

CooperantesCaixa

CALL FOR APPLICATIONS BY THE
COOPERANTESCAIXA CORPORATE
VOLUNTEERING PROGRAMME
FOR DEVELOPMENT



**RULES FOR
NGOS**



CALL FOR APPLICATIONS

2019



"la Caixa" Foundation

1. WHAT IS COOPERANTESCAIXA?

CooperantesCaixa is the international corporate volunteer programme of “la Caixa” Banking Foundation. It has spent the last 12 years offering the “la Caixa” group’s employees the chance to provide professional assistance as part of cooperation projects.

The programme helps both current and former employees who have retired, either early or due to reaching retirement age, to become involved in local development projects in countries throughout the world, where they carry out specialist volunteer work for short periods of time.

CooperantesCaixa offers the most suitable professional profiles to carry out a wide range of specialist activities depending on the requirements of the projects and the skills of the team of volunteers. It therefore helps to enhance abilities among the people and organisations benefitting from this support, as well as improving the living conditions of vulnerable people in developing countries.

The international corporate volunteer programme forms part of the corporate social responsibility actions carried out by “la Caixa” Banking Foundation in line with the appeal by the United Nations Development Programme (UNDP) and the Sustainable Development Goals (SDG) related to the United Nations 2030 Agenda.

2. AIMS OF THE PROGRAMME

CooperantesCaixa helps to **improve the living conditions of vulnerable populations resident in developing countries** by providing specialist assistance in cooperation projects, offered by volunteers from “la Caixa” Banking Foundation together with the institution’s commitment.

The programme also helps to achieve the following goals:

- Enhance the skills of the benefitting people and organisations through specialist training, advice and the transfer of knowledge to ensure the viability and sustainability of the development initiatives being implemented.
- Raise awareness and encourage participation among communities in general and the beneficiaries in particular regarding cooperation projects.
- Raise awareness of the projects supported by “la Caixa” Banking Foundation.
- Improve the knowledge and awareness of “la Caixa” employees regarding the aims of international cooperation programmes and the problems faced by vulnerable people in developing countries, as well as the importance of their own personal involvement and commitment.

3. ELIGIBILITY TO TAKE PART IN THE CALL FOR APPLICATIONS

The following organisations are eligible:

- International organisations that have signed a collaboration agreement or strategic partnership with “la Caixa” Banking Foundation to support development projects promoted by local NGOs.
- Spanish NGOs and their local partners that have been carrying out cooperation projects in collaboration with “la Caixa” Banking Foundation as part of its International Division’s programmes.

Projects must consist of activities to be carried out during 2019.

Each NGO or international organisation can present maximum two applications for specialist assistance.

An NGO or international organisation that has already taken part in the programme in previous years may request that, as far as possible, specialist assistance be provided by volunteers it has worked with in the past, should these volunteers apply to take part in this year's CooperantesCaixa Programme.

Depending on the characteristics and complexity of the project, NGOs may also request successive specialist assistance of two or more teams of volunteers.

4. CHARACTERISTICS OF THE PROGRAMME

CooperantesCaixa is a **short-term specialist volunteer programme carried out solely by employees** of the "la Caixa" group, both current and also former employees who have retired, either early or due to reaching retirement age. The programme encourages these professionals to get involved in productive projects that help to bring about better living conditions.

The programme therefore **complements and enhances** the activities carried out by local NGOs and their Spanish or international partners as part of international cooperation projects and international alliances supported by "la Caixa" Banking Foundation.

The programme provides projects and the organisations implementing them with the most suitable professional profiles for the assistance requested, these specialists staying for at least 3 weeks except in the case of specific programmes with a different duration. The time dedicated combines work in the country where the project is implemented (in the field) with activities in Spain at two different times: preparation prior to departure and involvement in the evaluation and possible follow-up of volunteers in the weeks or months after the trip (in those projects requiring this).

