Greetings Volunteer,

Welcome to the Heart to Heart International (HHI) team! Volunteers not only help us carry out our mission, they are our mission. Heart to Heart firmly believes in the power of volunteering. Meaningful service has a way of shaping us and it is our hope you experience just that.

Whether providing medical care during a disaster, packing hygiene kits or answering phones your service is invaluable. The work you do for HHI is contributing to the improvement of health around the world.

As a member of our team we want you to feel fully equipped to carry out your role. This handbook includes a variety of information to help inform your volunteer role and experience. Please read it carefully, refer as needed and ask questions.

Again, welcome to Heart to Heart. We are grateful you have chosen to serve alongside us.

With appreciation,

Nachelle Kaughman
Manager, Volunteer Engagement
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MISSION, VISION, VALUES
Heart to Heart International strengthens communities through improving health access, providing humanitarian development and administering crisis relief worldwide.

We engage volunteers, collaborate with partners and deploy resources to achieve this mission.

OUR VISION
We imagine a world in which every person has access to a healthy life and every community has the capacity to make that access a reality. We believe that sustained access to health sets the foundation for individual and community development. In everything we do, we work to broaden access to healthcare services and build capacity for health. It’s a lofty vision, but we take a step closer to it every day through support from people like you. Invest in our efforts to create a healthier world today.

OUR VALUES
Passion:
We are passionate about creating a healthier world. We vigorously mobilize as many volunteers, partners and donors as possible to make healthcare more accessible for all people. We will work relentlessly until everyone has access to a healthy life.

Enterprising:
We are at our best when the need is at its greatest. We overcome challenges and obstacles by mobilizing our global network to find innovative solutions and efficiently deliver humanitarian services to a world in need. We make things happen.

Partnerships:
We know that we are stronger, more efficient and more effective when we work with others locally and globally to deliver on our vision of a healthier world. We leverage partnerships for greater results.

Sustainability:
Success is found in empowering communities to develop and maintain self-sufficient healthcare systems. We focus on helping communities move from the point of survival to the path of sustainability.

Inclusion:
We will work with any individual or group who shares our vision of creating a healthier world for all people. We invite all to join us in improving the health of all people.

HISTORY
In 1992, Heart to Heart International (HHI) began with an airlift to help people in Russia, and at the time it was the largest private humanitarian airlift ever. Donated aid was distributed to 32 area hospitals and 9 orphanages. A gift from the heart of America to the heart of Russia—the Heart to Heart Airlift—became a reality because hundreds of volunteers and caring corporate partners joined together to help people in need.

In 1993, a new partnership is created in collaboration between the American Association of Family Physicians (AAFP) and HHI called Physicians With Heart (PWH). PWH conducted 20 airlifts throughout Europe and Vietnam. The partnership has mobilized people and resources to improve health, provide medical education and foster the development of family medicine worldwide.
In 1995, HHI enlists volunteers and sponsors to deliver a message of hope and peace to the Vietnamese people. This project launches our partnership with FedEx, whose MD-11 is the first American plane to land in Hanoi since the end of the Southeast Asian conflict and the project is instrumental in improving relations between the two countries.

In 1996, HHI delivered $12 million in aid to Calcutta, India. This airlift, designed to help Mother Teresa and the Missionaries of Charity, took three years to organize. The assembly of God Mission Hospital, Sri Ramakrishna Vivekananda Mission, Cancer Centre and Welfare Home, and four large teaching hospitals in Calcutta, among others, were recipients of medical aid and products.

In 1997, the Goodwill Medical Airlift to the People’s Republic of China landed with 36 tons of medicines and supplies worth $6.2 million in U.S. wholesale value throughout the Sichuan Province in southwest China. Many people in this area subsist on less than $60 (U.S. equivalent) per year and face shortages of food and basic supplies such as medicines. Dr. Gary Morsch said the whole operation was a success because of the coordinated efforts between Heart to Heart International, its donors and the Chinese government.

