



OPERATION UNDERGROUND RAILROAD

# Volunteer Handbook

## Welcome to Operation Underground Railroad

Thank you for dedicating your time to a mission that we believe in so strongly. We have prepared this Volunteer Handbook (“Handbook”) as a guide to the administrative aspects of our organization. It sets forth some of the Operation Underground Railroad’s (“O.U.R.” or “Organization”) basic policies, procedures and rules. It is not all-inclusive however, and does not purport to cover every aspect of the relationship between the Operation Underground Railroad and its Volunteers. Please be aware:

- We do not expect this Handbook to answer all questions. This Handbook is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions about anything contained in this Handbook at any time including, but not limited to, how a particular policy may apply to you, you should feel free to speak with the Director of Outreach or Human Resources. They will gladly provide you with the information you need or direct you to someone who can do so. We take pride in keeping an open line of communication with all Volunteers.
- Neither this handbook nor any other verbal or written communication by a management representative is, nor should it be considered to be, an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation, nor does it confer any contractual rights whatsoever. Please note that Operation Underground Railroad or the Volunteer may end the volunteer relationship at any time, for any reason, with or without cause or notice.
- This handbook states only general Operation Underground Railroad guidelines. The Organization may, at any time, in its sole discretion, modify or vary from anything stated in this handbook, with or without notice. In such cases, we will try to inform Volunteer of any changes as they occur.
- You will be provided with Terms and Conditions that apply to your assigned volunteer position (“Volunteer Assignment”). These Terms and Conditions are designed to supplement the policies, procedures and rule contained in this handbook. To the extent that there is any conflict between the Terms and Conditions and this handbook, the Terms and Conditions govern.
- This Volunteer Handbook supersedes all prior Volunteer Handbooks.

## History of Operation Underground Railroad

O.U.R. is the brainchild of Timothy Ballard. Ballard served as a U.S. Special Agent for the Department of Homeland Security for 12 years.

As a member of the Internet Crimes against Children Task Force (ICAC) and the U.S. Child Sex Tourism Jump Team, Ballard helped infiltrate and dismantle dozens of trafficking organizations that kidnapped and exploited children.

Operation Underground Railroad began with a promise made by Ballard.

This promise was made to Guesno Mardy, the father of a little boy named Gardy. Grady had gone missing from his church in Haiti on December 6th 2009 when he was 3 years old. He was kidnapped and sold to traffickers.

On January 12, 2010, the Haiti Earthquake hit, displacing hundreds of thousands of children. Finding Gardy was no longer a priority for the government. Searching for him would be like looking for a needle in a haystack.

At the time of Gardy's kidnapping, Ballard was working as a U.S. Special Agent for the Department of Homeland Security. He was a member of the ICAC.

Ballard promised Guesno he would do all he could to help find Gardy. After exhausting all avenues within his position with Homeland Security, Tim knew he could only keep his promise if he left his government position.

Feeling called to attack this problem from a different angle, Ballard left the U.S. government in October 2013, recruited a team of the country's best, and created Operation Underground Railroad.

## Principle Programs and Outcomes: Our 3 E's

There are three goals we focus on to counter child trafficking; we call them the three E's. They are the foundation of our fight for change, and O.U.R. specializes in the first E.

### 1. Emancipate Child Victims

We are freeing child victims around the world from sex trafficking and dismantling the criminal networks. Once rescued, we place children with safe havens that provide recovery care.

Not only do the survivors need support to recover from the trauma, many also are at risk for returning to a life of sexual exploitation out of fear, lack of self-worth, and the need to survive. In order to create a complete solution to the problem of child trafficking, we must support them and provide them with the resources necessary to choose more empowered options for their lives and livelihoods.

### 2. Empower Law Enforcement

We are bolstering law enforcement and governments around the world by creating and providing them with technology, tools and training to eliminate child trafficking.

### 3. Enlighten the Public

We are educating stakeholders around the world about the prominence and travesty of child sex slavery and driving them to actionable steps.

Real, effective policy and enforcement of existing laws. It's not enough to pick off traffickers one by one or in groups through rescue. We must make the practice so challenging, so unprofitable that it removes the incentives to participate in it. To do this we need to spread public awareness of the issues and the proposed solutions that we believe, based upon our experience and expertise, have merit.

