
<td>Egyptian Red Crescent</td>
</tr>
<tr>
<td>Mr. Hassan ESFANDIAR</td>
<td>Volunteers Organization of Iranian Red Crescent Society</td>
</tr>
<tr>
<td>Mr. Taimoonshah ESHHAQZAI</td>
<td>Deputy Ministry of Youth Affairs, Afghanistan</td>
</tr>
<tr>
<td>Name</td>
<td>Organization</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Ms. Turkana FARAUJOVA</td>
<td>AzRC Youth Committee</td>
</tr>
<tr>
<td>Ms. Gabriela FARINANGO</td>
<td>CRUZ ROJA ECUATORIANA</td>
</tr>
<tr>
<td>Mr. Siyad FAYOUMI</td>
<td>UNV</td>
</tr>
<tr>
<td>Mr. Andrew FIRMIN</td>
<td>CIVICUS:World Alliance for Citizen Participation</td>
</tr>
<tr>
<td>Ms. Deindre FLANAGAN</td>
<td>The Duke of Edinburgh's Award International Association</td>
</tr>
<tr>
<td>Ms. Karen FOERNZLER</td>
<td>UNV</td>
</tr>
<tr>
<td>Mr. Adria FRANCH</td>
<td>IFRC</td>
</tr>
<tr>
<td>Mr. Gabriel Marcelo FUKS</td>
<td>White Helmets Commission</td>
</tr>
<tr>
<td>Ms. Ken Odur GABELLE</td>
<td>IFRC</td>
</tr>
<tr>
<td>Dr. Francesco GALIETI</td>
<td>UNV</td>
</tr>
<tr>
<td>Ms. Christina GATES</td>
<td>Canadian Red Cross</td>
</tr>
<tr>
<td>Mr. Bernward GEIER</td>
<td>COLABORA</td>
</tr>
<tr>
<td>Ms. Katalin GELENCSER</td>
<td>Ministry of Public Administration and Justice,Hungary</td>
</tr>
<tr>
<td>Ms. Ana SILVIA GIL OYEDO</td>
<td>Columbian Red Cross</td>
</tr>
<tr>
<td>Mr. Kevin GILROY</td>
<td>UNV</td>
</tr>
<tr>
<td>Mr. Richard GORDON</td>
<td>Philippine Red Cross</td>
</tr>
<tr>
<td>Ms. Barbara GUAL</td>
<td>Interpreter</td>
</tr>
<tr>
<td>Ms. Isabelle GUNIEBAULT</td>
<td>IFRC</td>
</tr>
<tr>
<td>Ms. Nyaradzayi GUMBONZVANDA</td>
<td>World YWCA</td>
</tr>
<tr>
<td>Ms. Katerina HADZI-MICEVA EVANS</td>
<td>European Center for Not-for-Profit Law</td>
</tr>
<tr>
<td>Dr. Anjum Riyazul HAQUE</td>
<td>Pakistan Centre for Philanthropy (PCP)</td>
</tr>
<tr>
<td>Ms. Naheed Atiq HAQUE</td>
<td>UNV</td>
</tr>
<tr>
<td>Mr. MASAYUKI HASEGAWA</td>
<td>JOCV</td>
</tr>
<tr>
<td>Mr. Shaun HAZELDINE</td>
<td>Australian Red Cross</td>
</tr>
<tr>
<td>Ms. Rita HEJJI</td>
<td>Ministry of Public Administration and Justice</td>
</tr>
<tr>
<td>Ms. Grete HERLOFSON</td>
<td>Norwegian Red Cross</td>
</tr>
<tr>
<td>Mr. Siripala HETTIGE</td>
<td>University of Colombo</td>
</tr>
<tr>
<td>Ms. Eva HINDS</td>
<td>UNDP Ethiopia</td>
</tr>
<tr>
<td>Mr. Masanori HOSOKAWA</td>
<td>Embassy of Japan in Hungary</td>
</tr>
<tr>
<td>Ms. Barbara IBRAHIM</td>
<td>AUC-Gerhart Center</td>
</tr>
<tr>
<td>Mr. Moises Salvador INGUANE</td>
<td>Mozambique Red Cross</td>
</tr>
<tr>
<td>Mr. Ghulam M. ISACZAI</td>
<td>UNV</td>
</tr>
<tr>
<td>Ms. Ana IZVORSKA</td>
<td>Bulgarian Red Cross</td>
</tr>
<tr>
<td>Mr. Omar J JALLOW</td>
<td>UNAMID/UNV</td>
</tr>
<tr>
<td>Ms. Hyo Bee Jhin</td>
<td>Global Initiative on Computers for Schools</td>
</tr>
<tr>
<td>Dr. Kyo Ryoon Jhin</td>
<td>Global Initiative on Computers for Schools</td>
</tr>
<tr>
<td>Mr. Oriol JOSA FRENSO</td>
<td>Coordinating Committee for International Voluntary Service</td>
</tr>
<tr>
<td>Ms. Riina KABI</td>
<td>Estonian Red Cross</td>
</tr>
<tr>
<td>Ms. Emese KADAR</td>
<td>IFRC EZO</td>
</tr>
<tr>
<td>Mr. Edward KALISA</td>
<td>Ministry of Youth, Sports and Culture</td>
