



Sufra WhatsApp Guidelines

1. Purpose of the Group

- This group is for sharing information related to volunteering activities eg service changes, events and rotas.

2. Respect and Inclusion

- Encourage an inclusive and respectful environment for everyone. No offensive, discriminatory, or inappropriate language or content is allowed.
- Don't direct message other volunteers directly unless they have consented for you to do so.
- For safeguarding purposes, nobody under the age of 18 should be included in the WhatsApp group chats. Volunteers aged 16 and 17 can sign up to our WhatsApp announcements (which doesn't allow for direct messaging).

3. Privacy and Confidentiality

- Do not share personal data or photos of volunteers, guests, or staff without explicit consent.
- Please keep data shared about guests in groups to the bare minimum / what is necessary.

4. Communication Etiquette

- Keep messages concise and relevant to volunteering / service delivery.
- Avoid sending unnecessary forwards, chain messages, or unrelated content / promotional material.
- Sensitive issues / personal discussions should be discussed privately with the appropriate staff – preferably in person.

5. Moderation and Reporting

- Admins monitor the group to ensure guidelines are followed.
- Please note that our administrators are not on duty at all times. Responses will be provided during their working hours, and some team members work part-time.



- Any breaches of guidelines, harassment, or unsafe behaviour must be reported to group admins. Failure to adhere to the group guidelines may result in a warning, temporary removal or you being removed permanently from the group if breaches are deemed high risk or repeated.

6. Leaving the Group/Whatsapp Community

- Members may leave the group at any time. If you would like to leave, just go into the group settings and scroll to the end and click "Exit Group".