The value of our volunteers

A study focusing on the engagement of Red Crescent Youth members and enriching of the RCY Co-curriculum activities

Bangladesh Red Crescent Society

by
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Strategy 2020 voices the collective determination of the IFRC to move forward in tackling the major challenges that confront humanity in the next decade. Informed by the needs and vulnerabilities of the diverse communities with whom we work, as well as the basic rights and freedoms to which all are entitled, this strategy seeks to benefit all who look to Red Cross Red Crescent to help to build a more humane, dignified, and peaceful world.

Over the next ten years, the collective focus of the IFRC will be on achieving the following strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disasters and crises
2. Enable healthy and safe living
3. Promote social inclusion and a culture of non-violence and peace
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Executive summary

Since the establishment of JRC (Junior Red Cross) in 1975, and the reformation in the name of RCY (Red Crescent Youth) in 1980 in Bangladesh, volunteers have played a crucial role in providing services to different humanitarian needs and emergencies. At present, RCY is well functioned in 68 units of Bangladesh Red Crescent Society with more than 3500 skilled and trained Red Crescent Youth volunteers who are self-motivated and actively involved in all disaster situations and awareness raising campaigns. It also has a separated Youth and Volunteers Department to organize and run the activities of RCY movement.

This study intends to look into the economic as well as the social value of the RCY volunteers with a focus on their effort to train the students at secondary and higher secondary level all over the country in the year of 2015-16. A number of 204 master trainers have provided training under “co-curriculum activities” to numerous students. The volunteers were involved in providing training on First Aid, Rescue, emergency treatment etc. However, the study has its own limitation as it collected data from only a few educational institutes and Red Crescent Units.

At a glance!

- 48,538 RCY members of schools and colleges were trained during study period
- Total number of volunteer hours: 52,615
- Equivalent full time staff for the total number of volunteer hours: 27
- Total volunteer value: 170,100 CHF
- Investment: 14030.28 CHF
- VIVA ratio: 12 : 1

Recommendations

1. Training for university students under the program
2. Training for teacher and guardians
3. Amount of training should be increased
4. Accountability and responsibility of the responsible teachers should be ensured.

For full list of recommendations, turn to page 22
1. Introduction

This is the third Volunteer Investment and Value Audit (VIVA) study for Bangladesh Red Crescent Society (BDRCS) and for the first time about Youth Engagement. Earlier, in 2014 the 1st study was about RCY volunteers’ contribution to Rana Plaza building collapse rescue operation and in 2015 the 2nd edition capturing about Cyclone Preparedness Programme volunteers’ response to cyclone Mahasen. This study focuses on contribution of Red Cross Youth (RCY) Volunteers toward expansion of RCY Co-Curriculum activity in different educational institutes throughout the country.

Objective of the study:

- Determining the economic value of the RCY volunteers
- Identifying the social value of the volunteerism in the community level, as well as among the volunteers themselves and their families.
- Recording the best practices and the most motivating success stories which can be replicated in the future endeavors for the development of volunteerism
- Providing evidence-based recommendation for the BDRCS as well as for the government for more effective and well-organized management of RCY volunteers.
- Pointing out any lacking or short-coming that the program structure has within itself

Scope and Limitations:

The study considered the timeframe of October, 2015 – October, 2016. This study took 46 sample volunteers from the pool of 214 Training of Trainer (ToT) holder master trainer volunteers of Bangladesh Red Crescent Society (BDRCS) in its all branches. The covered Branches under the study are Barguna, Sherpur, Dhaka (NHQ), Bagerhat, Sirajganj, Chittagong, Shariatpur, Faridpur, Khulna, Patuakhali, Madaripur, Tangail, Bogra, Naogaon, Dinajpur, Gopalganj, and Kishoreganj.

