

Volunteer Handbook

RHINO

Rhino Momma Project

NAMIBIA RHINO CONSERVATION

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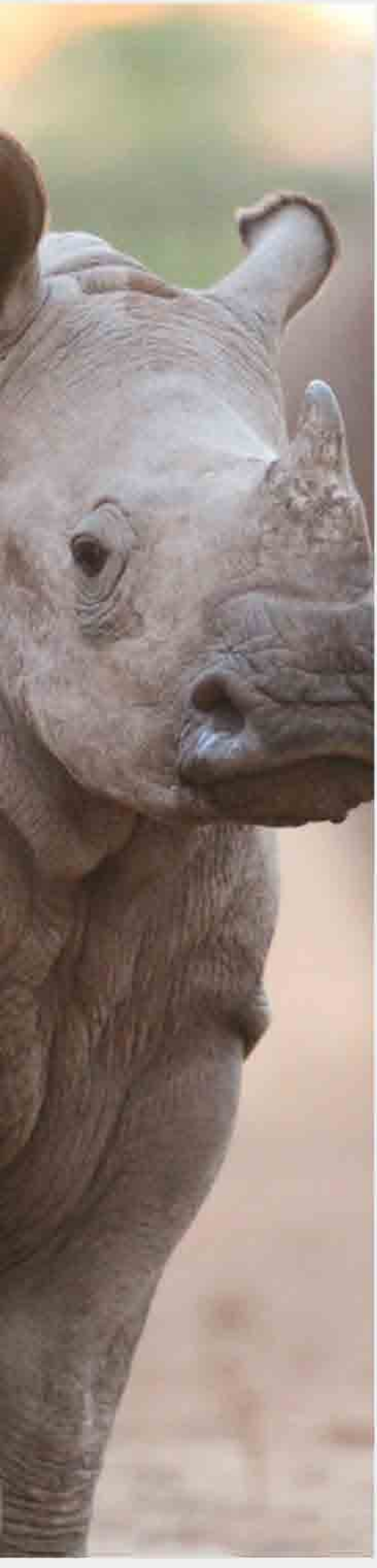
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01 Welcome to the Rhino Momma Project

Dear Volunteer,

We are thrilled that you're interested in helping the rhinos! Your role in this mission is vital, and we're excited to have you on board.

This handbook has been created to guide you through everything you need to know to ensure your volunteer experience is productive, rewarding, and enjoyable.

Inside, you will find important information covering our Mission and Vision, a detailed breakdown of what is expected of you during your time with us, including key tasks and how they contribute to our project's success, Code of Conduct, our standards for behavior, including professionalism, teamwork, and environmental responsibility, safety guidelines: Tips and protocols to ensure your safety and the safety of the rhinos while working in the field and much more

We hope this handbook will provide you with the knowledge and inspiration you need as you embark on this adventure. By volunteering with us, you are not only helping to safeguard a species on the brink of extinction, but also becoming part of a global movement dedicated to wildlife conservation.

Thank you for being here, and we look forward to working with you to make a difference for rhinos!



02 Who is the Rhino Momma Project

At a local high school in northern Namibia, in a small town called Outjo, a 15-year-old presented an idea to bring about a large-scale White Rhino conservation project to his class. He proposed a breeding project ambitious enough to repopulate the country with these majestic creatures that have been driven near extinction by habitat loss and poaching. Projects of this size require dedication and resources. Through a series of events and over several years, this vision has led to the creation of the nonprofit organisation (NPO), 'The Rhino Momma Project.'

The young man's father, Jaco Muller, decided in 2010 to convert his family-run antelope breeding program into a program that focused on breeding high-quality white rhino's in large enough quantities to potentially fulfil his son's dream to preserve and expand the white rhino population in Namibia.

A bull was acquired from a local reserve, and soon after, the family companies acquired a mature cow and her calf at auction, Muller Investment Corp cc and Muller Stud Namibia cc. became the proud, ambitious and somewhat naïve owners of their first White Rhinos.

The funds generated from developing two nature estates were used to purchase two properties adjacent to the original stand and to acquire the animals needed to invest in the breeding programme's success appropriately. White rhinos were sourced from throughout Namibia and South Africa at great expense to ensure the best genetic diversity possible.

Genetic diversity is an essential tool in the conservation arsenal because it promotes the health and longevity of the population; it is a tool that will require constant investment in the future.