</tr>
<tr>
<td>Ms. Assel KALMAGMETOVA</td>
<td>Red Crescent Society of the Republic of Kazakhstan</td>
</tr>
<tr>
<td>Mr. Paul Mohamed KAMARA</td>
<td>Ministry of Youth Employment and Sports</td>
</tr>
<tr>
<td>Mr. Tapisa KAMURUKO</td>
<td>United Nations Volunteers</td>
</tr>
<tr>
<td>Dr. Mukesh KAPILA</td>
<td>IFRC</td>
</tr>
<tr>
<td>Ms. Nita KAPOOR</td>
<td>FK Norway</td>
</tr>
<tr>
<td>Mr. Lawson KASAMALW</td>
<td>Malawi Red Cross Society</td>
</tr>
<tr>
<td>Mr. Seyed Mojtaba KASHANI MOUSAVI</td>
<td>Iranian Red Crescent Society</td>
</tr>
<tr>
<td>Mr. Syed Mehmood Hussain Shah KAZMI</td>
<td>Pakistan Red Crescent Society</td>
</tr>
<tr>
<td>Ms. Donna KEHER</td>
<td>UNV</td>
</tr>
<tr>
<td>Mr. Joachim KERCAN</td>
<td>Swiss Ministry of Foreign Affairs / cinfo</td>
</tr>
<tr>
<td>Mr. Muhammad Riaz KHAN</td>
<td>Pakistan Red Crescent Society</td>
</tr>
<tr>
<td>Ms. Kihyun KIM</td>
<td>Korean Red Cross</td>
</tr>
<tr>
<td>Ms. Vera KIM</td>
<td>National Volunteer Network/ Civil Alliance of Kazakhstan</td>
</tr>
<tr>
<td>Mr. Olav KJORVEN</td>
<td>UNDP</td>
</tr>
<tr>
<td>Mr. Banimir KNEZEVIC</td>
<td>IFRC EZO</td>
</tr>
<tr>
<td>Ms. Aarathi KRISHNAN</td>
<td>Australian Red Cross</td>
</tr>
<tr>
<td>Name</td>
<td>Organization</td>
</tr>
<tr>
<td>------</td>
<td>--------------</td>
</tr>
<tr>
<td>Mr. Yoshiro KURASHINA</td>
<td>Japan International Cooperation Agency (JICA)</td>
</tr>
<tr>
<td>Mr. Bernhard KÜHN</td>
<td>Red Cross in Hessen; Volunta GmbH</td>
</tr>
<tr>
<td>Ms. Geni LAU</td>
<td>IFRC</td>
</tr>
<tr>
<td>Mr. Victor Manuel LETELIER PAREDES</td>
<td>Columbian Red Cross</td>
</tr>
<tr>
<td>Mr. Ulidis LIKOPS</td>
<td>Latvian Red Cross</td>
</tr>
<tr>
<td>Mr. Lars LINDERHOLM</td>
<td>Danish Red Cross</td>
</tr>
<tr>
<td>Mr. Jun LIU</td>
<td>China International Center for Economic &amp; Technical Exchanges</td>
</tr>
<tr>
<td>Mr. Jordi LLOPART</td>
<td>UNV</td>
</tr>
<tr>
<td>Dr. Myrtha LOUISSAINT</td>
<td>Societe Nationale de la Croix Rouge Haitienne</td>
</tr>
<tr>
<td>Ms. Claire BROWN LYONS</td>
<td>PepsiCo Foundation</td>
</tr>
<tr>
<td>Mr. John MACDONALD</td>
<td>European Commission</td>
</tr>
<tr>
<td>Ms. Magdalena MAJKOWSKA-TOMKIN</td>
<td>IOM</td>
</tr>
<tr>
<td>Ms. Dora MAKAIN</td>
<td>Ministry of Public Administration and Justice, Hungary</td>
</tr>
<tr>
<td>Ms. Salome MAKHARASHVILI</td>
<td>Georgia Red Cross Society</td>
</tr>
<tr>
<td>Ms. Sandra MARCOS</td>
<td>IFRC</td>
</tr>
<tr>
<td>Ms. Catherine Marie MARTIN</td>
<td>ICRC</td>
</tr>
<tr>
<td>Ms. Adriana MATA-GREENWOOD</td>
<td>International Labour Office</td>
</tr>
<tr>
<td>Ms. Johanna MATIKAINEN</td>
<td>Finnish Red Cross</td>
</tr>
<tr>
<td>Ms. Elke MATTHAEI</td>
<td>IFRC</td>
</tr>
<tr>
<td>Ms. Ruut-Maria MATTSSON</td>
<td>IFRC</td>
</tr>
<tr>
<td>Ms. Stephanie MCDONOUGH</td>
<td>IFRC</td>
</tr>
<tr>
<td>Ms. Anne MEKLENBORG</td>
<td>IFRC</td>
</tr>
<tr>
<td>Ms. Martha MENSCH-KING</td>
<td>International Community of Women living with HIV</td>
</tr>
<tr>
<td>Ms. Marie Annick METTOU</td>
<td>Ministry of Youth Affairs</td>
</tr>
<tr>
<td>Ms. Stephanie MEUGENS</td>
<td>Croix-Rouge de Belgique</td>
</tr>
<tr>