The study tried to look into economic value of BDRCS volunteers especially the volunteers who have received Training of Trainers (ToT) training and been recognized/certified as Master Trainers mainly to organize trainings under RCY co-curriculum programs at different educational institutes. It also tried to explore the long term social value and impact of volunteering. BDRCS management as well as other internal
relevant stakeholder can get idea from the study findings about how the youths are being engaged in RCRC activity and how the ToT holder master trainers (volunteers) are contributing in this regard. Most importantly, this study has also captured different aspects of RCY co-curriculum activity at the educational institute (grade VI-XII) which is for the first time since it’s official commencement in 2009. This will provide BDRCS management and leadership a way forward toward further expansion of co-curriculum activity throughout the country.

However, the study team could only cover a small portion of total ToT holder master trainers as well as few sample schools and colleges. It could not go for more detailed assessment covering all ToT volunteers and all educational institutes that they covered due to time and fund constraint and as well as for the nature of the study itself. Thus, this study may not reflect overall scenario of economic and social value of ToT volunteers as well as the RCY co-curriculum activity.

Besides, to calculate economic value, the study has only considered a predetermined timeframe and the volunteering hours related to providing training at different educational institutes. But, apart from organizing training under co-curriculum activity, the ToT Volunteers are also involved in various other activity of BDRCS Branches which are not calculated to identify economic value. On the other hand, for social value calculation, no recognized method was followed. It is based on qualitative data collection through Focus Group Discussion and interviews.

Methodology of the Study

The study followed a mixed method of qualitative and quantitative data collection. For economic value calculation 17 districts/Units were selected out of 68 through simple random sampling to interview the ToT holder volunteers. From those 17 sample districts/Units 46 ToT holder volunteers out of 214 were interviewed through a semi-structured questionnaire.
Data collection for social value calculation was fully based on qualitative methods. To make the data collection for identifying social value diverse, the study team tried to capture views from RCY members of schools/colleges, teacher in-charge, guardians of RCY members, relevant government authorities, BDRCS Unit management and as well as the family members and the ToT holder volunteers themselves. 2 Focus Group Discussion was conducted with RCY co-curriculum committee members and the guardians of the RCY members in one school of Dhaka which was selected through purposive random sampling. Besides, a member of BDRCS Unit Executive Committee from 3 Branches, teacher In-Charge of one school from 3 districts were also interviewed to know the impact that the volunteers are leaving in society in the long run.

**Bangladesh Red Crescent Society**

Bangladesh Red Cross Society (changed to Red Crescent on 4th April, 1988) was established on 31 March, 1973 by the President's Order No. 26 of 1973 with retrospective effect from the 16th December 1971 role as an auxiliary to the public authority. With a view to preventing and reducing human sufferings and saving lives of jeopardized people, the Society have set a vision to become an effective humanitarian organization in Bangladesh with the motto, “doing more, doing better and reaching further”. Its seven Fundamental Principles, unanimously proclaimed by the 20th International Conference in 1965, is a set of believes and ideas that provide guidelines for the staffs and volunteers of the organization to facilitate and define scope for their humanitarian work. The Fundamental Principles include Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality—which enables a person related to the Red Crescent or Red Cross to build up his/her character in a way that leads him/her in making the world a better place for living in.

With a view to providing services to the grassroots level, BDRCS have reached across the country and came closer to the doorsteps of those who need its help, support, and knowledge the most. With this vision, it provided training of trainers (ToT) to around 204 youth volunteers to produce a pool of master trainers across the country, taking at least 3 persons from each district Branch to run training programs in different educational institutes under RCY co-curriculum activity.

**RCY Co-curriculum Activity**

Red Crescent Youth (RYC) in Bangladesh was initiated in 1975 under the name Junior Red Cross (JRC), which was changed in 1980. At this moment BDRCS approximately has 3,500 trained and skilled Red Crescent Youth volunteers and approximately 720,800 Red Crescent Youth (RCY) members; who are highly motivated and actively involved in Red Crescent activities.
BDRCS has its separate Youth and Volunteers Department at the NHQ. In order to accelerate RCY activities, the Ministry of Education of the Govt. of Bangladesh has introduced RCY movement since 2009 in all the education institute as “co-curriculum activity” by forming a 53-member team in each of the institutions between grade VI to grade XII to conduct youth movement activities. The department organizes basic training on RCRC Induction, First Aid, earthquake and fire drill with the support of Civil Defense authority. Furthermore, these RCY teams are engaged in institution based social activities such as gardening, cleaning, and literary and painting competition. At present, at about 13,800 schools, colleges and madrasas have RCY teams and under the current Strategic Plan of BDRCS, it aims at increasing the number by 70% by 2020.

