



IWCA Volunteer Handbook

WELCOME

As a volunteer-driven organization, the global board of directors and global chapter network of the International Women's Coffee Alliance welcome and thank you for joining our work. By volunteering to your time and skills, you are not only contributing to achieving IWCA's mission, but advancing sustainability across the global coffee industry.

ABOUT IWCA

The International Women's Coffee Alliance (IWCA) is a non-profit organization founded in 2003. It began as an informal effort to connect women across the value chain and has grown to become a global network of self-organized, self-governed chapters in 26 countries. Our mission is to empower women in the international coffee community to achieve meaningful and sustainable lives; and to encourage and recognize the participation of women in all aspects of the coffee industry. More than 15 years later, IWCA has become a uniquely powerful platform to address significant challenges in local communities and across the global industry.

Our Vision

Be the platform for women's empowerment and inclusion to achieve sustainability across the coffee industry and communities. Provide the proof positive for other commodities to follow.

Our Mission

To empower women in the international coffee community to achieve meaningful and sustainable lives; and to encourage and recognize the participation of women in all aspects of the coffee industry.

Values

Respect for each unique and valid voice; support for harmony of environmental, social and economic impact through sustainability; equitable allocation of global resource abundance; decision-making with honesty and integrity; community collaboration and partnership; and making a difference through economic empowerment.

WHAT YOU CAN EXPECT FROM US

1. Understanding your objectives
2. Providing clear guidance and expectations of the work
3. Communicating in a respectful and timely manner

In addition to becoming familiar with the resources on the [IWCA website](#), an IWCA Board member or committee chair will connect with you before you start, to orient you to the work. Please keep in mind that we are a volunteer-driven organization, and much like yourself, are juggling many priorities outside of IWCA. This may require additional patience and persistence than your experience with other staffed, organizations. However, please know that it is no reflection of how much your contributions are needed or valued. In fact, it is more accurately an indicator that we need and value them even more so!

OUR EXPECTATIONS OF YOU

IWCA is a world class organization and we need volunteers who exhibit a high level of professionalism. We maintain a set of policies, explained in the Volunteer Agreement on the last page of this Handbook, that we ask you read carefully and agree to comply with. Professionally, we agree to maintain a high level of respect for each other's time and contributions. As such, we agree to make and keep commitments ensuring that we always honor our word.

Because most of our work is conducted in the virtual space, rather than face-to-face, good communications skills and comfort with web communication options (email, GoToMeeting, and Skype, principally) are very important. We expect that communication be professional, clear, and timely. In most cases, work communication such as brief emails are expected to be replied to in one or two days (exception of weekends).

We expect volunteers to perform their work to the best of their ability and to seek guidance when something is not clear.

Frequently Asked Questions (FAQs)

Will I have a contact person at IWCA? An IWCA Board member or committee chair person will be assigned to work with you. He/she will explain the work needed and be your 'go-to' person for questions.

What if I don't understand or need to clarify something about the work I am given? Your assigned Board contact will help you.

What do I do if I can't finish work in the time frame I agreed? It depends on the work. Sometimes a minor delay is understandable and this should be communicated to your Board contact as soon as possible. In other cases, a delay can seriously impact our ability to fulfil agreements with our partners, funders and Chapters. We will be counting on you whether the task you are doing is time-sensitive or longer-term. It is therefore vital to discuss expectations with your Board contact from the start.

Why do you ask for a resume or CV? We simply want to get a better understanding of who you are. We also want to be sure the work is a good match for your skills. It is not an expectation that volunteers will have direct experience in our field.

Why do I have to sign an agreement if I am volunteering? Volunteering with IWCA can give you a deeper understanding of our work to empower women and advance sustainability across the global coffee industry. At the same time, you join our community that shares high standards of ethics and accountability. We expect the same of all who collaborate with us.