## Section 1 - Governing Principles for Volunteers

### 1-1 Non-Discrimination Policy

Operation Underground Railroad is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, a sickle-cell trait, AIDS, AIDS-related complex, HIV, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state or local laws. Operation Underground Railroad's management team is dedicated to this policy with respect to recruitment, placement, promotion, training, volunteer activities and general treatment of volunteers during the volunteer relationship.

Operation Underground Railroad is committed to complying with all applicable provisions of the Americans with Disabilities Act ("ADA") . and other applicable state and/or local laws. The Organization will endeavor to make a reasonable accommodation to the known physical or mental limitations of volunteers with disabilities unless the accommodation would impose an undue hardship on the operation of our business. If you need assistance to perform your job duties because of a physical or mental condition, please let Human Resources know. It is Operation Underground Railroad's policy not to assume that any individual has a disability or needs an accommodation, so requests for an accommodation should be presented to Human Resources.

Operation Underground Railroad will endeavor to accommodate the sincere religious beliefs of its volunteers to the extent such accommodation does not pose an undue hardship on the Organization's operations. If you wish to request such an accommodation, please speak to Human Resources.

## 1-2 Non-Harassment Policy

Operation Underground Railroad is committed to a work environment in which all individuals are treated with respect and dignity and are able to work in an environment free of discrimination and harassment. Therefore, the Organization prohibits and will not tolerate discrimination or harassment based on race, color, age, sex, national origin, religion, marital status, sexual orientation, disability, genetic information, a sickle-cell trait, AIDS, AIDS-related complex, HIV, or any other legally recognized status entitled to protection under local, state or federal anti-discrimination laws.

Discriminatory Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, "Discriminatory Harassment" is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, national origin, ancestry, ethnicity, creed, religion, age, marital status, familial status, veteran status, sex/gender, pregnancy, sexual orientation, disability, gender identity, genetic information or expression, a sickle-cell trait, AIDS, AIDS-related complex, HIV, or any other characteristic protected by federal, state or local law(s) and that:

- (i) has the purpose or effect of creating an intimidating, hostile or offensive work environment;
- (ii) has the purpose or effect of unreasonably interfering with an individual's work performance; or
- (iii) otherwise adversely affects an individual's volunteer opportunities.

Discriminatory Harassment includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including conduct that is conducted by voicemail, email, text message, instant message (IM) or other type of electronic communication). The above list is not all inclusive and each situation will be considered in light of the specific facts and circumstances.

This Policy should not, and may not, be used as a basis for excluding or separating individuals of any protected characteristic, from participating in volunteer or work-related social activities or discussions in order to avoid allegations of harassment. The policies of the Organization prohibit disparate treatment on the basis of any protected characteristic, with regard to terms, conditions, and prerequisites of volunteering. The prohibitions against harassment, discrimination and retaliation are intended to complement and further these policies, not to form the basis of an exception to them.

The Organization's Non-Discrimination and Non-Harassment policies apply to all volunteers and employees, including, executives, managers, supervisors, and staff. Volunteers, employees, supervisors, and others in the workplace may not engage in harassment while conducting Organization business or while attending Organization functions. For purposes of these sections, "workplace" should be construed broadly to include any location where Operation Underground Railroad work is being conducted, including but not limited to any work-related activities that take place outside of the workplace, such as volunteer trips, meetings, and volunteer-related social events. Any volunteer, employee, manager or

supervisor who commits or condones discrimination or harassment will be subject to disciplinary action, up to and including termination.

Volunteers are urged to use common sense, treating each other, and other individuals they encounter in the workplace, with respect and courtesy. What might not offend you might offend others. Therefore, you should consider carefully the effect your words and actions have on others. Do not assume that another volunteer's or Organization employee's failure to object means that the volunteer or Organization employee welcomes the behavior in question.