<td>Mr. Yanick MICHAUD-MARCOTTE</td>
<td>UNV</td>
</tr>
<tr>
<td>Ms. Andrea Isabel MICO MACHUCA</td>
<td>Sociedad Peruana de la Cruz Roja</td>
</tr>
<tr>
<td>Mr. Henning MIKKELSEN</td>
<td>UNAIDS</td>
</tr>
<tr>
<td>Mr. Ibrahim Hussein MOHAMED</td>
<td>UNV</td>
</tr>
<tr>
<td>Mr. Falko MOHRS</td>
<td>European Youth Forum (YFJ)</td>
</tr>
<tr>
<td>Ms. Mildred Milly MOLEFI</td>
<td>Botswana Red Cross Society</td>
</tr>
<tr>
<td>Mr. Alberto MONGUZZI</td>
<td>IFRC EZO</td>
</tr>
<tr>
<td>Mr. Yuki MORIYAMA</td>
<td>Embassy of Japan in Hungary</td>
</tr>
<tr>
<td>Mr. Muas MUHAMMAD</td>
<td>Indonesian Red Cross Society</td>
</tr>
<tr>
<td>Mr. Phil NATHAN</td>
<td>Lions Clubs International</td>
</tr>
<tr>
<td>Mr. Damien NAYLOR</td>
<td>Learning and OD Department IFRC</td>
</tr>
<tr>
<td>Ms. Londiwe Antonaitte NHLENGETFWA – NXUMALO</td>
<td>Baphalali Swaziland Red Cross Society</td>
</tr>
<tr>
<td>Mr. Henry NKHOMA</td>
<td>Ministry of Community Development and Social Services</td>
</tr>
<tr>
<td>Ms. Ariunaa NOROVSAMBUU</td>
<td>Mongolian Red Cross Society</td>
</tr>
<tr>
<td>Ms. Sonji NURSE</td>
<td>The Duke of Edinburgh’s Award International Association</td>
</tr>
<tr>
<td>Mr. Gaston NYIMU KAYA</td>
<td>Democratic Republic of Congo Red Cross (CRRDC)</td>
</tr>
<tr>
<td>Ms. Tiziana OLIVA</td>
<td>VSO</td>
</tr>
<tr>
<td>Mr. Tamás OROSZ</td>
<td>Ministry of Foreign Affairs, Hungary</td>
</tr>
<tr>
<td>Mr. Ibrahim OUSMANE</td>
<td>Croix-Rouge Nigérienne</td>
</tr>
<tr>
<td>Mr. Martijn PAKKER</td>
<td>CEV – European Volunteer Centre</td>
</tr>
<tr>
<td>Mr. Pooran Chandra PANDEY</td>
<td>Times Foundation</td>
</tr>
<tr>
<td>Ms. Gwendolyn PANG</td>
<td>Philippine Red Cross</td>
</tr>
<tr>
<td>Dr. Flavia PANSIERI</td>
<td>UNV</td>
</tr>
<tr>
<td>Ms. Jung Yuen PARK</td>
<td>UNV</td>
</tr>
<tr>
<td>Ms. Laura PERANDER</td>
<td>IFRC</td>
</tr>
<tr>
<td>Ms. Helene PEROLD</td>
<td>VOSESA</td>
</tr>
<tr>
<td>Ms. Priya PILLAI</td>
<td>IFRC</td>
</tr>
<tr>
<td>Mr. Shelly PITTERMAN</td>
<td>UNHCR</td>
</tr>
<tr>
<td>Dr. Jagdish Chandra POKHAREL</td>
<td>Development Resource Mobilization Network (DRMN)</td>
</tr>
<tr>
<td>Mr. Mashaahah POORTOLOUEI</td>
<td>Volunteers organization of Iranian Red Crescent Society</td>
</tr>
<tr>
<td>Ms. Flavia FUGLIESE</td>
<td>Italian Red Cross</td>
</tr>
<tr>
<td>Name</td>
<td>Organization</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>---------------------------------------------------</td>
</tr>
<tr>
<td>Ms. Chantinie PUM</td>
<td>Cambodian Red Cross</td>
</tr>
<tr>
<td>Mr. Gerhard PUTMAN-CRAMER</td>
<td>Dubai International Humanitarian Aid</td>
</tr>
<tr>
<td>Dr. Joaquim QUEIROS</td>
<td>Cruz Vermelha Portuguesa</td>
</tr>
<tr>
<td>Mr. Ricardo RAMIREZ MORENO</td>
<td>DANSOCIAL</td>
</tr>
<tr>
<td>Ms. Mabel Theresa RAMMEKWA</td>
<td>Botswana Red Cross Society</td>
</tr>
<tr>
<td>Mr. Samdandovu RAVIAN</td>
<td>MRCs</td>
</tr>
<tr>
<td>Dr. Damrong REINFRIAYOON</td>
<td>Thai Red Cross Society</td>
</tr>
<tr>
<td>Mr. Gabriel REYES</td>
<td>Cruz Roja Mexicana</td>
</tr>
<tr>
<td>Mr. Paulo Cesar REYNOSO CANDELAS</td>
<td>Mexican Red Cross</td>
</tr>
<tr>
<td>Mr. Byungjin RHA</td>