In January 2013, 3 years after the initial purchase, the first calf was born on the farm! Since that day, up until July 2024, the delight experienced by the Muller family and company at the arrival of the first calf has been replicated 163 more times; each new calf contributing immeasurable to the conservation efforts!

Unfortunately, the programme has not been without trials and tribulations, as the dramatic increase in poaching in the area commenced in 2015. The program established anti-poaching patrols on foot with e-bikes, bicycles and 4x4 vehicles and aerial surveillance, and all the equipment and skills needed to prioritise deterrence and early warning were employed from the get-go.

As costs escalated, a decision was made in 2018 to register a nonprofit organisation to help support the breeding program in its conservation efforts. The Rhino Momma Project was set up to raise funds and awareness that would allow the continuation of the essential breeding program owned by the Muller family's enterprises.

Yet another significant decision was made, and the doors to the Kifaru Luxury Lodge were opened in 2019. Kifaru means "rhino" in the African language, Swahili, and the hope for this lodge was that it would generate sustainable funds for the NPO from the tourism sector. The Muller family remain true to the vision: "We cannot only preserve but expand the country's white rhino population to conserve the species." However, this will only be possible through dedicated individuals who, with the help and support from NPOs such as The Rhino Momma Project, continue to rescue the species from extinction's precipitous edge.





03 Our new Rhino Momma Project volunteer program

Volunteering with rhino's is a unique opportunity, most rewarding travel experience, contributing to wildlife conservation and research, while making ever-lasting memories and a real difference to the iconic wildlife.

The professional team is dedicated to saving a species from extinction while conserving a future for wildlife, and they know each rhino by its name. This volunteer program has given individuals a behind-the-scenes insight in Namibia's largest breeding project. Volunteers will have the opportunity to better understand the effects of the rhino poaching crises while you will play a very important role in safeguarding the future of Namibia's endangered species.





04 Volunteer roles and responsibilities

It is extremely important to remember that you will be working with wild animals - especially BIG wild animals that have great strength and speed. This means they can cause great injury and harm to people and inflict great damage on vehicles if care is not taken. Therefore volunteers MUST at all times listen to their coordinator and take great care and concentration when working with the rhinos.

- Carry out their role to the best of their ability and adhere to their role description, unless an activity goes beyond the remit of the the role description is agreed in advance. Consult their volunteer coordinator if they are unsure.
- Always follow instructions, take note of risk assessments and adhere to safety working practices.
- Inform your volunteer coordinator if you have concerns or require clarification.
- Report all incidents, accidents or near misses.
- Always represent the program professionally, speak well of the project publicly and interact courteously with the public when carrying out RMP business/activities.
- Take great care of RMP resources and equipment.
- Inform their volunteer coordinator if there are changes in their circumstances, including medical conditions, or other situations that may affect their ability to undertake their volunteer tasks.
- Respect the confidentiality and information.
- Rhino Momma Project is ethical and responsible. All animals roam freely on the reserve.

05 Volunteer activities

The activities in which volunteer will be involved are largely varying on what and where help is needed on the reserve, as well as the seasons. For example, during the rainy seasons, there is enough natural fodder in the field so no feeding will take place, whereas in the winter, this will be your main activity.

Activities you can expect to participate in are, but not limited to:

- Setting up camera traps and data capturing
- Working through camera trap footage to identify animals or look for suspicious activity
- Monitoring rhinos in the field and behaviour observations
- Washing of rhino feed bowls and water troughs
- Weeding of invasive plants in the field or picking up of rope, wire or plastic in the field
- Feeding of rhinos
- Game captures (when available)
- Moving of game and rhinos to different camps
- Possibility of observing veterinary procedures

It is also possible that your help is needed at the shed, here you can expect:

- Checking and fixing fences, water pipes, gates, etc.
- Fixing water troughs
- Working in the lucern field (rhino fodder)
- Helping out at the Kifaru Luxury Lodge and Bush Camp
- Contacting possible donors and sponsors

It's not all hard work. We have some fun too:

- Farm braais (barbecues)
- Swimming at the volunteer quarters
- Watching and debating relevant movies
- Sleep out in the game viewing hide on the reserve
- Playing games