### **1-3 Prohibition on Sexual Harassment**

It is Operation Underground Railroad's policy to prohibit harassment of any volunteer by any other volunteer or Organization employee, customer or vendor on the basis of sex or gender. Volunteers and Organization employees, whether executives, managers, supervisors or staff, may not harass another volunteer or employee sexually, or any other person with whom they come in contact in the workplace. Sexual harassment is often thought of as direct sexual overtures. However, it also can take the form of more general, unwelcome, inappropriate comments or actions, such as:

- Making unwelcome sexual advances, requesting or demanding sexual favors, or exhibiting other verbal or physical conduct of a sexual nature;
- Making submission to, or rejection of, such words or actions the basis for work decisions affecting the volunteer; and
- Creating, by words or actions, an intimidating, hostile, or offensive work/volunteer environment.

Creating such an environment includes:

- Persistent or repeated verbal comments of a sexual nature;
- Repeated offensive or unwelcome sexual propositions, flirtations, advances, gestures, dialogue, or explicit verbal comments about an individual's body;
- Words used to describe an individual in a sexually degrading manner; and
- Exhibition of sexually suggestive words, objects, illustrations, videos, or photographs in the workplace.

The above list is not all inclusive and each situation will be considered in light of the specific facts and circumstances. Additionally, sexual harassment is not limited to a particular gender and includes harassment of individuals of the same sex. Sexual harassment also can occur among co-volunteers or result from behavior by contractors or other nonemployees who've reason to interact with Organization volunteers in the workplace. This policy extends to these circumstances, as well.

## **1-4 Non-Discrimination & Anti-Harassment Complaint Procedure**

If a volunteer feels that he or she has been subjected to conduct which violates the Non-Discrimination and Non-Harassment policies, including the prohibition on sexual harassment, he or she should immediately report the matter to Human Resources. If the volunteer is unable for any reason to contact this person, or if the volunteer has not received a satisfactory response within five (5) business days after reporting any incident of what the volunteer perceives to be harassment, the employee should contact the COO. Relevant contact information is provided below. If the person toward whom the complaint is directed is one of the individuals indicated above, the volunteer should contact any higher-level manager in his or her reporting hierarchy.

Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Organization will not allow any form of retaliation against individuals who report unwelcome conduct to Operation Underground Railroad management or who cooperate in the investigations of such reports in accordance with this policy. If a volunteer feels he or she has been subjected to any such retaliation, he or she should report it in the same manner in which the volunteer would report a claim of perceived harassment under this policy. Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including discharge. Volunteers must cooperate with all investigations.

## **1-5 Drug-Free and Alcohol-Free Workplace**

To help ensure a safe, healthy and productive work environment for our volunteers and others, and to ensure efficient operations, the Organization has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all volunteers and other individuals who perform work for the Organization.

The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale or distribution of controlled substances, drug paraphernalia or alcohol by an individual anywhere on Operation Underground Railroad, while on Operation Underground Railroad business (whether or not on Operation Underground Railroad premises) or while representing Operation Underground Railroad, is strictly prohibited. Volunteers and other individuals who work for the Organization also are prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances, which may impact a volunteer's ability to perform his or her job or otherwise pose safety concerns, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the volunteer to report to work. However, this does not extend any right to report to work under the influence of medical marijuana. Marijuana, even if prescribed under applicable state law, remains illegal under federal law and is prohibited under Operation Underground Railroad policy. Violation of this policy will result in disciplinary action, up to and including discharge.

The Organization maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol

dependencies, and those who have a medical history which reflects treatment for substance abuse conditions. However, volunteers may not request an accommodation to avoid discipline for a policy violation. We encourage volunteers to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs or jeopardizes the health and safety of any Organization employee, including themselves.

## **1-6 Workplace Threats and Violence; Prohibition Against Weapons**

Nothing is more important to Operation Underground Railroad than the safety and security of its volunteers, employees, visitors and those served by Operation Underground Railroad. The Organization strongly believes that all persons should be treated with dignity and respect. Threats, threatening language or any other acts of aggression or violence made toward or by any volunteer or Organization employee **WILL NOT BE TOLERATED**. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation.

To maintain the safety and security of its volunteers, employees, clients and visitors, the Company prohibits the possession of weapons on the Organization's premises at any time (except when in compliance with applicable state law). Volunteers may not carry a weapon of any type into the workplace (examples of banned weapons include, but are not limited to, handguns, stun guns, tasers, knives, pellet guns, rifles, batons and blackjacks). The Organization's policy against weapons is and shall continue to be consistent and in conformity with applicable state law as it may provide from time to time. Volunteers who violate this Policy will be subject to disciplinary action up to and including termination.