<td>Korean Red Cross</td>
</tr>
<tr>
<td>Mr. Fernando Felipe RIVERA MUÑOZ</td>
<td>Cruz Roja Mexicana IAP</td>
</tr>
<tr>
<td>Ms. Bakoly ROBINSON</td>
<td>UNV</td>
</tr>
<tr>
<td>Mr. Flavio RONZI</td>
<td>IFRC EZO</td>
</tr>
<tr>
<td>Dr. Milton ROQUE</td>
<td>Cruz Vermelha Portuguesa</td>
</tr>
<tr>
<td>Mr. Reda SADKI</td>
<td>Learning and Organisational Development IFRC</td>
</tr>
<tr>
<td>Mr. Jean-Simon SAINT-HUBERT</td>
<td>Ministère de la Jeunesse, des Sports et de l’Action Civique, Haiti</td>
</tr>
<tr>
<td>Ms. Mio SAITO</td>
<td>Japanese Red Cross</td>
</tr>
<tr>
<td>Mr. Hiroaki SAKAMOTO</td>
<td>Japanese Red Cross</td>
</tr>
<tr>
<td>Mr. Jose Genaro SANCHEZ VARGAS</td>
<td>Cruz Roja Mexicana</td>
</tr>
<tr>
<td>Mr. Andreas SANDIN</td>
<td>IFRC</td>
</tr>
<tr>
<td>Mr. Samuel SANTIAGO</td>
<td>American Airlines/IAVE</td>
</tr>
<tr>
<td>Ms. Eline SAUVAGE</td>
<td>Belgian Red Cross</td>
</tr>
<tr>
<td>Mr. Philip SEN</td>
<td>UNV</td>
</tr>
<tr>
<td>Ms. Catherine SHEA</td>
<td>International Center for Not-for-Profit Law</td>
</tr>
<tr>
<td>Dr. Maria Dulce SIMOES</td>
<td>Cruz Vermelha Portuguesa</td>
</tr>
<tr>
<td>Mr. Wojciech SOROLOWSKI</td>
<td>Johns Hopkins Center for Civil Society Studies</td>
</tr>
<tr>
<td>Ms. Khemra SOM</td>
<td>Youth Star Cambodia</td>
</tr>
<tr>
<td>Mr. Ismaila SONKO</td>
<td>Gambia Red Cross Society</td>
</tr>
<tr>
<td>Mr. Ian STEED</td>
<td>IFRC</td>
</tr>
<tr>
<td>Ms. Kanha SUN</td>
<td>Cambodian Red Cross</td>
</tr>
<tr>
<td>Ms. Sophie SUTRICH</td>
<td>Learning and OD Department IFRC</td>
</tr>
<tr>
<td>Mr. Zainal SYAFRUDIN</td>
<td>Indonesian Red Cross</td>
</tr>
<tr>
<td>Mr. Stanley Poh Leng TAN</td>
<td>Global Yellow Pages Limited</td>
</tr>
<tr>
<td>Ms. Margir TAUZER</td>
<td>IFRC</td>
</tr>
<tr>
<td>Mr. Papa Birama THIAM</td>
<td>Direction Assistance Technique</td>
</tr>
<tr>
<td>Mr. Alejandro TORRES</td>
<td>IFRC Asia Pacific Zone</td>
</tr>
<tr>
<td>Mr. Eduard TSCCHAN</td>
<td>IFRC</td>
</tr>
<tr>
<td>Ms. Judit SZABÖNÉ TURZA</td>
<td>Kraft Foods Hungary</td>
</tr>
<tr>
<td>Mr. Bayram VALIYEV</td>
<td>Azerbaijan Red Crescent Society</td>
</tr>
<tr>
<td>Mr. Marco VAN DER REE</td>
<td>UNV</td>
</tr>
<tr>
<td>Ms. Jannick VIOLON</td>
<td>Federal Public Service Foreign Affairs and Development Cooperation</td>
</tr>
<tr>
<td>Ms. Andrea VON MALTITZ</td>
<td>a-TRAD-CONF</td>
</tr>
<tr>
<td>Mr. Son VU</td>
<td>Hochiminh Communist Youth Union</td>
</tr>
<tr>
<td>Mr. Xavier Kaliura WILLY</td>
<td>Vanuatu Red Cross Society</td>
</tr>
<tr>
<td>Mr. Orr WITTING</td>
<td>Finnish Red Cross</td>
</tr>
<tr>
<td>Mr. Jens WANDEL</td>
<td>UNDP</td>
</tr>
<tr>
<td>Ms. Wai Man YIP</td>
<td>Hong Kong Red Cross (Branch of Chinese Red Cross)</td>
</tr>
<tr>
<td>Mr. Mohamed YONIS</td>
<td>AU UN Mission in Darfur (UNAMID)</td>
</tr>
<tr>
<td>Mr. Faisal YOUSAF</td>
<td>UNV</td>
</tr>
<tr>
<td>Mr. Giovanni ZAMBELLO</td>
<td>IFRC EZO</td>
</tr>
<tr>
<td>Mr. Xiaohang ZHOU</td>
<td>Red Cross Society of China</td>
</tr>
<tr>
<td>Mr. James ZULU</td>
<td>Zambia Red Cross Society</td>
</tr>
<tr>
<td>Mr. Oscar ZULUAGA</td>
<td>IFRC</td>
</tr>
</tbody>
</table>
Mr. Daniel Buriticá
IAVE Board Member, Colombia

