



DEPLOYMENT WELCOME HANDBOOK



THANK YOU FOR SIGNING UP

WE ARE SO EXCITED TO WELCOME
YOU TO **SALAM CHARITY!**

By signing up, you've taken the first step on a life-changing journey - not just for the people you'll meet and serve, but for yourself as well. This isn't just about delivering aid; it's about standing side by side with communities in need, listening, learning, and being part of something much bigger than yourself.

You are now part of a global movement of volunteers committed to restoring dignity, creating hope, and building a future free from poverty and injustice. Whether this is your first deployment or one of many, your decision to show up, give your time, and raise your voice means the world - and will change lives, InshaAllah.

We look forward to supporting you through every step of your journey.

Let's get started.



WHO WE ARE & WHAT WE DO

AT SALAM CHARITY, OUR MISSION GOES BEYOND
PROVIDING AID - WE WORK TOWARDS A WORLD WHERE
COMMUNITIES NO LONGER NEED IT.



Our deepest belief is that charity should be a stepping stone, not a way of life. True success is when the people we support are empowered to lead independent and dignified lives. We want them not to be reliant on external help, but equipped with the tools and opportunities to thrive on their own.

That's why we invest in sustainable, community-led solutions - from education and healthcare to clean water, livelihoods, and long-term development. Because real change happens when people are given the chance to shape their own futures.

WHY GO ON A DEPLOYMENT WITH SALAM CHARITY?

Deployments aren't just about delivering aid, they're about standing in solidarity with those who have faced unimaginable challenges. You'll meet families full of strength, children full of dreams, and communities full of resilience.

Our volunteers often describe our deployments as one of the most humbling and transformative experiences of their lives.



“I went to help others, but I came back changed. I saw love, hope, and strength in the most difficult places. I'll carry that with me forever.”

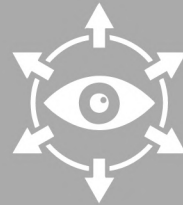
AISHA
Lebanon Deployment

WHAT BENEFITS DO YOU GET FROM IT?

While your mission is to serve others, many of our volunteers find that our deployments gave them more than they ever expected:

PERSPECTIVE

Seeing the world through someone else's struggle and strength will shift how you view your own life.



PURPOSE

Often described as a turning point in how they want to live, give, and lead.



COMMUNITY

You'll build strong bonds with fellow volunteers, united by compassion, service, and shared experience.

PERSONAL GROWTH

From speaking up to stepping out of your comfort zone - our deployments build confidence, empathy, and resilience, whilst forming life-long friendships along the way.



TESTIMONIALS FROM VOLUNTEERS

Testimonial 1:

“Volunteering with Salam Charity in Egypt, supporting Palestinian refugee families from Gaza, changed my life. I heard stories of unimaginable loss and trauma, yet I saw incredible strength, faith, and even gratitude in the people we met.

It made me realise how much we take for granted and taught me what real resilience looks like. If you want to witness humanity at its most powerful and grow in gratitude, I urge you to volunteer with Salam Charity. It will change the way you see the world.”

Shahi Gias
Egypt Deployment



Testimonial 2:

“What was your deployment experience like? It was eye-opening. Seeing the reality of life in rural Uganda put a lot into perspective. We visited communities facing real hardship, and being able to deliver aid directly made the experience feel so meaningful. Like we are really making a difference.

How did it feel to be out there?

It was a mix of emotions to be honest, most of it was such a great vibe because the people there have energy like no other. Some things were tough to see but it just made me feel grateful and more driven to do even more. It reminded me why this work matters.”

Sahil Naveel
Uganda Deployment



FAQs

While your mission is to serve others, many of our volunteers find that our deployments gave them more than they ever expected:

How much funds do I need to raise?

All of our volunteers are required to raise a minimum of £5000, 4 weeks before the deployment date. Please note that we work on a first come first serve basis.

What if I'm not confident about fundraising?

Don't worry! We're here as a team to support you every step of the way. We provide guidance, resources, and encouragement to help make fundraising easier and more manageable. You won't be doing it alone!

Is it safe to travel to the deployment areas?