Operation Underground Railroad reserves the right to search any work areas (i.e., desks, credenzas, file cabinets, etc.), personal belongings (i.e., lunch containers, bags, brief cases, handbags, clothing (including pockets), etc.) to enforce this policy or any investigation pursuant to it, and no volunteer is granted or should consider there to be expectation of privacy. Volunteers are required to cooperate with any such investigation.

### **Procedures for Reporting a Threat**

It is the shared obligation of all volunteers and Organization employees to individually and jointly act to prevent or defuse actual or implied violent behavior at work. All volunteers are responsible for notifying Human Resources or the Director of Outreach of any threats which they have witnessed, received, or been told that another person has witnessed or received a threat.

If a volunteer is aware of a threat made by an outside party, that volunteer should follow the steps detailed in this section. It is important for us to be aware of any potential danger in our offices. Indeed, we want to take effective measures to protect everyone from the threat of a violent act by another volunteer, Organization employee or by anyone else.

Even without an actual threat, volunteers should alert Human Resources or the Director of Outreach to any behavior they have witnessed which they regard as threatening or violent. Volunteers are responsible for making this report regardless of the natures of the relationship between the targeted individual and the individual who initiated the threat or threatening behavior.

Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede our ability to investigate and respond to the complaints. All threats will be promptly investigated. Volunteers must cooperate with all investigations. No volunteer will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat in good faith under this policy.

Volunteers who apply for or obtain a protective or restraining order that lists any Organization location as being protected areas, shall provide Human Resources or the Director of Outreach a copy of the petition and declarations used to seek the order, a copy of any temporary protective or restraining order which is entered by the court, and a copy of any protective or restraining order that is made permanent by the court.

## **Section 2 – Volunteer Operational Policies**

### **2-1 Working Hours and Schedule**

Operation Underground Railroad normally is open for business from 8:00 am to 5:00 pm, Monday through Friday. The volunteer will be assigned a work schedule and will be expected to begin and end work according to the schedule. Volunteers assigned to a mission or event outside of their assigned work schedule must be available to be reached by a member of the Organization. To accommodate the needs of our business, at some point we may need to change individual work schedules on either a short-term or long-term basis.

If the Organization needs to suspend operations or otherwise temporarily close due to inclement weather, the Organization will endeavor to contact the volunteer to inform him or her of the change in schedule.

### **2-2 Timekeeping Procedures**

Your time is valuable to Operation Underground Railroad and the Organization tracks volunteer hours spent to help it better manage volunteer time. Volunteers are expected to record the time spent volunteering on the Volunteer Portal and submit this record to the Director of Outreach. Operation Underground Railroad has a Volunteer Recognition Program and recording hours is a good way to ensure your contributions are recognized.

### **2-3 Expenses**

Volunteers may be reimbursed for approved out-of-pocket expenses. All reimbursable expenses should be pre-approved by the Director of Outreach, COO or other authorized Organization employee. The Director of Outreach will provide further details as to if expenses may be incurred in connection with a volunteer's work.

### **2-4 Fundraising the Special Events**

Volunteers may plan and host fundraising and special events for the benefit of Operation Underground Railroad. The Organization holds itself accountable to the highest ethical standards of fundraising. No fundraising or special event may be held without prior written approval from an Operation Underground Railroad Event Liaison. Details regarding the policies, procedures and rules governing fundraising and special events is provided for in the Fundraising Policy.

It is extremely important that all money raised on Operation Underground Railroad's behalf is properly accounted for and transmitted to the Organization. The Fundraising Policy provide the policies, procedures and rules governing the collection of donations and must be strictly followed. This includes the timely submission of the Internal Donation Deposit Slip contained in the Fundraising Policy and transfer of all money collected on Operation Underground Railroad's behalf. It should be noted that all expenses and reimbursements

must be approved by your Operation Underground Railroad Event Liaison in advance of any fundraising or special event.

## **2-5 Record Retention**

The Organization acknowledges its responsibility to preserve information relating to litigation, audits and investigations. Failure on the part of volunteers to follow this policy can result in possible civil and criminal sanctions against the Organization and its volunteers and possible disciplinary action against responsible individuals (up to and including discharge of the volunteer). Each volunteer has an obligation to contact the COO to inform him or her of potential or actual litigation, external audit, investigation or similar proceeding involving the Organization that may have an impact on record retention protocols.