In 2010, HHI responded to the devastating earthquake in Haiti. Staying beyond the earthquake response, HHI hired, trained and helped create Haitian leadership to make a long-lasting change in Haiti. In 2016, Hurricane Matthew struck Haiti and HHI Haitian trained medical teams responded.

In 2014, HHI responded to the Ebola crisis in Liberia by setting up and running an Ebola Treatment Unit. In addition, HHI trained administrators and teachers in the local school district in safe hygiene practices.

Starting in 2015, HHI has supplied medicines, medical supplies, tents and hygiene kits to Syrian refugees.

KEY CONTACTS FOR VOLUNTEERS

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VOLUNTEER INVOLVEMENT

VOLUNTEER CLASSIFICATION
Active Volunteers: Individuals who have successfully completed the application process and background check will be registered in the Volunteer Management System (VMS). Anyone who is in the VMS and has volunteered within the previous three years is considered an active volunteer. Active volunteers generally volunteer on an on-going basis, not exclusively as part of an organized group.

Group Volunteers: Volunteers who participate in an event as part of a larger group (PowrServ event, corporate service day, Pop-Up event, etc.) will not be registered in the VMS and are considered group volunteers. Generally, these individuals have not gone through the application or background check process.

VOLUNTEER ROLES
Headquarters
Office and administrative volunteers help keep HHI’s headquarters running smoothly by overseeing our reception area and participating in a variety of special projects. Individuals may volunteer in a variety of capacities including project-based work or regular office duties.

Warehouse (Hub) Operations
The Hub is the core of HHI’s global distribution network. Individual volunteers serve on Tuesday and Thursday mornings working closely with HHI staff. Groups of 10-20 can sign up for sorting or packing events as need exists. Hub volunteers have a hand in receiving, sorting, packaging and shipping medicine, supplies, hygiene kits and Ready Relief Boxes around the world.

PowrServ
PowrServ offers unique philanthropic team-building events that engage participants with a hands-on activity of assembling hygiene kits that meet the needs of people impacted by crisis or disaster. These specialized events are designed for your group and require a monetary commitment.

Volunteer Service Trips
HHI hosts Volunteer Service Trips (VST) for business partners to engage their employees in a 1-3 week service trip. Trips generally focus on developing infrastructure, offering training or specialized service in the area of healthcare. The specifics of VSTs varies from group to group.

Disaster Response Team
When a major disaster strikes, HHI deploys a team of highly qualified responders equipped to rapidly respond as a self-contained emergency medical team. The Disaster Response Team includes: Physicians, Physician Assistants, Nurse Practitioners, Nurses, Mental Health Professionals, EMTs/Paramedics, Physical Therapists, Logistical Support, CDL Licensed Drivers and Media Specialists.

Laboratory/Medical Services
Various opportunities exist for clinical laboratory and medical professionals to offer training and support where it is most critically needed.

Interns
Students who have an interest in the operations of HHI are able to complete a semester, summer or year-long internship. Interns are able to serve in a variety of areas including product procurement and distribution, disaster response, volunteer engagement, marketing, etc.

WHAT TO EXPECT AS A VOLUNTEER
• The opportunity to be an integral part of HHI’s team
• Orientation and training for your specific role or task
Supervision and recognition for your investment
Expect to grow and develop through your volunteer role at HHI

EXPECTATIONS OF VOLUNTEERS
• Volunteers are expected to fully support the mission of HHI
• Be respectful and dependable in carrying out tasks and working alongside other members of the team or community
• Provide feedback to further improve the work of HHI
• Follow all HHI policies and procedures as outlined in this handbook and as guided by Team Lead

VOLUNTEER RECRUITMENT & PLACEMENT

APPLICATION & ACCEPTANCE PROCESS
HHI volunteers are recruited to fulfill a variety of roles within the organization. Recruitment is carried out to build a network of skilled volunteers. Prospective volunteers must complete the application screening process including: application, interviews (as applicable), background check, certifications, etc. The process varies depending on the role, with more extensive requirements for applicants who are interested in the Disaster Response, Labs or Programs.

