

## 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 donations or loans.**

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

- current DHL UK employees (who have passed their probation)
- retired DHL employees/those in receipt of a DHL, Exel or Ocean pension
- spouse/partner/close relative on behalf of above

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

We endeavor to process each new application within 2-3 weeks. However, this may take longer during holiday periods or when there is an increase in the volume of applications received.

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

Applicants should be assured that the details of their request are kept strictly confidential at all times and the staff involved in administering the scheme are both sensitive and discreet. When an application is submitted to our Committee for review, the information is anonymised.

For all applications 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. Please note that we do not discuss the details of your application unless you have already discussed your situation with them.

When applications are received from pensioners, the DHL UK Foundation will check the information provided with the pensions department.

### 5. How do I apply?

Please click on this link to complete an on-line application form:

<https://www.dhlukfoundation.org/helping-hands-support/>

This will require you to provide full personal financial information, including details of your household monthly income and expenditure, in order that the most appropriate assistance can be given.

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 will be asked to provide evidence of your income (i.e. payslips) and any arrears (overdue payments i.e. rent, council tax etc) and/or debts (i.e. credit card statements and loan agreements). If the requested evidence is not provided in a timely manner, the Foundation reserve the right to close the application.

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

Yes, the maximum award for each application is £800 worth of support or, in the case of funeral costs, up to £3,000.

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

Should you require assistance in completing this form, please speak to your Line Manager or HR Business Partner. For urgent enquiries, please contact the team at - [helpinghands@dhl.com](mailto:helpinghands@dhl.com)

# 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 £3,000
- **'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 to your home** may be supported to create a safe, secure, warm and healthy environment.
- **Mobility aids** such as stair-lifts and wheelchairs
- **Convalescence and respite care** (for the applicant only).
- **Heating** repairs
- **Garden maintenance for those with limited mobility** - costs will be considered when assistance from voluntary bodies for help with mowing the lawn etc, has already been sought and not been forthcoming.
- **Natural disasters** (e.g. flooding) will be considered on a case-by-case basis.

Please note that all payments are made directly to a third party and not to the applicant.

### 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 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?

For further guidance and signposting to other services that may be able to provide support, please contact [helpinghands@dhl.com](mailto:helpinghands@dhl.com)

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