## **2-6 Volunteer Training and Assignment**

All volunteers are required to participate in Volunteer Orientation to learn about Operation Underground Railroad mission, how the Organization works and the policies and procedures applicable to volunteers. Volunteers will not be able to participate in volunteer opportunities until they have completed Volunteer Orientation. The Director of Outreach will provide you information on scheduling Volunteer Orientation.

The Director of Outreach will also provide you with details regarding your Volunteer Assignment. You will be provided with the Terms and Conditions specific to your Volunteer Assignment. You must agree and adhere to these Terms and Conditions. If at any time you wish to change your Volunteer Assignment, please contact the Director of Outreach.

## Section 3 - General Standards of Conduct

### 3-1 Workplace Conduct

Operation Underground Railroad endeavors to maintain a positive work environment. Each volunteer plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, common sense and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct may subject the offender to disciplinary action, up to and including termination, in the Organization's sole discretion. The following are examples of some, but not all, conduct which can be considered unacceptable:

1. Violation of any policy contained in this Volunteer Handbook.
2. Obtaining a volunteer position on the basis of false or misleading information.
3. Stealing, removing, damaging or defacing Operation Underground Railroad property or a co-volunteer's or Organization employee's property, and/or disclosure of confidential information.
4. Completing another volunteer's time records.
5. Fighting, threatening or disrupting the work of others or violations of Operation Underground Railroad's Workplace Threats and Violence and Weapons Policy.
6. Failure to follow lawful instructions of a supervisor.
7. Failure to perform assigned job duties.
8. Violation of the Punctuality and Attendance Policy, including but not limited to irregular attendance, habitual lateness or unexcused absences.
9. Gambling during volunteer work hours.
10. Wasting work materials.
11. Unsatisfactory job performance.
12. Any other violation of Organization policy or law.

Obviously, not every type of misconduct can be listed. Note that all volunteers are retained at-will, and Operation Underground Railroad reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. The Organization will deal with each situation individually and nothing in this Volunteer Handbook should be construed as a promise of specific treatment in a given situation. However, Operation Underground Railroad will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate a volunteer's relationship with the Organization at any time for any reason.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to volunteer.

### **3-2 Punctuality and Attendance**

Volunteers perform important functions at Operation Underground Railroad. As with any group effort, operating effectively takes cooperation and commitment from everyone. Therefore, attendance and punctuality are very important. Unnecessary absences and lateness are disruptive and place an unfair burden on fellow volunteers and the Organization. We expect excellent attendance from all volunteers. Excessive absenteeism or tardiness will result in Operation Underground Railroad discontinuing its relationship with you.

We do recognize, however, there are times when absences and tardiness cannot be avoided. In such cases, volunteers are expected to notify the Director of Outreach as early as possible, but no later than the start of the volunteer work day. Asking another volunteer, friend or relative to give this notice is improper and constitutes grounds for termination of the relationship with Operation Underground Railroad. Volunteers should call, stating the nature of the illness and its expected duration, for every day of absenteeism. This will assist Operation Underground Railroad in planning for volunteer projects and support.

Unreported absences of three (3) consecutive volunteer work days generally will be considered a resignation of the volunteer from the Organization.

### **3-3 Use of Communications and Computer Systems**

Operation Underground Railroad's communication and computer systems are intended primarily for business purposes; however limited personal usage is permitted if it does not hinder performance of volunteer duties or violate any other Organization policy. This includes the voice mail, e-mail and Internet systems. Users have no legitimate expectation of privacy in regard to their use of the Operation Underground Railroad systems.

Operation Underground Railroad may access the voice mail and e-mail systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when the Organization deems it appropriate to do so. The reasons for which the Organization may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Organization operations continue appropriately during a volunteer's absence.

Further, Operation Underground Railroad may review Internet usage to ensure that such use with Organization property, or communications sent via the Internet with Organization property, are appropriate. The reasons for which the Organization may review volunteers' use of the Internet with Organization property include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Organization operations continue appropriately during a volunteer's absence.

The Organization may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted.