**Structure of 53-Member RCY committee at Schools/Colleges**

**Pool of master trainer volunteers through TOT Training:**

Since the start of the Co-Curriculum activity, BDRCS has been trying to take various initiatives to expand the program. However, there were several limitations including lack of skilled human resources to conduct different activities under co-curriculum program at branch level. As a part of this, in 2015, Youth & Volunteer department took initiative to create a pool of ToT holder master trainers throughout the country covering all the Branches of BDRCS. In this connection, the Department organized Training of Trainers (TOT) course for selected volunteers---many of whom were youth---from all 68 branches. A total of 214 volunteers from each Branch, were trained in
6 batches during October, 2015 to December 2015. Among the total participants 152 were male and 62 were female. These volunteers were given the ToT training so that they can organize trainings in different educational institutes under co-curriculum activity to the students of class 6 to 12 (10 to 17 years old approximately). And the total expenditure organizing the ToTs is BDT 2,512,343. That means the training expenditure for each volunteer was BDT 11,740.

Most of the volunteers who were selected for the ToT, are trained on Red Cross Red Crescent Induction, First Aid, Search & Rescue, and Disaster Response. Among them few are also members of National Disaster Response Team of BDRCS. Volunteers are assisting units for day to day work and project/program implementation at unit level. Unit volunteers also provide their prompt and effective service during any disaster emergency situation such as cyclone, flood, fire, building collapse, landslide and boat capsize incidents throughout the country. Volunteers are also engaged in different civic engagement like road safety, service in hospital, hand wash and various awareness campaign activities etc.
2. The economic value of our youth volunteers

Brief summary of the branches that the study covered

RCY co-curriculum activity is implemented by all 68 branches of BDRCS throughout the country. Due to time and budget constraint the study could not cover all the branches. It only covered 17 branches on a sample basis which represents different regional parts of the country.

A. Total number of volunteer hours

<table>
<thead>
<tr>
<th>Table 1. Total number of volunteer hours rendered by volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total # of volunteers</td>
</tr>
<tr>
<td>Total # of Hours Rendered</td>
</tr>
</tbody>
</table>

As presented in the table, 46 volunteers rendered volunteering services in their respective branches throughout the year.

B. Full-time staff equivalent of the total number of volunteer hours

In order to carry out the work of the 46 volunteers, the branch would need the equivalent of 27 full time personnel. This was computed as follows:

\[
\text{Equivalent full time staff} = \frac{\text{Total volunteer hours}/40 \text{ hours per week}}{48 \text{ weeks per year}}
\]

\[
= \frac{52,615 \text{ hours}/40}{48}
\]

\[
= 27.40 \text{ full time staffs}
\]

\[
= 27 \text{ full time staffs}
\]

C. Total volunteer investment

The total volunteer investment shows all the expenses associated with having volunteers. It must be emphasized that these expenses were incurred by the branches because of the presence of the RCY co-curriculum activity volunteers. If there were no RCY co-curriculum activity volunteers, RCY co-curriculum activity will not be incurring these expenses.
Table 2. Total volunteer investment in 2015-2016

<table>
<thead>
<tr>
<th>Category of Expenditure</th>
<th>Cost details</th>
<th>Amount (BDT)</th>
<th>%</th>
</tr>
</thead>
</table>
| ToT                                        | Expenses for ToT training of 46 volunteers (BDT11,740/volunteer)              | 540,040      | 48%
| Allowance & Travel cost for Training at Schools | Travel and food allowances for volunteers for organizing training under co-curriculum activity at school, college and madrasa (by 46 volunteers) | 576,863      | 51%
| Insurance                                  | Insurance coverage for 46 volunteers                                          | 5,520        | 0.5%
| TOTAL                                      |                                                                                | 1,122,423    | 100%

