Guidance on the Engagement of Volunteers for the Rohingya Refugee/FDMN Camps

A. Objective
Volunteers are Rohingya refugees/Forcibly Displaced Myanmar Nationals (FDMN) or Bangladeshi nationals engaged in the refugee response to achieve specific operational objectives. They are critical to the functioning of the camps through the implementation of a variety of critical services in Cox’s Bazar and Bhisan Char Rohingya refugee/FDMN camps.

This document aims to provide guidelines for:
   a. The engagement of Rohingya refugee/FDMN and Bangladeshi volunteers;
   b. The stipend structure for volunteers; 2
   c. Volunteer-related data-sharing between the humanitarian actors and the Office of the Refugee Relief and Repatriation Commissioner (RRRC).

B. Engagement of Volunteers
   • Terms of Reference (TOR): Volunteers can be recruited by any humanitarian organization that is participating in the Rohingya response in Cox’s Bazar and Bhisan Char camps. The recruitment shall be made based on the considerations noted in this document. If a Camp-in-Charge (CiC) has any concerns about the recruitment or continued engagement of a volunteer, the issue will be addressed with the RRRC and Inter-Sector Coordinator Group (ISCG) or concerned NGO/INGO. Their work will be limited to activities in the camps only. Each position will have a clear TOR. Volunteers cannot deviate from the role defined in the TOR.
   • Duration of engagement: Each volunteer will be engaged for a maximum of eight hours per day, and 22 days per month. There may be exceptions to this duration of engagement, depending on exigencies (e.g., emergency responses).
   • Nationality: Both Rohingya refugees/FDMNs and Bangladeshis can be engaged as volunteers. Bangladeshi volunteers can comprise of around 25% of all volunteers at any given time. Exceptions can be made by the RRRC in consultation with the ISCG.
   • Gender and Inclusion: Where possible, safe and culturally appropriate numbers of men and women volunteers will be engaged.
   • Number per Household: No household will have more than one member engaged as volunteers at any time. Exceptions may be made where specialized skills/education/training are needed.
   • Number of Volunteers: If there are any concerns by the Office of the RRRC on the number of volunteers recruited, this matter will be addressed between the Office of the RRRC and the ISCG.

1 The Government of Bangladesh refers to the Rohingya community in Bangladesh as ‘Forcibly Displaced Myanmar Nationals (FDMN).’ The United Nations (UN) system refers to this population as Rohingya refugees, in line with the applicable international framework.

2 This guidance does not cover other incentive-based activities that are selected based on specific criteria (primarily vulnerability) with the objective of providing critical short-term work opportunities for households that are otherwise unable to sustain themselves.
• Declaration: All volunteers will sign a declaration acknowledging their commitments when carrying out their role in line with the TOR. Engagement of volunteers will be in line with child safeguarding procedures and the Code of Conduct for volunteers.

• Suspension/Cessation of volunteer agreement: A volunteer agreement may be terminated at the end of the agreement, or if the volunteer violates any of the conditions of the Declaration, the Law, and Government policies related to refugees.

C. Stipends
Volunteers’ roles are categorized as (a) unskilled volunteers and (b) semi-skilled volunteers or (c) skilled volunteers. Humanitarian organizations will follow the stipend rates outlined below.