HHI takes great care to ensure individuals are fully vetted and equipped for entering communities that are receiving HHI services. Volunteering as part of a team that travels requires a certain level of skill. Therefore, these positions are highly competitive and not all who apply will be accepted.

Once the application process has been completed, all applicants will be notified whether or not they have been accepted.

BACKGROUND CHECKS
HHI conducts background checks for all active volunteers. While all volunteers will have a criminal background and sex offender registry check, some positions may be subject to additional screening. Additional screening can include drug testing, licensure, motor vehicle record, etc. On-going volunteers will be re-checked every three years.

Participation as an active volunteer with HHI is contingent on successfully passing a background check. A conviction will not automatically preclude an individual from consideration. HHI will evaluate the nature and frequency of the offense, time since conviction, relevancy of the offense or misconduct to the volunteer responsibilities, etc. Some convictions which may result in withdrawal from consideration include: assault, kidnapping, criminal sexual conduct, harassment/stalking, terrorist threats, etc.

Prospective volunteers have the right to obtain a copy of background check reports, challenge the accuracy and completeness of the report and to know the reason for not being accepted as a volunteer because of the background check.

Information secured for the purpose of authorizing individuals to volunteer with HHI will remain confidential. The content of reports and information gathered may be shared with appropriate individuals who have a legitimate business need to know.

DISCRETIONARY SERVICE
Volunteer service is at the discretion of Heart to Heart International. The relationship between Heart to Heart International and volunteers may be terminated at any time and for whatever reason.

WAIVERS & MINORS
Depending on the type of service, volunteers must complete applicable paperwork and waivers. Volunteers under the age of 18 must have a parent or guardian sign any needed paperwork/waiver.
TRAINING & SUPERVISION

TRAINING
Volunteer training varies depending on the type of role being filled. Some volunteers will be expected to participate in orientations or workshops prior to the start of their role, while others will receive one-on-one training.

VOLUNTEER TRACKING
Active volunteers will have access to Volgistics for the purpose of tracking hours. It is expected that volunteers maintain accurate records of time worked at HHI. Regular volunteers will have an established schedule and are expected to communicate in advance of any known schedule changes.

HHI is closed for the following holidays:
- New Year’s Day
- Martin Luther King Jr Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day & the following Friday
- Christmas (December 25 – December 31)

Unless otherwise communicated, a holiday falling on a Saturday will be observed on the Friday before. Holidays falling on Sundays will be observed the following Monday.

SUPERVISION
Each volunteer will have an assigned supervisor or team lead. This may be another volunteer or HHI employee. The supervisor is responsible for the day-to-day oversight of the volunteer.

PERFORMANCE FEEDBACK
It is the desire of HHI that volunteers grow and develop as a result of their service. As such, supervisors will provide regular feedback on the performance of active volunteers. While this happens most often informally, a supervisor may provide a formal performance review.

DISCIPLINARY PROCEDURES
When volunteer performance does not meet expectations, the below steps will be followed:
- Verbal Warning
  - A conversation between the supervisor and volunteer will take place. The supervisor will explain the expectations and specific behavior that needs to change in order to meet those expectations.
- Written Warning
  - If unacceptable behavior continues, supervisors will provide the volunteer with a written warning.
- Dismissal
  - If the volunteer’s performance does not meet the requirements listed in the written warning, the volunteer may be dismissed from service with HHI.

While it is preferred that a volunteer be subject to a disciplinary process of coaching and feedback, there may be cases where immediate dismissal is warranted. Examples of such situations include, but are not limited to: using or being under the influence of drugs/alcohol while serving with HHI, theft, insubordination, breaching confidentiality, destruction of property, physical violence, sexual harassment, violations of licenses or the law, etc.

SAFETY
The safety of Heart to Heart volunteers is our highest priority. HHI is committed to providing volunteers with the training, support and information they need to stay healthy and safe. However, because volunteers serve worldwide, sometimes in very remote areas, health and safety risks are an inherent part of some volunteer roles.
In addition to complying with the safety standards in this handbook, volunteers must also adhere to any additional safety standards set by on-site Team Leads or staff.