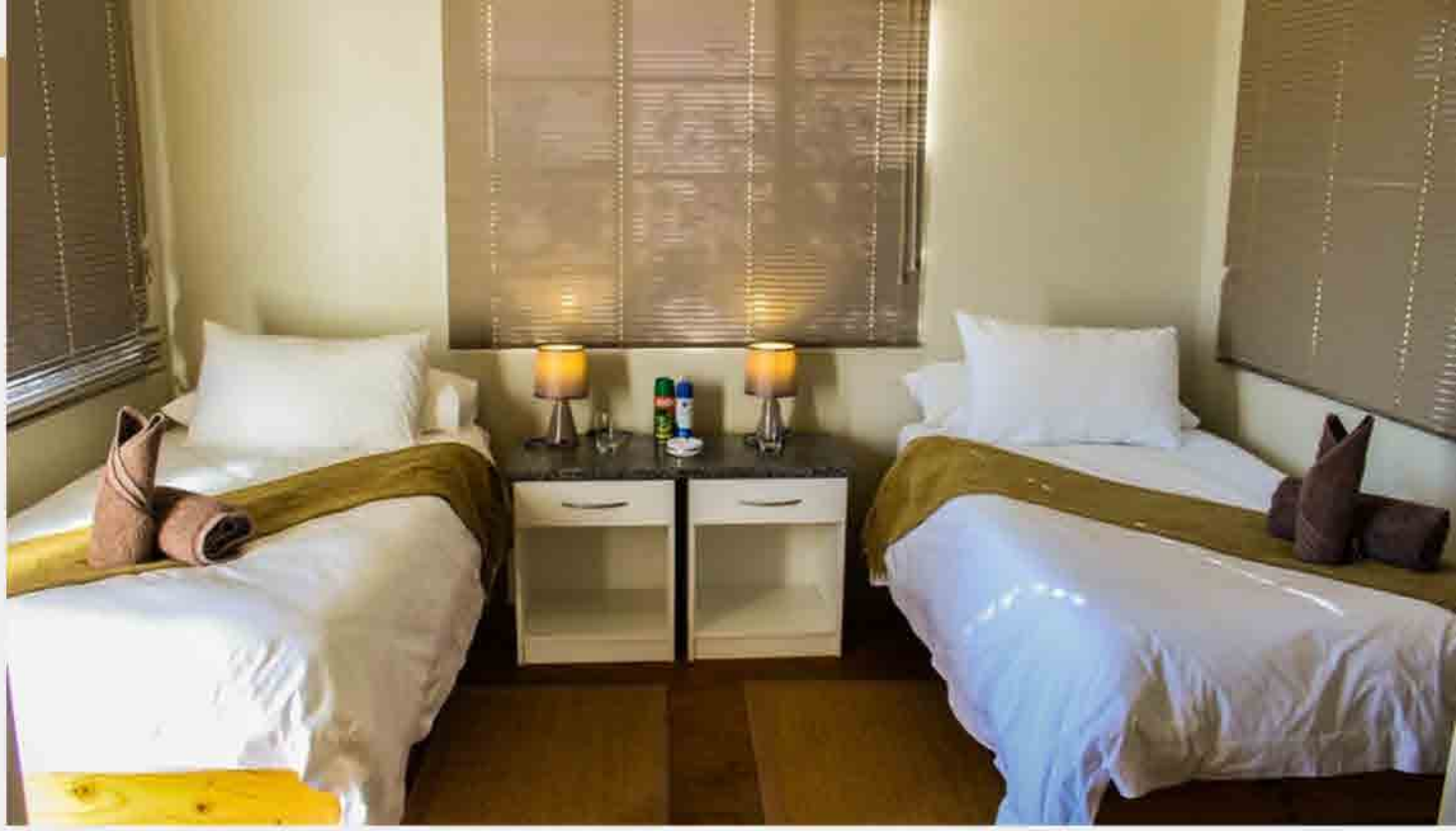






06 What does a typical day look like for our volunteers?

- During every breakfast, the program and duties for that day will be discussed and delegated. BUT keep in mind, we are working with nature and wildlife, so everything can change in a second, so be adaptable.
- After our early breakfast at 7H00, you will head out to locate our focus species, the black and white rhinos. There you might spend time either feeding during our dry seasons, observing these animals while cleaning the waterholes, feeding buckets, pick-up any rope, wire, plastic that might be lying around.
- At 13h00 its time for your well-deserved lunch back at the volunteer accommodation, or we might have lunch packs in the field
- The afternoon activity could be fixing fences, roads, gates or snare patrol, data capturing from the camera traps, set-up of new camera traps, assist with data capture admin gathered during a rhino horn trimming session and assist our own Rhino Whisperer
- At late afternoon you can have a sunset swim at the volunteer quarters before a home-cooked dinner. The evenings are spent playing games, watching relevant movies, talking around the fire, informal discussions about the project, or having an early night.
- Volunteers will be allowed to have an off-day during the weekend