<table>
<thead>
<tr>
<th>Category</th>
<th>Type of function</th>
<th>Examples of functions</th>
<th>Monthly Stipend</th>
<th>Daily Stipend (when provided on a daily basis)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unskilled</td>
<td>Basic functions that require an orientation or on-the-job (OTJ) training of up to one week.</td>
<td>Cleaners, Security/ Night Guards, Roles related to waste management services (cleaning, desludging, wastewater treatment)</td>
<td>BDT 8,000</td>
<td>BDT 363.64</td>
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<tr>
<td>Semi-Skilled</td>
<td>Functions with specific prerequisites/skills and complete OTJ training of up to 2 months.</td>
<td>Community Support Assistants/Mobilizer, Health Assistants, Facility Support Assistants, Junior Assistant Teachers, Early Childhood Development (ECD) facilitators</td>
<td>BDT 10,000</td>
<td>BDT 454.55</td>
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<tr>
<td>Skilled</td>
<td><strong>Level 1:</strong> Volunteers with at least basic literacy and more than 2 months of OTJ training.</td>
<td>Field Assistants, Community Health Care Providers, Assistant Teachers</td>
<td>BDT 13,000</td>
<td>BDT 590.91</td>
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<tr>
<td></td>
<td><strong>Level 2:</strong> Volunteers with supervisory roles, literacy, and more than 2 months of OTJ training.</td>
<td>Field Supervisors, Head teachers, Master Trainers</td>
<td>BDT 15,000</td>
<td>BDT 681.82</td>
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</tbody>
</table>

• Additionally Bangladeshi volunteers will receive BDT 2,000 per month (or BDT 90.91 per day) as transportation and tiffin allowance.

• A volunteer cannot work for more than one organization at a time.

• During the on-the-job training period, the volunteers will receive a stipend following the immediately lower skill category as shown in the above table.
The Office of the RRRC will monitor the compliance of all agencies with the policy, including the stipend scale.

Inclusion of New Volunteer Roles
The request to introduce a new volunteer role must be channeled through the respective Sector/WG Coordinator through the ISCG and endorsed by the Government of Bangladesh (RRRC).

D. Volunteer Data
The UN Refugee Agency (UNHCR) will maintain a consolidated database of the Rohingya refugees/FDMN volunteers engaged in the Rohingya refugee response in Cox’s Bazar and Bhasan Char. Rohingya refugee/FDMN volunteer data will be linked to the joint Government of Bangladesh/UNHCR ProGres database. Bangladeshi volunteers' data will be maintained separately by the Office of the RRRC, linked to the national identity card of each volunteer.

UNHCR will update the database on a quarterly basis and share all information of the Rohingya Refugees/FDMNs and Host Community volunteers with the Office of the RRRC/Government of Bangladesh and the Office of the RRRC will have online access and printable aggregate reports generating option to the database.

<table>
<thead>
<tr>
<th>Rohingya refugee/FDMN volunteers</th>
<th>Bangladeshi volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of volunteer</td>
<td>Name of volunteer</td>
</tr>
<tr>
<td>Registration number of volunteer (Refugees)</td>
<td>National Identity Card (Bangladesh)</td>
</tr>
<tr>
<td>Address of volunteer Camps in Bangladesh</td>
<td>Address of volunteer</td>
</tr>
<tr>
<td>Role of volunteer</td>
<td>Role of volunteer</td>
</tr>
<tr>
<td>Hiring organization</td>
<td>Hiring organization</td>
</tr>
<tr>
<td>Category of volunteer (unskilled/ semi-skilled/skilled)</td>
<td>Category of volunteer (unskilled/ semi-skilled/skilled)</td>
</tr>
<tr>
<td>Start and end date of engagement</td>
<td>Start and end date of engagement</td>
</tr>
</tbody>
</table>

Sharing of this information may be undertaken immediately, as soon as the system for sharing of consolidated data has been designed and implemented.

Data Protection
Global Data Protection protocols are applicable when sharing data between humanitarian actors and any Government. Based on the Memorandum of Understanding between UNHCR and the Government of Bangladesh on data sharing, an exchange of letters between the Office of the RRRC and UNHCR/ISCG will be drafted to elaborate the following:
- The type of data and manner in which it is shared.
- The designation of Government officials that will have access to this data.
- The rationale and specific purposes for data sharing.

3 The Joint Government-UNHCR database containing the basic bio data of Rohingya refugees.
- The organizational and technical measures taken by UNHCR and the Office of the RRRC to protect the confidentiality, integrity, availability and security of the data.
- Assurance that the data will not be shared with any third party or country, including the country of origin of refugees, unless signed consent by the concerned individual has been received.
- Measures for reporting on and resolving allegations of data breach.

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