The Organization's policies prohibiting harassment, in their entirety, apply to the use of Organization's communication and computer systems. No one may use any communication or computer system in a manner that may be construed by others as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs or any other characteristic protected by federal, state or local law.

Further, since the Organization's communication and computer systems are intended for business use, all volunteers, upon request, must inform management of any private access codes or passwords. No employee may access, or attempt to obtain access to, another volunteer's or Organization employee's computer systems without appropriate authorization.

Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited. Similarly, volunteers are prohibited from using Organization computer systems or network for accessing file sharing networks, including peer-to-peer file sharing networks. In order to maintain cybersecurity, volunteers are prohibited from downloading computer programs or otherwise altering the Organizations computer systems.

Violators of this policy may be subject to disciplinary action, up to and including termination of the volunteer's relationship with the Organization.

### **3-4 Use of Social Media**

Operation Underground Railroad respects the right of any volunteer to maintain a blog or web page or to participate in a social networking, Twitter or similar site, including but not limited to Facebook and LinkedIn. However, to protect Organization interests and ensure volunteers focus on their job duties and do not harm the Organization, volunteers must adhere to the following rules:

Volunteers may not post on a blog or web page or participate on a social networking platform, such as Twitter or similar site, during work time or at any time with Organization equipment or property.

All rules regarding confidential and proprietary business information apply in full to blogs, web pages and social networking platforms, such as Twitter, Facebook, LinkedIn or similar sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, web page or social networking site.

Whether an volunteer is posting something on his or her own blog, web page, social networking, Twitter or similar site or on someone else's, if the volunteer mentions the Organization and also expresses either a political opinion or an opinion regarding the Organization's actions that could pose an actual or potential conflict of interest with the Organization, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is his/her personal opinion and not the Organization's position. This is necessary to preserve the Organization's good will in the marketplace.

Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous or violent is forbidden. Organization policies apply equally to volunteer social media usage.

Operation Underground Railroad encourages all volunteers to keep in mind the speed and manner in which information posted on a blog, web page, and/or social networking site is received and often misunderstood by readers. Volunteers must use their best judgment. Volunteers with any questions should review the guidelines above and/or consult with their manager. Failure to follow these guidelines may result in discipline, up to and including termination of the volunteer's relationship with the Organization.

### **3-6 Inspections**

Operation Underground Railroad reserves the right to require volunteers while on Organization property, or on client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on Organization or client property, and work areas. This includes lockers, vehicles, desks, cabinets, work stations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to the Organization or to its clients. Volunteers are expected to cooperate in the conduct of any search or inspection.

### **3-7 Smoking**

Smoking, including the use of e-cigarettes, is prohibited on Organization premises and in all Organization vehicles.

### **3-8 Personal Visits and Telephone Calls**

Disruptions during volunteer work time can lead to errors and delays. Therefore, we ask that personal telephone calls be kept to a minimum, and only be made or received after the volunteer work has ended, or during lunch or break time.

For safety and security reasons, volunteers are prohibited from having personal guests visit or accompany Organization them anywhere in our facilities other than the reception areas.

### **3-9 Solicitation and Distribution**

To avoid distractions, solicitation by a volunteer of another volunteer or Organization employee is prohibited while the volunteer is on work time or the other volunteer or Organization employee is on work time. "Work time" is defined as the time a volunteer or employee is engaged, or should be engaged, in performing his/her work tasks for Operation Underground Railroad. Solicitation of any kind by non-volunteers on Organization premises is prohibited at all times.

Distribution of advertising material, handbills, printed or written literature of any kind on Organization premises is prohibited at all times.

### **3-11 Confidential Organization Information**

During the course of work, a volunteer may become aware of confidential information about Operation Underground Railroad's business, including but not limited to information regarding Organization finances, investigations, software and computer programs, marketing strategies, suppliers and individuals served by Operation Underground Railroad. A volunteer also may become aware of similar confidential information belonging to the Organization's clients. It is extremely important that all such information remain confidential, and particularly not be disclosed to our competitors. Any employee who improperly copies, removes (whether physically or electronically), uses or discloses confidential information to anyone outside of the Organization may be subject to disciplinary action up to and including termination of the volunteer's relationship with the Organization.