07 Your stay at Rhino Momma Project

You willl be staying at the Kifaru Bush Camp on the reserve. Each room has two beds with a shared en-suite bathrooms. Each room sleeps 2 people. Breakfast, lunch and dinner will be served in the lapa everyday, and there is a swimming pool to cool off.

Before coming to the reserve, you will stop in Outjo, the closest town, where you can purchase anything you might still need. The Bush Camp has a small bar where a variety of soft drinks, water, and fruit juices can be purchased.

The rooms have solar power, a water cooler, wifi and running, hot water. Volunteers will have to do their own laundry in the laundry room.

Summers in Namibia are extremely hot, daytime temperatures reaching the high 30 degrees celsius. Winters are mostly pleasant during the day, but night time and early morning can become very cold, sometimes below 0 degrees celsius. Please keep this in mind when packing, to ensure you have the appropriate clothing and essentials for the season.

Volunteers can also at some stage of their stay visit Kifaru Luxury Lodge, and participate in their activities such as a Unicorn Brunch at an additional cost. Volunteers will also have the chance to visit the Etosha National Park at an additional cost. This trip must be planned, so if you're interested, please notify your volunteer coordinator asap.

08 Conduct and behaviour

- All volunteers will be requested to switch off their location services on all their devices, for the safety of the animals and our staff.
- Maintain a positive attitude and respect the other members of the team
- Communication must be kept at all times
- Ensure all tasks are done precisely and promptly as directed by your coordinator
- Take responsibility for your actions
- FOR THE SAFTY OF OUR ANIMALS - NO PICTURES OR VIDEOS WHATSOEVER, MAY BE TAKEN OF ANY RHINO OR POSTED ON SOCIAL MEDIA.
- Should proof of this be found it will mean immediate dismissal. Please inform your manager which social media platforms you make use of.
- Fraternisation – The Company, their staff, their colleagues, and their associates are prohibited from becoming romantically involved with students and volunteers during the entire duration of the period that the student or volunteer is in the field.
- Sexual Harassment – Sexual harassment of students / volunteers by Muller Stud NamibiaCC staff or fellow students / volunteers is prohibited. Likewise, sexual harassment of fellowMuller Stud Namibia CC staff, or local people by students / volunteers is also prohibited.
- Drugs - The manufacture, possession, use, purchase and/or sale of illegal drugs as definedby the laws of Namibia is strictly forbidden while at Muller Stud Namibia CC. Prescription drugs may only be purchased and used by the individual indicated on the prescription, inkeeping with the intended-use guidelines. Anyone found using or distributing illegal drugs will be asked to leave at their own expense.
- Alcohol policy -Muller Stud Namibia CC does not support the purchase of any alcohol. The company's Executive Director, General Manager or other designated staff has the discretion to remove individuals from Muller Stud Namibia CC who consume alcohol in a time and manner that endangers the safety and/or productivity of the exhibition.
- NO FEEDING OF ANY ANIMALS UNLESS SUPERVISED AND PART OF WORK ROUTINE
- No smoking in the veld, vehicles or in any rooms. Please familiarize yourself with the smoking policy.
- It is forbidden to walk in the bush unless authorised by management. No Crossing of Fences, Volunteers / Students are only allowed on farm roads;
- No private GPS permitted, only GPS's which are supplied by Muller Stud Namibia CC.

- Notification of any chronic illnesses are to be reported to management.
- All photos & documents taken on Muller Stud Namibia CC is the property of the company and needs to be handed back to the overseeing manager or the Anti-poaching unit.
- No Hunting of any form of any animal or bird will be allowed on the property by the Volunteers/Students. In event that any Volunteer / Student makes himself guilty of such act, it will be seen as poaching and will be dealt with according to the law of Namibia.
- The Company has the right to search the houses of the Volunteers / Students at reasonable times;
- Volunteers / Students may not make fires in any other place except for the designated areas;
- Water and electricity will be used in a responsible manner;
- Volunteers / Students may not use farm property for private use except when organized beforehand with management; they will be responsible for lost or breaking of said property;
- No trading of rations or food collected on farm;
- All Volunteers / Students must sign an indemnity form.
- Volunteers / Students are strictly responsible to ensure transport for private use at all times.