4.1. TYPES OF PROJECTS AND ACTIVITIES

The initiatives receiving volunteers are related to the following areas:

SCOPE	DESCRIPTION
Developing production in the primary sector (fishing, agriculture, livestock, forestry, fish farming, agroforestry industry, etc.)	Initiatives to improve production and development among small firms and farming cooperatives aimed at ensuring the subsistence of communities or improving their income, also related to sustainable development.
Developing secondary sector activities (product transformation, textiles, etc.)	Development of microenterprises and cooperatives working in agro-industrial transformation to improve their opportunities to participate, as suppliers, in the sector's or region's supply chains, under appropriate conditions and prices.
Developing tertiary sector activities and service microenterprises (community-managed tourism, fair trade, marketing, etc.)	Initiatives promoting the creation and improvement of microenterprises and training for employment, particularly supporting new sources of employment and innovative sectors, such as: <ul style="list-style-type: none">• Training and development in tourism services, community organisation, promoting investment in tourist accommodation, promoting tourism, developing crafts, etc.• Training, research and development of marketing actions: search for new points of sale and access to local, regional, national and international markets.
Training	Aimed at teacher training professionals in educational skills, as well as in using digital tools. Improving community infrastructures and promoting the local community's social development.

In line with these initiatives, the type of volunteering work in the field may be as follows:

TRAINING

- Producing and monitoring budgets
- Calculating costs and break-even point
- Viability studies
- Cost accounting
- The complete management cycle of a microenterprise
- Managing microloans and bad debt
- Business management for microventures
- Office computing / computerised accounting

MICROFINANCES

- Drawing up statutes and internal regulations
- Creating forms and tools to monitor credit and client portfolios
- Managing credit and client portfolios
- Handling bad debt / Payment recovery policy
- Establishing viability thresholds for microloans
- Viability studies of the businesses presented

COOPERATIVES / MICROVENTURES / BUSINESSES IN RURAL AND URBAN AREAS

- Designing business plans
- Viability studies
- Studies of production costs / break-even point / pricing policy
- Selling products
- Access to new markets
- Managing client portfolios
- Purchasing policy
- Drawing up statutes and internal regulations
- Strengthening organisations, defining the responsibilities of the Board / management team
- Marketing and communication
- Social media management
- Quality systems

4.2. PROFESSIONAL PROFILES

By way of example, from 2007 to 2018 professionals from “la Caixa” group taking part in the programme had the following profiles:

- Administration and management
- Accounting and finance
- Balance sheet analysis
- Viability studies
- Strategic planning and management by objectives
- Sales and marketing
- Communication and social media
- Foreign trade
- Quality
- Computing
- Handling and analysing databases

4.3. COUNTRIES RECEIVING VOLUNTEERS

Corporate volunteering is carried in the different countries in Asia, Africa and Latin America where “la Caixa” Banking Foundation is present.

4.4. WORK IN THE FIELD

Involvement in international projects is carried out in teams of two to three volunteers, as far as possible with one of the volunteers having prior experience in the programme. Some specific programmes may have different requirements depending on their needs.

The same project can benefit from the successive involvement of two or more teams of volunteers. Such consecutive specialist assistance helps to ensure activities are sustainable, strengthens projects and broadens the experience for the volunteers themselves.

5. CONTRIBUTIONS TO THE PROGRAMME AND PARTICIPATION COMMITMENTS

5.1. CONTRIBUTION AND COMMITMENT OF THE BANKING FOUNDATION

“la Caixa” Banking Foundation helps to meet the following costs for volunteers:

- Return journey to the country of destination.
- Travel within the country of destination provided this is related to the project.
- Bed and board.
- Vaccines and visas.
- Travel insurance.
- Mobile phone at the destination.

“la Caixa” Foundation also undertakes to carry out the following actions:

- Communicate and provide information on the call for applications as much as possible.
- Endorse the NGO shortlisting process, checking documentation and asking for more information, if required.
- Guarantee the volunteer selection process in accordance with the criteria established in the call for applications and attending to the needs and assistance requested by NGOs.
- Provide the volunteers selected with appropriate training that introduces them to volunteering and international cooperation for development, as well as information on any requirements regarding behaviour, materials required at the destination and insurance.