A young, persevering entrepreneur from Bogota, Colombia, Daniel Buriticá is Founder and President of the Colombian Network of Youth ‘RECOJO’, the first network of young social leaders in Colombia “who have chosen to be protagonists of change.” He has taken the message of committed youth to more than nine countries. Along with his corporation, he created the BAKONGO camp, which empowers social leaders; and CIELOaTIERRA, the first programme of social entrepreneurship for schools. Mr. Buriticá was chosen to represent the young volunteers of the world as board member of IAVE, and is the ambassador of Colombia in the One Young World summit of young leaders promoted by Kofi Annan and many other distinguished personalities. He graduated in industrial engineering from Javeriana University, and is currently pursuing advanced social, economic, and political studies at the University of Notre Dame (USA) under a Phoenix Institute scholarship. Mr. Buriticá speaks Spanish, English, French and Portuguese.

Ms. Judy Cheng-Hopkins
UN Assistant Secretary-General for Peacebuilding Support

Ms. Judy Cheng-Hopkins was appointed Assistant Secretary-General for Peacebuilding Support on April 2009 by Secretary-General Ban Ki-moon. Ms. Cheng-Hopkins has had a long and successful UN career spanning over 30 years, covering development and humanitarian work in Africa and Asia, with a ten-year stint in the field in Africa. Before joining the PBSO in New York, Ms Cheng-Hopkins was the UN’s Assistant High Commissioner for Refugees 2006 to 2009, a position in which she helped develop UNHCR policies on IDPs as well as refugee/IDP return and integration. Previously, Ms Cheng-Hopkins served as the Director of the World Food Programme Office Asia and Eastern Europe Bureau from 1997 to 2000 where she oversaw some of WFP’s largest and most significant operations of that period, in DPRK and Kosovo, and conceptualized and managed a smooth and innovative exit from China. Ms. Cheng-Hopkins received a Master of International Affairs degree from Columbia University, USA. She has also earned diplomas from Université d’Haute Bretagne in Rennes, France, and the Business School at Harvard University, USA.

Ms. Nyaradzayi Gumbonzvanda
CIVICUS Board member, Secretary General YWCA

Ms. Gumbonzvanda is the General Secretary of the World YWCA, a global volunteer movement present in 125 countries reaching 25 million women and girls. A trained human rights lawyer, she has over 20 years’ experience in women and children's human rights focusing on violence against women, peace with justice; sexual and reproductive health and rights, and HIV/AIDS issues. She has over 10 years’ experience with the UN, serving as Regional Director for the UN Development Fund for Women, and as human rights officer with UNICEF. In 2011, she served on the UN Commission on Information and Accountability on Women and Children’s Health. She also served as a member of the UN Civil Society Advisory Group (UN-CSAG0 ON 1325. In August 2011 she was the recipient of the Zimbabwe Human Rights Defender Award, conferred by the Zimbabwe Women Lawyers Association. She is the Founder of Rozaria Memorial Trust – Zimbabwe, established in honour of her late mother. She serves on Boards of various organisations, including as Vice-Chairperson on the CIVICUS Board. A Zimbabwe national, Ms. Gumbonzvanda has a Master’s degree in Private Law (University of South Africa) and completed post-graduate work on conflict resolution (Uppsala University, Sweden). She is married and has two children. She enjoys poetry.

Ms. Naheed Haque
Deputy Executive Coordinator, UNV, Germany

In 2009, Ms. Haque was appointed Deputy Executive Coordinator of UNV by former UNDP Administrator Kemal Derviş. Previously, she served as UN Resident Coordinator and Resident Representative of UNDP in the Pacific covering the Cook Islands, Niue, Samoa and Tokelau. During her tenure in Samoa (2006-2009), she worked closely with her counterpart in Fiji and 15 UN Agencies to develop the first sub-regional United Nations Development Assistance Framework, covering the development priorities of 14 Pacific island countries. She also worked with UN agencies in the Pacific to develop joint programme initiatives, including a cooperative climate change approach and a sub-regional Community-Centred Sustainable Development Programme. The latter brought the power of volunteerism to bear towards achieving the Millennium Development Goals. Ms. Haque started her UN career as a National Programme Officer with UNDP in her home
country, Bangladesh. She joined the UN from the Government of Bangladesh’s National Planning Commission. Ms. Haque holds a Master’s degree in Business Administration (American University, Washington, DC); a Master’s degree in Management (University of Dhaka, Bangladesh); and a Bachelor’s degree in Physics, Mathematics and Psychology. She is fluent in Assamese, Bengali, English and Urdu, and proficient in Arabic and French.

Ms. Marian Harkin
Member of European Parliament, Ireland

Irish MEP Marian Harkin is a member of the Liberal faction in the European Parliament, where she works as the ALDE Coordinator for Employment and Social Affairs. ALDE stands for individual liberty; a free and dynamic business culture; economic and social solidarity; sustainability in taking action; protection of the environment and respect and tolerance for cultural, religious and linguistic diversity. Ms. Harkin is a lifelong believer in the power of volunteering and as the leader of the European Parliament’s Volunteering Interest Group, was instrumental in persuading the European Commission to designate 2011 the European Year of Volunteering. She sits on a number of committees in the European Parliament. She takes a particular interest in issues and initiatives concerning volunteering, careers and cancer care. Furthermore, Ms. Harkin holds clinics in her office and conducts one to one meetings organized by her constituents and staff. Marian is a graduate of University College Dublin and taught Maths at Mercy College in her birth town of Sligo for 23 years.