In the year October 2015- October 2016, a total investment of BDT 1,122,423 has been made in for 46 ToT holder volunteers. BDRCS NHQ spent about BDT 11,740 for each volunteer for providing ToT training which means a total of BDT 540,040 were spent for 46 volunteers. Besides, the Branches spent money to provide them Transportation and Daily Allowances while the organize any training. Apart from this, all volunteers are provided with insurance coverage under IFRC Global Insurance Scheme.

D. Total volunteer value

This study analyses the functions carried out by volunteers and time spent on each activity, and matches it to the equivalent paid work at the market wage. This produces an estimated amount – what the national society would need to pay if it were hiring staff to carry out the same work. The table below presents the equivalent positions or paid works a volunteer is doing during the course of their duties:

Table 3. Total volunteer value

<table>
<thead>
<tr>
<th>Equivalent paid job</th>
<th>Volunteer roles (and total time rendered volunteering for these roles)</th>
<th>Equivalent staff</th>
<th>Estimate salary per month</th>
<th>Number of months</th>
<th>Total Volunteer Value (2015-2016) in BDT</th>
</tr>
</thead>
<tbody>
<tr>
<td>BDRCS Field Officer (trainers)</td>
<td>ToT Master Trainer</td>
<td>27</td>
<td>42,000</td>
<td>12</td>
<td>13,608,000</td>
</tr>
</tbody>
</table>

TOTAL

*CHF1=BDT 80

The ToT holder volunteers are performing their job as Master Trainers to train the RCY of different educational institutes. Thus, their job is equivalent to the full-time staff of BDRCS who organize different training as master trainer. Here, the consolidated salary of lowest grade of full time staff (Field Office-Master Trainer) of BDRCS has been considered to find out the volunteer value.
E. The VIVA ratio

The VIVA ratio is computed using the formula:

\[
\text{VIVA ratio} = \frac{\text{Total volunteer value}}{\text{Total volunteer investment}}
\]

Using the values obtained during the VIVA exercise, it could be reached the following calculation:

\[
\text{VIVA ratio} = \frac{13,608,000}{1,122,423} = 12 : 1
\]

The VIVA ratio calculation means that for every one BDT spent on each volunteer, the BDRCS receives BDT 12 worth of value from services rendered by them.

F. Per capita costs and contributions

The per capita contribution will refer to the “ToT holder RCY master trainer mobilized during October 2015-October 2016”.

\[
\text{Per capita hours} = \frac{\text{Total number of volunteer hours}}{\text{Total number of volunteers}} = \frac{52,615}{46} = 1,143.80 \text{ hours per volunteer}
\]

\[
\text{Per capita expenditure} = \frac{\text{Total volunteer investment}}{\text{Total number of volunteers}} = \frac{1,122,423}{46} = 24,400.50 \text{ BDT}
\]

\[
\text{Per capita value} = \frac{\text{Total volunteer value}}{\text{Total number of volunteers}} = \frac{13,608,000}{46} = 295,826.08 \text{ per volunteer}
\]
3. The social value of volunteering

Apart from the economic values of the volunteers, there are other important social values that the volunteers generated for the organization which cannot directly be measured like economic value. However, measuring social value of volunteering, especially the youth volunteers, demands in depth study or evaluation. Keeping all the limitations on mind, the study attempts to address the social values that the volunteers achieve which provides added significance to the report.

With an aim to measuring social value of RCY program, the study evaluated the data gathered from the Focas Group Discussion and Key Informant Interview (information gathering) conducted among students, teachers, guardians and BDRCS unit executive committee members. As well as the study evaluated the data gathered from some key individual interviews of the teachers, students, district education authorities, and unit Red Crescent authorities from different districts of the country like Bogra, Naogaon etc. From these, the study found a wide range of social impacts made by the RCY volunteers starting from facilitating themselves and their family to benefitting the society.

