

VISITOR & DONOR ENGAGEMENT POLICY

1. Purpose

This policy sets out the principles and procedures for visits to Purpose of Life (“**Charity**”) projects abroad. It ensures that visits support our mission, safeguard beneficiaries, protect our staff and provide a meaningful and respectful experience for visitors, while keeping the focus on serving those in need.

2. Scope

This policy applies to:

- Donors, partners, and supporters who wish to visit our overseas projects.
- Volunteers.
- All individuals involved in arranging or hosting visits.

3. Eligibility

- Visits are for donors institutional partners or other parties where such visits are considered to bring clear benefit to both the Charity and the projects. For clarity, visits should not be regarded as an entitlement for donors, as regular updates are already provided through photos, videos, and other communications.
- Donor visits are limited to **one or two visits per year, per country** and are **not open or unlimited**.
- Visitors must be at least 18 years old (unless part of an organised youth programme with appropriate safeguarding measures).
- All visits **must be accompanied by a trustee of the Charity**.

4. Application & Approval

- All requests must be submitted in writing to the trustees of the Charity, with at least three months notice being given in advance for projects abroad and one month notice in advance for projects in the U.K.
- Approval is at the discretion of the Charity and subject to operational, security, and safeguarding considerations.
- No visitor may travel directly to project sites without prior approval and coordination of the Charity.

5. Responsibilities

Visitors must:

- Cover all personal travel, accommodation and insurance costs.
- Attend a pre-departure briefing (in person or online).
- Comply with all safeguarding, confidentiality and cultural respect guidelines.
- Refrain from making promises or providing money/gifts directly to beneficiaries.
- Respect the fact that **project teams and local leaders (including Imams and coordinators) have limited time and resources**. Visitors must not interfere with their work or place undue burden on them.
- Accept that **there is no obligation for the team to meet visitors**; as donor updates are provided through videos, pictures, and social media.
- Cover their own food and accommodation — **the charity team is not responsible for hosting, entertaining, or feeding visitors**.
- Reflect on their intentions for visiting and donating, ensuring they are not creating additional strain on the Charity's limited resources.

6. The Charity will:

- Assess risks and feasibility of visits.
- Provide orientation on safety, culture and safeguarding.
- Ensure visits do not disrupt project delivery or create burdens on local teams.
- Accompany visitors through an appointed trustee.

7. Safeguarding & Conduct

- Visitors must never be alone with children or vulnerable adults.
- Photography/video must only be taken with explicit permission and in line with charity media guidelines.
- Visitors must follow the direction of local staff and trustees at all times.
- Any misconduct may result in immediate termination of the visit.

- Visitors are expected to approach their visit with humility, recognising that the purpose of their support is to **help the needy**.

8. **Costs**

- All costs (travel, visas, accommodation, meals) are the responsibility of the visitor unless otherwise agreed in writing.
- The Charity will not use project funds to subsidise visits.

9. **Review & Exceptions**

- This policy will be reviewed annually.
- Exceptions may only be granted by the Charity trustees.

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Board of Trustees

Date: 29 September 2025