Dr. Mukesh Kapila
Undersecretary General, IFRC

Dr. Mukesh Kapila was Under Secretary General for National Society and Knowledge Development at the International Federation of Red Cross and Red Crescent Societies in Geneva, having served in other senior roles there since 2006. Previously, he was special adviser to the United Nations in Afghanistan and to the UN High Commissioner for Human Rights as well as having served as the UN Resident and Humanitarian Coordinator and UNDP Resident Representative in Sudan, Director in Health Action in Crises at the World Health Organization, and Senior Policy Adviser to the World Bank Global Facility for Disaster Risk Reduction and Recovery. Earlier he was the Head of Conflict and Humanitarian Affairs at the UK Government Department for International Development, following a spell in the UK National Health Service. Dr. Kapila is a Senior Member of Hughes Hall College at Cambridge University, Associate Fellow of the Humanitarian and Conflict Response Institute at Manchester University and an associate at the Centre for Global Studies, University of Victoria, Canada. He is a Council member of Minority Rights Group International, was an early member of the UN Disaster Assessment and Coordination system; and served on the Boards of the UN Institute for Training and Research, and the International Peace Academy. He has advised several international organizations including the UN International Strategy for Disaster Reduction (ISDR) and UNAIDS.

Dr. Kapila was born in India in 1955 and went to school in Chandigarh before getting a Commonwealth scholarship to high school (Wellington College) in the United Kingdom. He went on to qualify in medicine and public health from the Universities of Oxford and London. He was honoured for international service with a CBE from Her Majesty Queen Elizabeth II and has also received the Dr. Jean Mayer Global Citizenship Award of the Institute for Global Leadership.

Mr. Olav Kjørven
UN Assistant Secretary General and Director, Bureau of Development Policy, UNDP, USA

Mr. Olav Kjørven is the Assistant Secretary-General and Director of Bureau for Development Policy at the United Nations Development Programme (UNDP). From 2005-2007 Mr. Kjørven led UNDP’s Environment and Energy Group, promoting sound environmental management and access to energy for the reduction of poverty and tapping into new financial mechanisms for development such as carbon finance. Prior to joining UNDP from 2001 to 2005, Mr. Kjørven served the Government of Norway as State Secretary for International Development. Together with the Minister of International Development, he was responsible for policy-making and the overall management of Norwegian international development efforts. He also held the post of Political Adviser to the Minister of International Development and Human Rights (1997-2000). Mr. Kjørven has also worked as Director of International Development at ECON–Centre for Economic Analysis in Oslo (2000-2001) and an Environmental Specialist at the World Bank (1992-1997). He holds a Master of Arts in International Affairs from George Washington University.
**Mr. John Macdonald**  
Head of EYV 2011 Task Force, European Commission, Belgium  

After brief periods working in the (then) Scottish Office in Edinburgh and in the Cabinet of Sir Leon Brittan QC, Vice-President of the European Commission, Mr. Macdonald was recruited as an official by the European Commission in 1995. There, he worked in the Directorates-General for Trade, Economic and Financial Affairs, and Education & Culture. More recently, Mr. Macdonald was the Spokesperson for Education, Training, Culture and Youth with the Slovak Commissioner, Ján Figel. In February 2010 he began his newest undertaking, as Head of the European Commission’s Task Force for the European Year of Volunteering 2011. Mr. Macdonald holds a bachelor’s degree in economics from the University of Cambridge, which he complemented with subsequent studies in law at Cambridge and Heidelberg, Germany. His studies in Germany culminated with a Master’s Degree in European Economic Studies at the Europe Institute of the University of the Saarland. John is married to an Italian national, and has three children. He grew up speaking English and German, has good French and Dutch, and intermediate-level Italian.

**Ms. Adriana Mata Greenwood**  
Senior Statistician, ILO, Switzerland  

Ms. Adriana Mata Greenwood has been a member of the Department (formally Bureau) of Statistics of the International Labour Organization since 1986. As a labour statistician, she has written on a broad range of issues, concentrating in the areas of working time, wages, underemployment and gender. Ms. Mata Greenwood currently provides technical assistance to countries on these issues as well as on the design of labour force and establishment-based surveys, on the measurement of wages statistics as well as on the design and revision of national occupational classifications. She is currently responsible for the programme on wages statistics in the Bureau of Statistics and is the gender focal point on statistical issues at the International Labour Organization.

**Mr. Phil Nathan**  
Former International Director, Lions Club International, USA  

For Phil Nathan, 'community' begins in the locality where he lives and extends outwards to encompass the world community. Mr. Nathan has been a member of The International Association of Lions Clubs, the largest such volunteer service organization in the world, since 1982. He has been Chairman of the Lions Clubs International since 1997. Mr. Nathan has served as Youth Chairman; Group Leader for the training of 750 annually elected District Governors; instructor at a number of European Leadership Institutes and was awarded an MBE by Her Majesty the Queen. He has been recognized by Lions Clubs International; received the Ambassador of Goodwill Award, the highest recognition bestowed by the Association on its members and presented with the Lion Recognition Award, the first awarded to a European Lion. A stockbroker by profession, he is one of 12 directors of a leading independent firm. Mr. Nathan is a Fellow of the Institute of Directors, a Chartered Fellow of the Chartered Securities Institute, a Charity Steward of the Stock Exchange Veterans, a Board Member of the Stock Exchange Benevolent Fund, and Chairman of the MedicAlert Foundation for the United Kingdom and Republic of Ireland. He is married to Heidi-Anne, with two daughters.