5.2. COMMITMENT OF SPANISH NGOS AND THEIR LOCAL PARTNERS

As receivers of volunteering actions, the Spanish and international NGOs and organisations working with “la Caixa” Banking Foundation, together with their partners in the field, undertake to carry out the following actions:

- Attend, in person, a presentation of the volunteer teams, which will be held on Saturday, 6 April 2019 at one of the Banking Foundation’s venues, in Barcelona or Madrid (only in the case of Spanish NGOs).
- Take part in detailing the welcome and work plan for the volunteers assigned to the project. This plan must have been previously approved by the team of volunteers assigned to implement it.
- Provide all the information that helps to optimise the preparatory prior to the trip and hold at least once prior meeting with the volunteer or volunteers to check and detail the work plan before departure, either face-to-face, by phone or online. These meetings will be held during the volunteer’s free time.
- Pick up the volunteers from the airport and take them to the location where the project will be carried out, as well as take them back to the airport when they are due to return to Spain, once the collaboration has ended.
- Offer the team of volunteers the support required so that, during their stay, they can find accommodation that guarantees their safety and is in line with the standards of the people living in the community.
- Provide the technical resources and materials required to ensure information, knowledge and experience are passed on to the local teams.
- Ensure the volunteers’ stay is accompanied by activities that help the community and local agents to take part in the experience and talent offered by “la Caixa” Banking Foundation.
- Provide “la Caixa” Banking Foundation with any multimedia resources that have been produced (videos, etc.) and take part in any assessment, communication and promotional actions the Foundation plans to carry out.

5.3. COMMITMENTS OF THE VOLUNTEER SELECTED

Candidates who are selected and assigned to a cooperation project undertake to carry out the following actions:

- Attend, in person, a presentation of the volunteer teams, which will be held on Saturday, 6 April 2019 at one of the Banking Foundation’s venues, in Barcelona or Madrid.
- Take part in an online training course lasting approximately 20 hours as from April.
- Meet any costs that are not covered by the Foundation’s financial contribution.
- Make time available for the project, allocated as follows:

PRIOR TO DEPARTURE

- a.** Volunteers must attend, in person, a presentation of the volunteer teams, which will be held on Saturday, 6 April 2019 at one of the Banking Foundation’s venues, meeting any travel costs him or herself. Any candidates not attending this presentation will be removed from the programme.
- b.** Take part in the virtual training sessions provided by “la Caixa” Banking Foundation or by any of the partner organisations, which will last approximately 20 hours and must be carried out before departure.
- c.** Prior work with the organisations receiving assistance, both in Spain and in the countries where the local NGO partner receiving assistance is located.
- d.** Volunteers will take an active part in drawing up the work plan, as well as suitably preparing any materials, training sessions or activities to be carried out subsequently in the field.

IN THE FIELD

- a.** Cooperation in the field lies at the heart of the volunteering work, putting into practice the activities contained in the work plan. At least three weeks will be spent in the field except for specific programmes that require a different duration. Volunteering work will take place during the volunteer's holidays, preferably between June and September 2019.
- b.** Volunteers must attend to the requirements of the organisation and entities in the destination countries in terms of travel arrangements and must arrive and leave the projects on the dates given.
- c.** They will carry out the volunteering activities for which they have been chosen within the period of time established when the application was approved. Volunteers must remain in the place assigned where the volunteering work is to be carried out for the period of time established and must not leave this location without first justifying their absence and notifying "la Caixa" Banking Foundation, whose decision will depend on the circumstances of each particular case.
- d.** In projects where there are several volunteer teams but these do not take part in the project at the same time, all the information required will be passed on to the subsequent volunteers and, if required by the programme, they will be helped with the preparatory work or in the first few days of the new specialist assistance.

SUBSEQUENT WORK

- a.** Once the period of cooperation in the field has ended, volunteers will complete an assessment form before the deadline set, namely October 2019.
- b.** When required by the work plan, volunteers who have taken part in the programme will continue with the work agreed in order to ensure the goals are achieved.
- c.** They will take part in any communication and promotional actions, as well as any training activities organised by "la Caixa" Banking Foundation to pass on their experience, raise awareness and involve new volunteers.
- d.** They will attend, in person, an evaluation session in November 2019 at a Foundation centre chosen specifically for this purpose. Any travel costs will be met by "la Caixa" Banking Foundation.

6. CRITERIA USED TO EVALUATE APPLICATIONS

Those applications that do not meet the eligibility conditions specified in point 3 of these rules will be directly withdrawn from the selection process.

