

Standard Chartered Bank Volunteering Dos and Don'ts – the SiB perspective

(Taken from the minutes of the 2013 KL SiB workshop)

Key Points

- Standard Chartered Bank has a wealth of experienced and skilled staff in many different fields of work (e.g. IT, HR, customer service, finance, strategy, risk management, etc.) which could be of use for NGOs
- Standard Chartered Bank does not offer long-term sabbaticals for staff but NGOs and the Bank can still explore core-skills volunteering projects as projects can be split across team members and Bank staff can break down their allocated three days' volunteering over a longer period of time.
- Mass volunteering events are excellent ways of engaging staff but need to be planned in advance and agreed in calendars so that NGOs can factor them into its planning. It is not a requirement for NGO to facilitate the Bank reaching its volunteering targets!
- Standard Chartered Bank and NGOs should meet to discuss strategic NGO needs and where the Bank can potentially support.

Dos and Don'ts

	Do	Don't
NGO	<p>Engage with the Bank early to discuss publicity and communications plans.</p> <p>Remember to consult the Bank on branding. As we saw in the IEC sessions, there are many creative and engaging ways to include the Seeing is Believing branding. This helps to make our employees feel very proud of the projects and encourages them to continue to get involved.</p> <p>Think of how the Bank might be able to assist from an Employee Volunteering perspective whether it's Communications, Networking, training in finance areas, etc. Once you've identified an area where you think the Bank might be able to help, write a clear brief as to what you would require. Try to be specific as possible stating the problem you're trying to solve, the type of skills you require, the duration (i.e. an afternoon, a recurring visit ever quarter, etc.).</p> <p>Remind the Bank, even if Bank employees want to set up additional projects with your orgs, that you already have an agreement (MoU) in place with IAPB / The Bank (see pt. 1 on NGO-Don't column for further explanation).</p>	<p>Ask for additional budget from the SCB local offices. Once we have agreed a project with you and you've signed an MoU with IAPB, Standard Chartered employees are expected to fundraise for those agreed projects. We don't have two separate allocations of funds. The WHOLE bank is all fundraising towards the USD100mn goal which is going to fund the projects that you hold MoUs with IAPB.</p> <p>Feel under pressure to accommodate every request from the Bank. If necessary, push back, ideally suggesting another time / solution to accommodate the request.</p>
Bank	<p>Get to know your NGO counterparts asap; get to know the people and the project.</p>	<p>Forget to celebrate the end of a project and all that's been</p>

	<p>Respect the project plans that have been agreed. If you want to try to do additional publicity and / or employee volunteering, either work it into existing plans OR work with the NGOs giving them time to plan and allocating budget (not from the project budget but from your cost centre).</p> <p>Give the NGO as much time as possible if you want to arrange a visit, filming, etc. Although the NGOs like to show the great work that they are doing and what we are helping to fund, their priority is the communities they are working with and our visits can sometimes be disruptive.</p> <p>Plan your governance project well in advance – ideally fix the dates at the start of the year. Unless special dispensation has been given, each project should be visited, to check the progress of the project, twice per year.</p>	<p>achieved. Consider factoring this into your budgeting cycle when you know the project is coming to an end the following year.</p> <p>Expect additional reporting outside of what is agreed in the MoU (i.e. half yearly reports). Similarly though, don't feel you have to wait until the 1/2yr reports to pick up the phone and have an informal chat with your NGO contact. Maintaining an active interest in the project is good practice and will be time well spent in building up the relationship.</p>
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