09 Information management

1.Introduction

All external contractors/service providers/volunteers are expected to abide by this agreement. The aim of this agreement is set out clearly to external agencies how information will be managed by MULLER STUD NAMIBIA CC. Hereafter referred to as “the Company”.

2. Specific Prescripts

- The contractor/service provider/volunteer undertakes not to disclose any confidential information to any third party or entity during the operation of this agreement or after its termination, unless the Company specifically agrees.
- The principle of this procedure is to ensure that the safety of those in contact with the company maintained and that their rights are protected. The company is committed to maintaining high standards of confidentiality in all aspects of its work. This includes records and information pertaining to employees, clients and prospective clients.Breaches of confidentiality may jeopardize the well-being of staff, clients and wildlife and consequently will be subject to civil action.
- During the currency of this agreement and after termination thereof, and except as required in the performance of your duties, the contractor/service provider/volunteer will not disclose to any other person, business, secrets, accounts, financial affairs, trade-marks, designs, customs, information (electronic-or paper-based) or any other information whatsoever having a relation (electronic-or paper –based) reference to the trade, business or property or concerns of the group.
- The contractor/service provider will not, during the currency of this agreement and after the termination thereof, for his/her own benefit or for the benefit of any other person, use or derive any profit from:
- Any informational knowledge in relation to the business or affairs of the company, acquired by reason of his/her appointment as a contractor/service provider of the company;

- A trade secret or confidential information of the company;
- Any information or knowledge obtained from the company or managers and/or its shareholders'personal finances.
- All documents, information, schemes, methods, databases, software, presentations and ideas (electronic-or paper- based) devised by or for the company or used by the company shall be secret and confidential to the company and its selected employees and shall remain at all times exclusive property of the company. If such documents, information, schemes, methods, databases, software, presentations and ideas are furnished to the contractor/service provider, they shall remain in his/her possession and under his/her control until required to deliver the same back to the company which the employee will be obliged to do on demand or on termination of this agreement, whichever is sooner.
- The contractor/service provider furthermore undertakes to take all reasonable precautions against and use his/her best endeavours to prevent any of that mentioned above being learned by unauthorised persons.
- The employee accepts that a breach of this undertaking will lead to disciplinary action and even summary dismissal.
- The contractor /service provider undertakes to act honestly and with integrity at all times and to protect the Company' property or information. Should the contractor/service provider cause damage or losses due to negligence or wilfulness, the Company may deduct such damage or loss from any amount due to the contractor/service provider and/or institute civil action against such person or entity in order to recover any losses.



10 Dress Code

What to wear and how to present yourself:

- Hair is to be clean and presented in a neutral fashion.
- No heavily scented perfumes/colognes/lotions out of respect for those with allergies you may come in contact with.
- Follow proper basic hygiene practices, shower or bathe with soap, use deodorant, brush your teeth and use mouthwash.
- Makeup is to be understated and any facial hair must be tidy and clean.
- Jewellery is to be understated and conservative and worn in moderation
- Clean and trim your fingernails
- Select shoes appropriate to the activity.
- All clothing, shoes, accessories and so on must be clean, in good repair and properly prepared
- Keep the volunteer rooms clean, neat and tidy at all times.

A Few Guidelines for appropriate dressing:

- Adequate dressing at all times (knee shorts and proper t-shirt) proper bush clothes (no walking top-less)
- No hot pants / very short, ski-pant or leggings are allowed, please wear proper shorts
- Please make sure that your pants cover you properly, in front and back, as you might be doing physical work, bending etc., we do not want 'inappropriate views' please.
- Pants/Shorts Must be appropriate size
- Shirts Must be appropriate size - no crop tops or strappy tops are allowed
- Ladies shirts – to appropriately cover your stomach & breasts
- Plunging neckline will not be permitted.
- Transparent tops are not permitted
- Please DO NOT bring with/wear any piece of clothing that is TOO SNUG or TOO SHORT.
- No bright colours, please. Earthy tones are suitable.