Though it is impossible to calculate the price of the dedication and determination that the volunteers showed in providing training in different educational institutes all over the country, some of the social impacts and benefits they have made in the community level are highlighted below:

- During the period that this study covers, a total of 425 training courses on Red Cross Red Crescent basic and First Aid were organized by 46 volunteers of the sample 17 districts where a total of 48,538 Red Crescent Youth members of grade VI – grade XII in different educational institutes were trained.

- Besides organizing training under co-curriculum activity, the ToT holder volunteers were also involved in various other activity of the Branches which is mostly related to service delivery to the community.

What others think about RCY Activity

- The RCY volunteers of BDRCS plays very vital role in protective social norms and values. The organize training, collect and donate blood, conduct cleaning campaign and so on which adds very important value to the society. (Md. Siddiquil Islam, District Education Officer, Naogaon)

- The RCY members are trained and they are able to be strong even during any disaster which is not really the case for other girls. However, the activities need to be more frequent and regular and also the RCY members needed to be given various tasks to keep them active. (Mahfuza Khatun, Assistant Teacher, Naogaon Govt. Girls School)
• The majority of the teachers, guardians, and authority participating in the Focus Group Discussion said that the RCY members and other students who received trainings under RCY co-curriculum program have developed a strong behavioral pattern of being responsive to any emergency situation and helping other people of the community, classroom, and family.

• By learning how to provide first aid treatment, carry injured patient, rescue in case of fire and earthquake, the volunteers have provided important services in emergency incidents where general people are usually unaware of what to do.

• They have provided useful aids whenever there raised a situation like road accidents, natural disasters, injury to someone etc.

• The students developed a clear knowledge about many common treatment myths like applying toothpaste to the burnt human parts, feeding cow dung to someone who took poison etc. and provided the proper treatment in these situations, or are aware of the proper treatment in these situations.

• “RCY Co-Curriculum Program” helped Young students from school and college level to grow leadership ability in themselves at such an early stage that it helping them in becoming an asset for the nation which in turn contributing toward nation building.

• By taking the training, the RCY volunteers have extended their helping hands and knowledge towards their family members and friends in any situation of emergency.

• RCY volunteers have talked about many incidents where their knowledge, gained from the ‘RCY Co-curriculum Program’, helped them in taking steps in sudden emergency situations. For example:
  o When a fellow student of the RCY members in Tejgaon Girls’ High School got fainted all on a sudden, the trained volunteers were among those who knew what to do in this situation and worked accordingly.
  o When a student got her finger burnt a little, she stopped her mother from applying toothpaste to it, and got the right treatment by herself by putting cold water on it.

Likewise, the program and training benefitted the volunteers themselves and their family and friends. During the group discussion and individual interview with the volunteers, teachers, guardians, and authority the following issues came up as the major benefits for the volunteers and their family:

• Gaining leadership skills and building a strong personality is the most significant benefit that the volunteers achieved.

• Respect and trust from the other members of the community are among the greatest benefits for the volunteers
4. What other values does volunteering bring?

- RCY volunteer program has in a way contributed in reducing gender discrimination by providing both the male and female students with same kind of trainings and strengthening their ability.

- One of the biggest success of the RCY program is its ability to motivate other people who have not taken any training under RCY but who are impressed by service it has been providing to the society. By experiencing the sincere responses of the RCY volunteers in many emergency situations, the guardians and other students expressed their interest in participating in the project.

- RCY volunteers have contributed to a great extent in building a good image for the RCY activity and Bangladesh Red Crescent as a whole by providing valuable service to the community.

- Many teachers and authorities have demanded computer based trainings for the students to reach more numbers.

- Teachers have demanded training for themselves along with the students to be able to provide service to the community.

- There is a limited number of things that are taught in the trainings, and students have demanded for some more crucial first aid trainings like BP checking, sugar checking etc. for themselves.