Annex:

1. IWCA Volunteer Agreement form
2. IWCA Overview

IWCA Volunteer Agreement

This is to acknowledge that I have received, read, and agree to comply with the IWCA Volunteer Handbook. I understand that this Handbook is not a contract of employment and that no express or implied promise or guarantee with regard to the duration or terms of Volunteering is contained in the Volunteer Handbook. I agree to abide by the following policies:

Confidentiality. During your volunteer experience you may receive or become aware of proprietary or confidential information from IWCA. We ask you to agree to keep such information confidential and take all reasonable steps necessary to prevent unauthorized use or disclosure of confidential information. Confidential information includes but is not limited to the identities of farmers, co-ops, and firms; information relating to IWCA's Chapters, the work results, all concepts and strategies of IWCA's Chapters, the raw data, the work products, ideas and briefings given by or on behalf of Chapters, all proprietary information of Chapters and any information relating to the client's business, commercial or financial affairs, and all client intellectual property rights relating to any of the foregoing, in whatever form (whether or not recorded, and if recorded, regardless of medium) emanating from whatever source; and in the case of the volunteer, all information disclosed by IWCA in relation to its business, commercial or financial affairs, creative ideas, concepts, business conduct, strategies and Intellectual property rights.

Conflict of Interest. No volunteer shall derive any personal profit or gain, directly or indirectly, by reason of his or her participation with IWCA. You must disclose to IWCA any personal interest which you may have in any matter pending before IWCA and refrain from participation in any decision on such matter.

Inside Information: Inside information should not be used either for the purposes of gaining advantage for one's self, a close relative, or another organization or for any other purpose not specifically approved by IWCA.

Internet Security: For your own benefit as well as IWCA's, you should maintain internet security that conforms to generally recognized good practices, including but not limited to a current, comprehensive security suite that provides layered defense via anti-virus, anti-phishing, safe browsing, host-based intrusion prevention, and firewall. As a IWCA volunteer you should employ personal computer security best practices when using email and take all reasonable steps to prevent the introduction of a computer virus or other malicious software code.

Making Statements (Media Policy): You may not, as a IWCA volunteer, misidentify yourself as an employee of IWCA. Do not "speak for" IWCA or make or imply commitments by IWCA.

Political Activities: Volunteers participating in political and governmental processes do so as individuals and not as representatives of IWCA.

Sexual Harassment. We are committed to providing volunteers with an environment that is free from discrimination and unlawful harassment.

_____ I understand that I need to track the hours I spend volunteering for IWCA and provide them upon request.

Name

Signature

Date



CONNECT. EMPOWER. ADVANCE.

26 Countries, 1 Mission: Achieve Sustainable Livelihoods

The IWCA is a global network of self-driven chapters focused on achieving sustainable livelihoods in their communities. Each chapter sets and pursues its own goals, and conducts itself according to the IWCA Code of Conduct. All are united by the IWCA mission to empower women in the international coffee community to achieve meaningful and sustainable lives; and to recognize the participation of women in all aspects of the coffee industry.

Two of several case studies demonstrating the impact of the IWCA across the globe:

BURUNDI: Premiums & Financial Literacy Programs

As a chapter, IWCA Burundi began its work by partnering with NGOs and others to provide a central point of contact to address livelihood needs such as nutrition. Over time, the chapter has expanded its achievements to improve coffee quality, earn coffee premiums, and launch a financial literacy program...across the community.



PERU: Coffee Skill Building Begins with Healthy Families



In 2015, IWCA Peru worked with partner organizations to host a multi-day workshop to provide 200 rural women in coffee access to skill building and training. Attuned to the full needs of rural women, the workshop also included access to medical care for all participants and their families.

Visit www.womenincoffee.org to learn more or contact us at info@womenincoffee.org.

The IWCA is a 501 (c)(3) nonprofit organization.
Financial contributions are tax deductible as provided by law.

CONNECT. EMPOWER. ADVANCE.

26 Countries, 1 Mission: Achieve Sustainable Livelihoods

The IWCA Global Network connects self-driven, locally-organized women and men in 25 countries united by the IWCA mission. To become a chapter, individuals must work together to complete the eight steps of the IWCA Chapter Formation Protocol, which includes broad stakeholder engagement, developing strategic & operations plans, and registering as a nonprofit organization in their country.



International Women's Coffee Alliance Global Network



The IWCA achieves empowerment through:

- **Amplified Market Visibility:** for coffee producers, importers & exporters, roasters & retailers, academics, quality experts, business & community leaders.
- **Strategic Partnership:** for sustainability solution partners driving meaningful change across the global coffee industry and local communities.
- **Leadership Development:** as locally-driven, globally-connected collaborators working together to create shared value and deliver community benefit.

Support Sustainable Livelihoods. Engage with the IWCA.

www.womenincoffee.org/takeaction