**Mr. Pooran Chandra Pandey**  
Executive Director, Times Foundation, India  

Mr. Pandey was the Delhi-based executive director of Times Foundation, Times Group, founded in 1838. His current focus was on embedding development, governance and sustainability ideas into core business practices of the Group through large public service campaigns and extensive community level interventions. Prior to joining the Times Group, he served as Executive Assistant to the Vice Chairman, Ispat Industries Limited, Assistant Director, All India Management Association and Assistant Secretary General, Federation of Hotel and Restaurant Associations of India. Later as Chief Executive Officer, Voluntary Action Network India, he successfully worked towards creating enabling environment for the voluntary sector in India. His contribution to both volunteering and development issues nationally and internationally has been substantive. Mr. Pandey is also credited with the launch of the ‘Teach India’ campaign in 2008, involving 120,000 volunteers for teaching 200,000 underprivileged children, one of the largest such volunteering campaigns in the world. Mr. Pandey is currently a British Chevening Scholar at the London School of Economics and Political Science, London,
United Kingdom. He obtained an MA in Philosophy (University of Allahabad); MPhil in International Studies (Jawaharlal Nehru University, New Delhi); and a Diploma Degree in Public Diplomacy (the Swedish Institute, Stockholm).

Dr. Flavia Pansieri  
Executive Coordinator, UNV, Germany

Dr. Flavia Pansieri was appointed Executive Coordinator of UNV in 2008. Prior to joining UNV she served as the United Nations Resident Coordinator and Resident Representative of the United Nations Development Programme (UNDP) in the Republic of Yemen. Dr. Pansieri's extensive resume includes positions with the UNDP in China in 1983, spearheading UNV programmes and projects in the energy sector; UNDP in Bangladesh and Myanmar and a post in Laos as Director of the United Nations Office on Drugs and Crime (UNODC). As the Deputy Executive Director of the United Nations Fund for Women (1998-2001), she engaged in promoting women's economic, social and political participation and in raising awareness about gender equality issues.

Dr. Pansieri is an Italian national with doctoral degrees in Philosophy from Milan University and Chinese Language and Literature from Venice University. She is a fluent speaker of Chinese, English, German, French, Spanish and Italian.

Mr. Naoto Sakaguchi  
Member of Parliament, Japan

Mr. Naoto Sakaguchi has been a member of the House of Representatives since 2009. He is a Vice Director-General of the Democratic Party of Japan International Department. He belongs to two committees on Foreign Affairs and Environment, and a special committee on promotion of science, technology, and innovation. After graduating from Waseda University, he worked at Canon Inc. In 1992, he joined UNV and worked with the United Nations Transitional Authority in Cambodia as an Electoral Supervisor. He has assisted with democratization and post-conflict peace-building issue in various countries, from Mozambique and Bosnia and Herzegovina. He was also a policy secretary to member of the House of Representatives and director of a NGO, Interband, in Japan. Mr. Sakaguchi obtained an MA in Development Economics at Saitama University in 2000, and studied at the PhD programme on international cooperation at Nagoya University. He authored Bridge over Hearts in 1994 and co-authored New Theory of Peace Building in 2002.

Mr. Sam Santiago  
Director of American Giving and Vice President of the American Giving Charitable Fund, Inc., USA

Sam Santiago serves as the Director of American Giving and VP of American Giving Charitable Fund, Inc. for AMR Corporation. Originally from Puerto Rico, Mr Santiago obtained his early education at the Alliance Française and his undergraduate studies in Finance and Human Resources at the University of Puerto Rico. A 22-year veteran in the airline and hospitality industries, he has acquired extensive knowledge and experience in the fields of airline operations, human resources, diversity and other fields within Corporate Social Responsibility. In 2007, he launched the first global volunteer- ing programme for American Airlines, making community engagement support available to nearly 100,000 employees in over 250 cities in 40 countries around the globe. Mr. Santiago serves in senior leadership roles with various organizations such as IAVE, the Global Corporate Volunteer Council, OUT For Work, UNICEF, the Center for Nonprofit Management and the Volunteer Center of North Texas. He has been a guest speaker at IAVE’s 21st World Volunteer Conference in Singapore, Business Council for the Arts, Disney Resorts, University of North Texas, and the European Volunteer Centre, among others. Mr Santiago is a recipient of the Academic All-American and the Earl G. Graves Award for Leadership recognition.

Ms. Catherine Shea  
Vice President, International Center for Not-for-Profit Law, USA

Catherine Shea is a lawyer and public policy expert specializing in the development of an enabling legal environment for civil society and citizen participation worldwide. Her international experience includes providing assistance to the development laws governing foundations, associations, and other not-for-profit organizations spanning 27 countries. Ms. Shea also represents ICNL before high-level officials of foreign governments, international institutions, and government...
She provides support to ICNL’s programmes in her areas of expertise, regulatory and accountability issues facing civil society. Ms. Shea leads ICNL’s analytic research efforts and has, in that capacity, conducted multiple assessments of the legal environments affecting civil society. Ms Shea has written extensively on the legal enabling environment for volunteerism and led a UNV-sponsored study on Laws and Policies on Volunteerism. Ms. Shea is a former Assistant Chief Litigation Counsel for the US Securities and Exchange Commission’s Division of Enforcement. She began her legal career at the law firm of Howrey & Simon. She is a graduate of Cornell Law School (JD), Harvard University’s John F. Kennedy School of Government (MPA), and Boston College (BA).