Volunteers will be required to sign a Volunteer Non-Disclosure Agreement reiterating these obligations as part of their Volunteer profile creation. Due to the sensitive nature of many aspects of Operation Underground Railroad's work, it is important that you agree and adhere to this agreement.

### **3-12 Conflict of Interest and Business Ethics**

It is Operation Underground Railroad's policy that all volunteers avoid any conflict between their personal interests and those of the Organization. The purpose of this policy is to ensure that the Organization's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no volunteer should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of the Organization.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include but are not limited to:

1. holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with the Organization, by any volunteer who is in a position to directly or indirectly influence either the Organization's decision to do business, or the terms upon which business would be done with such organization;
2. holding any interest in an organization that competes with the Organization;
3. being employed by (including as a consultant) or serving on the board of any organization which does, or is seeking to do, business with the Organization or which competes with the Organization; and/or
4. profiting personally, e.g., through commissions, loans, expense reimbursements or other payments, from any organization seeking to do business with the Organization.

A conflict of interest would also exist when a member of a volunteer's immediate family is involved in situations such as those above.

This policy is not intended to prohibit the acceptance of modest courtesies, openly given and accepted as part of the usual business amenities, for example, occasional business-related meals or promotional items of nominal or minor value.

It is your responsibility to report any actual or potential conflict that may exist between you (and your immediate family) and the Organization.

### **3-13 Contract Signing Authority**

The authority to approve and sign contracts on behalf of the Organization rests with the Finance department and authorized senior managers and officers, although in some cases additional approval of the Board of Directors may also be required.

No person who is not an authorized signer may enter into binding contract, negotiations, or approve or execute a contract on behalf of the Organization. Those signing without such authority may incur personal liability, and/or may be subject to discipline by the Organization, including termination of the volunteer's relationship with the Organization.

### **3-14 Use of Facilities, Equipment and Property, Including Intellectual Property**

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, volunteers are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Volunteers should notify the Director of Outreach if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of loss, damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to others. The Supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

Volunteers also are prohibited from any unauthorized use of the Organization's intellectual property, such as logos, digital print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge.

### **3-15 Health and Safety**

The health and safety of volunteers and others on Organization property are of critical concern to Operation Underground Railroad. The Organization intends to comply with all health and safety laws applicable to our business. To this end, we must rely upon volunteers to ensure that work areas are kept safe and free of hazardous conditions. Volunteers are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to management immediately, even if the problem appears to be

corrected. Any suspicion of a concealed danger present on the Organization's premises, or in a product, facility, piece of equipment, process or business practice for which the Organization is responsible should be brought to the attention of management immediately.

Periodically, the Organization may issue rules and guidelines governing workplace safety and health. The Organization may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All volunteers should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident, or illness must be reported to the Director of Outreach as soon as possible, regardless of the severity of the injury or accident.

### **3-16 Volunteer Dress and Personal Appearance**

You are expected to dress according to the requirements of your position. Some volunteers may be required to wear safety equipment/clothing. Please contact the Director of Outreach for specific information regarding acceptable attire for your position. If you report to volunteer work dressed or groomed inappropriately, you may be prevented from participating in the volunteer opportunity.

### **3-17 Publicity/Statements to the Media**

All media inquiries regarding the position of the Organization as to any issues must be referred to the COO. Only the COO is authorized to make or approve public statements on behalf of the Organization. No volunteers, unless specifically designated by the COO, are authorized to make those statements on behalf of Organization. Any volunteer wishing to write and/or publish an article, paper, or other publication on behalf of the Organization must first obtain approval from the COO.

### **3-18 Return of Operation Underground Railroad Property**

As a non-profit organization, the preservation of resources is important. Volunteers may be provided with promotional materials, including signs, banners, and apparel or other branded items, in connection with their volunteer work. At the conclusion of a volunteer's participation in specific events or projects, any materials provided by Operation Underground Railroad or its vendors should be returned to the Director of Outreach or otherwise handled as instructed by the Director of Outreach or Organization employee(s).

### **3-19 A Few Closing Words**

This handbook is intended to give volunteers a broad summary of things they should know about Operation Underground Railroad. The information in this handbook is general in nature and, should questions arise, the Director of Outreach or member of management should be consulted for complete details. Operation Underground Railroad values your time and contribution of the Organization's mission.