- Many students demanded for more practical knowledge on the things that are taught in the training like Early Warning, Search and Rescue, First Aid etc.

- Trainings should be provided in a more regular basis to a particular educational institute.

One day I got one of my fingers burnt accidentally. My mother wanted to put toothpaste on it, but I prevented her from doing so. I told her it is appropriate to put cold water rather than paste to a burnt place. I learnt it from Red Crescent.

– A student

The total number of hours rendered by ToT volunteers is 5,615, between 46 volunteers this gives us 1143.80 hours per volunteer. The BDRCs invested 1,122,423 BDT into 46 volunteers, meaning an average of 24,400.50 BDT per person. With the VIVA ratio calculated above calculating a 12BDT return for each 1 BDT spent, divided between 46 volunteers gives 295,826.08 BDT value back to the branch per volunteer.
5. Conclusion

Co-curriculum activity is one of the main program for Bangladesh Red Crescent Society to promote and ensure youth engagement and school based RCY activities. With the order from the Ministry of Education of Government of Bangladesh, the students of grade VII to XII needs to pay BDT 10 per annum to BDRCS and Government to run Red Crescent Youth activity as school co-curriculum throughout the country. However, there had been very limited activities designed and implemented by BDRCS and its units for the RCY members of the schools and colleges in return of their contribution. One of the main reason was lack of resource persons at Unit level to carry out co-curriculum activity. Developing the pool of ToT Holder Master Trainers is very effective initiative in this respect.

6. Recommendations

- With the training for students, there should be more trainings for teachers and guardians First Aid, Search and Rescue, Earthquake Response, Income Generation Activities etc.
- The range of training should be extended from first aid to advanced level, where beneficiaries should be provided with training on how to check blood pressure, diabetes etc.
- Teachers of most of the institutions are not aware of RCY co-curriculum program as the Education Board does not send letters to them. The board should take the initiative to make them familiar with the program.
• The accountability of responsible teachers of the program should be ensured.
• BDRCS should ensure a regular basis communication with the schools, colleges, and madrasas and raise awareness as much as possible.
• Govt. should provide fund for this project, and the shared money of each unit should be distributed in right time.
• To accelerate the program, BDRCS should organize workshop for the representatives of the educational institutes, and make them aware of their responsibilities to co-curriculum activities throughout the country.
• The training that RCY program provides should not only be limited to secondary and higher secondary school level, rather the dissemination should be extended to all the people of the community.
• Co-curriculum activities should be introduced and run in university level; from public university to private university.
• Ensuring the security of the volunteers who go to provide help in the disaster stricken areas.
Aknowledgement

This study has been greatly contributed by different persons especially the volunteers of BDRCS. The study team and Y&V Department of Bangladesh Red Crescent Society thankfully acknowledge those contributions. Latiful Kabir Emon, South Asia Youth Network Representative of BDRCS performed very important role of coordinating the whole data collection process from all sample branches. RCY Volunteers of BDRCS named Rakib, Ananda, Rabby, Papri helped greatly to conduct the KII's and FGDs as well as questionnaire survey with ToT holder master trainers. The Unit Level Officers (ULOs) and the UEC members especially the Secretaries of the selected Units cooperated very well in provided relevant data and information. Besides, the endorsement and support from the senior Management of BDRCS to conduct this study is worth acknowledging with special mention.

Md. Kamrul Hasan, Senior PMER Officer, PMER Section, BDRCS provided technical guideline and mentoring support throughout the process of this study.

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A volunteer with Bangladesh Red Crescent Society. Hs has recently completed his Masters of Arts in English Literature from the Jahangir Nagar University, Bangladesh.
The Fundamental Principles of the International Red Cross and Red Crescent Movement

**Humanity** The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

**Impartiality** It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

**Neutrality** In order to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

**Independence** The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

**Voluntary service** It is a voluntary relief movement not prompted in any manner by desire for gain.

**Unity** There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

**Universality** The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.
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