Mr. Stanley Tan  
Chairman, Singapore National Volunteer & Philanthropy Centre, Singapore

After a career in the media, Stanley became a full-time humanitarian worker at the age of 35. Although he re-joined the corporate arena 15 years later, Stanley still remains active in the non-profit sector. He currently serves as Chairman of the National Volunteer and Philanthropy Centre (NVPC) in Singapore. As a national body, the NVPC promotes volunteerism and philanthropy, working in partnership with the public and private sectors. In addition, Stanley is also Chairman of the Community Foundation of Singapore, President of Beyond Social Services, founding member and Vice President of the MILK (Mainly I Love Kids) Fund, member of the Charity Council, board member of the Alola Foundation in Timor-Leste, member of the Advisory Council of the Asia New Zealand Foundation and Chairman of Opportunity International Singapore. Stanley was awarded Honorary Officer to the New Zealand Order of Merit in 2002 for services rendered to Singapore-New Zealand relations. In addition, he was conferred The Public Service Star Medal in the 2011 National Day Awards, Singapore.

Mr. Eduard Tschan  
Country Representative, IFRC, Haiti

Mr. Tschan began his Red Cross journey as a special assistant to the Secretary General of the Swiss Red Cross (1987). In 1988, as the Director for Communication and Marketing, he assumed the responsibilities for national public relations and fundraising campaigns at the Swiss Red Cross. In 1994, he made the permanent switch to headquarters of the American Red Cross, moving from Director for Technical Planning and Quality Control to the Senior Director of Operations in the International Services Division. After 10 years at the American Red Cross, Mr. Tschan was asked to join President Clinton’s advisory team, serving as senior humanitarian advisor for two years. Mr. Tschan also served as Deputy Head of Zone the Middle East and North Africa Zone in Amman. In 2009 he oversaw the World Bank’s disaster risk reduction portfolio in over 25 countries. A hopeless humanitarian at heart, Mr Tschan could not resist re-joining the Red Cross, getting back in the field in 2011 to manage one of the largest Red Cross operations in its history. A native of Switzerland, Mr Tschan has two children, Alexander and Nasreen, and graduated from the University of St. Gallen (PhD).

Mr. Mohammed Behi Yonis  
Assistant Secretary-General and Deputy Joint Special Representative of UNAMID, Sudan

Mr. Mohammed Behi Yonis, a national of Somalia, was appointed Assistant Secretary General and Deputy Joint Special Representative of the African Union/UN Hybrid operation in Darfur (UNAMID) in 2009. He has over 37 years’ work experience in multilateral organizations, working in management and operations. Mr Yonis’s prior peacekeeping experience also comprises of senior-level assignments in field missions, including serving as the Chief Administrative Officer with the United Nations Truce Supervision Organization (UNTSO) from 2002 to 2006 and the Chief Administrative Officer in the Office of the United Nations Special Coordinator for the Middle East Peace Process (UNSCO) from 2001 to 2002. Prior to service in peacekeeping, he worked for the African Development Bank in Côte d’Ivoire in various senior positions, including the Director and Management Adviser to the President of the Bank and the Deputy Director of Human Resources Management. Mr Yonis holds a Master’s degree in Public Administration from Harvard University and a Bachelor’s degree in Political Science from Miami University. He has a diploma in education from the Teachers Training College in Harqaise and Goehrde College in Germany, and a certificate in conflict management from the Canadian Institute for Conflict Resolution.
UNV CONTACT DETAILS

For general information about UNV and IFRC please contact:

United Nations Volunteers
Postfach 260 111
D-53153 Bonn
Germany
Telephone: (+49 228) 815 2000
Fax: (+49 228) 815 2001
Email: information@unvolunteers.org
Internet: http://www.unvolunteers.org

International Federation of Red Cross and Red Crescent Societies
PO Box 372
CH-1211 Geneva 19
Switzerland
Telephone: (+41 22) 730 42 22
Fax: (+41 22) 733 03 95
Internet: http://www.ifrc.org

© United Nations Volunteers and the International Federation of Red Cross and Red Crescent Societies, 2011

Published by: IFRC and UNV

This report is reproduced online.
Please visit: http://www.worldvolunteerweb.org

Permission is required to reproduce any part of this publication.


ABOUT THE CONFERENCE ORGANIZERS

International Federation of Red Cross and Red Crescent Societies (IFRC) is the world’s largest humanitarian network and is advocating for a better framework for volunteering in the future. With more than 13.1 million active volunteers, and nearly 100 million members, volunteers and supporters in 187 National Societies around the globe, the IFRC is calling for better protection, promotion and recognition of all volunteers. Together with our volunteers, we act before, during and after disasters and health emergencies to meet the needs and improve the lives of vulnerable people. We do so without discrimination as to nationality, race, religious beliefs, class or political opinions.

www.ifrc.org

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. The difference UNV makes is by demonstrating peace and development results and impact through volunteerism. UNV’s comparative advantage is the ability and knowledge to bring about transformational change through volunteerism, community voluntary action and civic engagement through active partnerships with civil society, volunteer involving organizations, UN agencies and Governments. This is inspiration in action.

www.unvolunteers.org

This report was finalized following comments received from the conference participants. It is the hope of the authors that all content is consistent with discussions and outcomes of the Global Volunteer Conference. As such, the contents of the report should not necessarily be assumed to be officially endorsed or agreed by the conference organizers, UNV and IFRC.