Those that meet these requirements will be evaluated based on the following criteria:

- Evaluation of the NGO and its local partner, in particular regarding their prior experience in having and handling volunteers.
- The status of the project for which specialist assistance has been requested.
- Technical characteristics of the assistance requested, quality of the definition of needs resulting in this request, goals to be achieved and the nature of the activities to be carried out by the volunteer.
- Coherence of the professional profiles requested regarding the assistance to be provided.
- Length of time volunteers need to be in the field.

Based on these criteria, and given that each NGO can present up to two applications, candidatures will be prioritised according to how they meet the following conditions:

- There is an optimum match between the availability in terms of time and the profiles of the volunteers (specialist skills, languages) and the cooperation projects.
- The call for applications benefits the maximum number possible of applicant NGOs, provided their applications meet the established criteria.

7. PROCESS USED TO SELECT APPLICATIONS AND AWARD ASSISTANCE

7.1. NGO SELECTION PROCESS

There are different phases in the process to select NGOs:

Phase 1 Analysis of administrative and technical eligibility

The applications received are analysed based on the information requirements contained in the application form.

The selection panel, made up of people responsible for the CooperantesCaixa programme and by an external specialist firm, can ask an applicant NGO for additional information and even for an evaluation by those responsible for monitoring the project within the “la Caixa” Banking Foundation programme in question.

Phase 2 Comparison of applications with potential volunteers and their profiles

Once the technical evaluation has been carried out, the possible matches are analysed between the profiles of the volunteers available and the characteristics of the specialist assistance requested.

At this stage, the periods of time and dates proposed to provide specialist assistance are taken into account, as well as other demands by the NGOs (volunteer chains, participation of volunteers who have already worked with the project in previous years, etc.).

In this evaluation process, applicants may be contacted to provide more information on specific aspects of the applications received.

Phase 3 Selection of the projects to receive cooperation and assigning volunteers

A Selection Committee from “la Caixa” Banking Foundation will decide which projects should receive specialist assistance and will approve the proposed assignment of volunteers to the cooperation projects.

“la Caixa” Banking Foundation will notify the volunteers selected and assigned to a development project of its decision during the first half of March 2019.

Should it be deemed appropriate, a standby list of projects may be drawn up.

7.2. FORMALISING THE COLLABORATION

“la Caixa” Banking Foundation and the applicant organisation will sign a collaboration agreement specifying the rights, responsibilities and commitments of each of the parties. This agreement will also have a plan of the work expected to be carried out by the volunteers, based on the data provided in the application form.

This work plan must be checked with the volunteers assigned before it is attached to the collaboration agreement, and must contain the following details:

- Data on the NGO in Spain and details of the contact people for the programme and the local partner.
- Data on the local partner plus the person or people responsible for attending to the volunteers in the field.
- Brief description of the project for which the specialist assistance is required.
- Dates on which the specialist assistance is planned to take place in the field.
- Location of the specialist assistance.
- Goals and description of the activity to be carried out by the volunteers.

The content of the agreement must be known and accepted by the local partners and, consequently, a statement of agreement must be enclosed regarding their particular commitments and responsibilities.

Should the organisation not comply with the agreement's conditions, "la Caixa" Banking Foundation may suspend or cancel the volunteer work, totally or partially.

8. PRESENTING APPLICATIONS

The period for presenting applications starts on 3 December 2018 and ends on 8 January 2019.

To present an application, interested organisations should visit the following link:

<https://obrasociallacaixa.org/es/internacional/cooperantes-caixa>, and carry out the following procedure:

- Complete the registration form with all the information required via the website.
- Attach a declaration of interest with a brief presentation.
- Attach a short report on the current status of the project requesting volunteers (maximum three pages).

Applicant organisations must make sure their documents are complete.

Applications sent via other means (e.g. fax, post or email) or received after the deadline will not be accepted.

Neither will incomplete applications be accepted.

9. DOUBTS AND QUERIES

Should you have any doubts or questions regarding the call for applications, please contact:

Fernando Pastor
Head of the CooperantesCaixa programme
Fundación Bancaria "la Caixa"
fpastor@fundacionlacaixa.org

Information Services
"la Caixa" Foundation
900 223 040
(Every day from 9 am to 8 pm)