Your safety is our top priority. We stay well-informed about current situations and work closely with local NGOs and authorities to ensure all deployment locations are secure and safe for our volunteers.

What happens if I don't reach the minimum target before the deadline?

If you are not able to reach your fundraising target by the agreed date, you will not qualify to travel on the chosen deployment. However, your spot will be moved to the next available deployment date.

Can people donate their Zakat/Sadaqah on the link?

Yes, there is a tick box option to select Zakat when donating via LaunchGood.

What does a typical day on deployment look like?

Each day of deployment will vary depending on the country, offering far more than just distributing aid in camps or rural areas. You'll have the opportunity to meet beneficiaries, hear their stories firsthand, and fundraise together as a team for some of the most impactful cases we encounter.

One highlight is our Orphan Fun Day - a joyful event where children and parents come together to play, connect, and celebrate. You'll also visit our sustainability projects, which empower beneficiaries to become more self-reliant and build independent livelihoods.



Is it safe to drink the local tap water?

No - please do not drink tap water anywhere (hotel, restaurants, homes, etc.) Safe bottled drinking water is always provided by the team and available on request. We recommend bringing your own reusable flask or large bottle to stay hydrated throughout the day.

Do I need to be vaccinated or have specific immunisations to travel?

It is the responsibility of each volunteer to check which vaccinations/immunisations are required for their destination before departure.

Are meals provided?

We provide meals and snack breaks for our volunteers throughout the day. Any extra food or expenses will need to be covered by the volunteers.

Who do we work with internationally whilst on deployment?

We have several local partners on the ground who are registered NGOs and are experienced in their field.

What should I pack?

Make sure to pack comfortable shoes and clothes suitable for the climate, personal essentials, and any medications.

Will you provide me with t-shirts and hoodies?

Yes, we will provide you with a number of t-shirts and hoodies dependent on the season. You can purchase more at an extra cost. These will be distributed at the airport or at the deployment destination. You are required to wear these at all times when out in the field and when representing Salam Charity.

Can I use my phone/data out there?

Yes, we can provide SIM cards at an extra charge which have data included that you can use for the duration of your trip

Can I take anything from home to distribute?

We don't allow you to distribute any goods or money yourself, as we like to ensure that everyone receives fairly and equally. And in some cases, it may be against the law to be distributing funds or goods without prior permission. However, you can take sweets or small toys for children which can be distributed amongst them at the camps or during family visits. It's important to have a sufficient quantity of the same sweets and toys to ensure consistency and fairness during distributions.

How much spending money should I bring?

Only bring a small amount for personal use - flights, accommodation, and food are covered by us! Our team can help you exchange money locally at the best rate, so no need to exchange before travel.

Can I take photos or videos?

Yes, you're welcome to take photos or videos. Our media team will also be capturing content, which will also be available for you to access and share. Please be mindful and follow Salam Charity's guidance when filming or photographing.

**Where will we stay during deployment?**

You'll stay in hotels, which may change based on where we're working. Travel between cities may be required, depending on the week's planned programmes.

Is it shared accommodation?

We aim for every volunteer to have their own room where possible, however in some circumstances where there is no availability, volunteers will have to share.

Are all the days on deployment a full working day?

Yes, the day usually begins at 9am and finishes by 5 or 6pm. You are free to rest after we have finished our reflection session for the day.

Do I need to pay anything for the deployment?

There is a registration fee of £200 (£300 for Pakistan deployments) which goes towards covering some expenses for your trip. This is only payable once you have reached your minimum fundraising target.

Do we pay for our flights/hotel?

Salam Charity covers all costs such as flights, accommodation, transport and food on deployment. This is often covered using the gift aid generated and registration fees. However, if you wish to cover your own flights and accommodation, we do encourage it, as it allows us to spend more funds on aid delivery.

Which airport do we fly from?

In most cases, we organise flights from London Heathrow Airport, however, we will let you know of any changes closer to the departure date.

Who leads the deployment?

We have a team of experienced staff members who take charge of the deployments under the leadership of our **Deputy CEO, Waseem Iqbal**.



**ALL THE BEST WITH YOUR
FUNDRAISING, AND WE'LL SEE YOU
OUT ON A DEPLOYMENT SOON!**



POINTS OF CONTACT

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