11 Volunteer Fees

The following volunteer fees include your stay at the Rhino Momma Project. This includes your accommodation on the reserve, participation in all activities, your meals, and most importantly, a once-in-a-lifetime experience!

Please note that volunteers are responsible to organise, book and pay their own flights, visa, and transport to and from the project.

Rate per night per person: *N$ 1,750*

Minimum stay: *2 weeks*

To convert the fees from Namibian Dollars to your preferred currency, please follow this link: https:// www.xe.com

12 A few items you need to bring along

- *Jacket for cool days or winter nights and a beanie*
- *Torch and spare batteries (Headlights work well)*
- *Sun hat and sunblock lotion*
- *Pocket money/credit card for buying a cool drink at the bar after a long day and paying for snacks on your way to Etosha National Park*
- *If on any medication, bring enough for the whole period you will be volunteering*
- *Daypack rucksack*
- *2 pairs of heavy duty gloves*
- *Waterbottel/flask*
- *Swimwear*
- *Personal small first aid kit*
- *Reading material, writing pad and pen*
- *3 Point round plug or adaptor plugs for Namibian electricity*
- *Toiletries*
- *Casual clothes for the evening and off-day outings (Please be respectful still of other people and ethnic groups)*
- *Binoculars*
- *Washing powder for your laundry*





13 Terms and Conditions

To help us to ensure you have a smooth and once in a lifetime experience, we kindly ask you to read these important terms and conditions for your own convenience.

- The minimum age is 18 for individual volunteers.
- Please familiarise yourself with these restrictions before making any bookings, to prevent any disappointment during your volunteering stay with us
- Volunteers must be able to speak a basic level of English.
- We have no restrictions on nationality.
- Volunteers must be in good health and a basic level of fitness is required, as we do work in the field, sometimes at a high pace.
- You can plan your arrival and departure to and from Namibia on any day, but please keep in mind our check-in day is Mondays only.
- When booking with us, please complete and email the volunteer booking form to us, with your required dates and number of volunteers indicated, we will then confirm your booking and send you an invoice.
- The full payment is required 4 weeks prior to your arrival at the Rhino Momma Project.



- Cancellation 28 days prior to your arrival at Rhino Momma Project is free of charge, BUT after that a 100% cancellation fee will apply.
- Also when booking, we require a copy of your CV (if a student), passport, Identity Document, Drivers License, Travelling Visa, Flight details with arrival and departure flight number and time, Medical & Travel insurance with name of Insurance company, Policy number, contact person telephone number at Insurance Company, contact number of person / next of kin in case of emergency.
- All volunteers to the Rhino Momma Project require a Namibian Tourist Visa. You might need to apply well in advance So please visit https://www.visahq.co.uk/namibia , and enter your country of origin and nationality.

14 Frequently asked questions

- Do I need any previous volunteer experience?

No previous experience is required, but to have a real passion for our wildlife and conservation efforts, is essential. Please mention it on your application whether you are a student, and in which field, such as vet intern, hospitality, IT, chef, etc

- What kind of food will be provided during the volunteer program?

Three meals will be provided. Please let us know if you have any dietary restrictions or allergies, so we can accommodate your needs.

- Why do I need to pay to volunteer?

Volunteer fees help us to ensure that our program can continue in a sustainable manner and to provide our volunteers with a real and meaningful experience.

- Can I take photos or videos during my time volunteering at Rhino Momma Project?

As you enter our premises, you will be requested to put off the location on all your devices. We ask you not to take any photo's or videos of any wildlife during your stay on the reserve. Also no photo's or videos of our staff, guards or Anti-poaching unit are allowed. This helps us protect the rhinos and the staff from any potential danger or harm.



15 Volunteer booking form

If you are interested in volunteering with us, please complete this form, and send it back to Charmaine at rhinomama1@gmail.com for review, along with all the documents as stipulated in chapter 13 - Terms and Conditions.

Full name:	
Date of birth:	
Gender:	
E-mail address:	
Residential address:	
Contact number:	
Are you a student?	
Where do you study?	
And dietary restrictions?	
Any medical conditions or allergies?	
Any special skills?	
The dates you would like to volunteer	



Thank you

Contact Us

volunteer@rhinomomma.com

www.rhinomomma.com