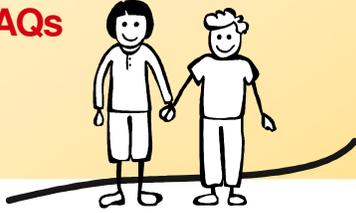


# HELPING HANDS

## FAQs



## HELPING HANDS – FREQUENTLY ASKED QUESTIONS

### 1. What is Helping Hands?

Helping Hands is a Foundation-funded programme intended to provide assistance in times of hardship. **Please note that we are unable to provide cash loans.**

### 2. Who can apply to Helping Hands?

- current DHL UK employees (who have passed their probation)
- retired DHL, Exel or Ocean employees
- those in receipt of a DHL, Exel or Ocean pension (and their dependents)
- we also consider agency employees with more than 12 months continuous service

### 3. How long will my application take?

Applications take on average 4-6 weeks to process.

### 4. Will my application be kept confidential?

Applicants should be assured that their request will be kept strictly confidential at all times and the staff involved in administering the scheme are both sensitive and discreet.

### 5. How do I apply?

Please contact Karen Tatham on 01344 384756 / 07808 734967 in the first instance to discuss your current situation. Where appropriate, you will then be sent an application form to complete. This will require you to provide full personal financial information including details of your monthly income and expenditure in order that the most appropriate assistance can be given. All figures provided should be net of tax and deductions – i.e. as received by you.

The application form should be considered carefully and completed as fully as possible. It is important that the information provided is accurate and gives a true account of your situation; failure to do so may invalidate your application.

### 6. Do you check any of the information I give?

You may be asked to provide evidence of your income (i.e. payslips) and expenditure/debts (i.e. bills/arrears).

Where applications are received from current employees, the DHL UK Foundation will contact your Line Manager and where appropriate, Human Resources, for further verification when considering requests for assistance.

When applications are received from retired employees or pensioners, the DHL UK Foundation will check the information provided with the pensions department and/or Human Resources.

### 7. Is the amount I can apply for limited?

Yes, the maximum award for each application is £700 or, in the case of funeral costs, up to £2,500.

### 8. Can I get help with the application form?

**Should you require assistance in completing this form, please contact Karen Tatham on:**

**01344 384 756 / 07808 734967**

**Email: [karen.tatham@dhl.com](mailto:karen.tatham@dhl.com)**

*continued over page*

# HELPING HANDS

## FAQs

### 9. Can you give me an example of what I could apply for?

The following examples will give you an idea of the type of requests you can apply for. These are merely examples and the list is not exhaustive – each application will be considered individually.

- **Funeral costs** up to a maximum of £2,500
- **'White goods' (washing machines /cookers/ fridges/ etc)**
- **Furniture**
- **Food and supermarket essentials**
- **Vehicle repairs** may be supported when the cost of the repair is deemed essential. Payment will only be made to a registered and approved UK business.
- **Debts/arrears** will only be supported where eviction or service cut off is threatened. Payment would be made directly to the landlord or service provider.
- **Essential structural work** may be supported to create a safe, secure, warm and healthy environment.
- **Mobility aids** such as stair-lifts, wheelchairs
- **Convalescence and respite care** (for the applicant only).
- **Heating** repairs
- **Garden maintenance** costs will be considered when assistance from voluntary bodies for help with mowing the lawn etc, has already been sought and not been forthcoming.
- **Fencing** replacement will be considered in those instances where it has been decided that the state of repair puts the security of the householder at risk.
- **Natural disasters** (e.g. flooding) will be considered on a case-by-case basis.

### 10. Can I apply more than once?

You may apply more than once, however repeat requests within one year will only be considered in exceptional circumstances. Please note that previous applications will be taken into consideration and will be referred to when processing a new request.

### 11. Will anything purchased by the Foundation or anything I buy with a grant, be my property?

If your application is successful, you will be provided with goods or vouchers which will become your property in their entirety. You will NOT be required to repay the grant.

### 12. Where else can I get support and guidance?

Please see "Other Support Organisations" document for further information.

The DHL UK Foundation is a Company Limited by Guarantee registered in England No. 2223373

Registered Office Ocean House, The Ring, Bracknell, RG12 1AN, United Kingdom

Charity Registration Number: 327880

[www.dhlukfoundation.org](http://www.dhlukfoundation.org)