TRAINING AND CERTIFICATION
All volunteers will be trained to operate any and all equipment/vehicles assigned to them. Under no circumstances shall volunteers operate any piece of equipment unless qualified to do so and authorized by their Team Lead. Certification will be obtained when and where required.

USE OF HAND TOOLS AND EQUIPMENT
Tools and equipment should be utilized in an appropriate and safe manner.

VEHICLE SAFETY
During any transportation, volunteers will be seated inside the vehicle in which they are riding. Proper restraints (seat belts/shoulder restraints) must always be worn. Individuals must be granted authorization in order to operate HHI rented or owned vehicles. This authorization may be revoked by the HHI Team Lead if deemed necessary. Volunteers will not operate cell phones in any manner whatsoever, (including texting and the use of headphones) while operating HHI rented or owned vehicles. Any violations received while operating HHI rented or owned vehicles will be paid by the driver.

FUEL STORAGE
Fuel will only be transported in approved containers. At no time will fuel or other hazardous chemicals be transported in the passenger compartment of any vehicle.

SAFETY RESPONSIBILITIES
Volunteers
Volunteers will be monitored by Team Leads to ensure that they are using safety equipment properly and responsibly. Volunteers have an obligation to state their concerns to Team Lead if they are engaged in a task they believe puts them in an unsafe situation.

Team Leads
Team Leads are responsible for the day-to-day safety of their teams and for maintaining a safe working environment. They will conduct a safety briefing prior to commencing work. They will ensure that safety equipment, tools, and machinery are in good working order and in a good state of repair.

INCIDENT REPORTING
Incident reports will be completed involving any damage, injury, harassment, accident, etc. within 24 hours of the incident. HHI will provide training to volunteers on the processes surrounding incident reporting.

DEPLOYMENT
Volunteer deployment sites can be susceptible to natural disasters, transportation accidents, and civil and political unrest. HHI provides training and support to minimize these risks but they cannot be eliminated completely.

HHI conducts pre-trip assessments regarding the security of the region being visited. These assessments can result in adjustments to deployment dates, policies, emergency/evacuation plans, etc.

Personal safety is optimized by exercising sound judgment. Volunteers must be aware of their surroundings, understand how their conduct and actions may be perceived and remain sensitive to how their behavior may impact personal safety. Often volunteers must change a range of behaviors to minimize risks to their safety and security. Such changes may involve attire, living arrangements, exercise, alcohol consumption, socializing with members of the opposite sex, and going out alone at night.

HHI requires that all volunteers traveling outside of the US have travel insurance which covers medical and security evacuations. Depending on the type of trip, this may be obtained through HHI or individually.
While volunteers are deployed outside of the US or as part of a disaster response, a daily communication plan will be established. All volunteers are expected to maintain communication according to this plan.

**REIMBURSEMENT**

HHI will cover all costs for lodging, food and transportation while on a disaster response. Volunteers must receive permission prior to making purchases on behalf of HHI. Receipts for approved expenses must be submitted via an Expense Reimbursement Form.

**CONDUCT & ETHICS**

**STANDARDS OF CONDUCT**

HHI team members, both volunteers and staff, are expected to uphold the highest standards of conduct and ethics, whether volunteering in the warehouse, responding to a disaster in the United States or on a trip across the world. Volunteers are expected to:

- treat all people (staff, fellow volunteers, community members, partners, children, etc.) with respect.
- engage as learners as they enter new environments or new cultural contexts.
- act in a manner to ensure the safety and security of other team members, staff, partners, etc.
- provide good stewardship and accountability of all HHI property and resources (supplies, pharmaceuticals, equipment, funds, etc.).
- follow the guidance and policies of HHI staff, partners or other lead agency.
- obey and respect the laws and cultural traditions of the host country.

**PROHIBITIONS**

**Illegal and Prescription Drugs**

The possession, use, sale, distribution, manufacture or purchase of illegal drugs, as well as, improper use or distribution of prescription medication is prohibited. HHI prohibits the use of mind-altering drugs while engaged in volunteer work and/or while deployed with HHI.

**Alcohol**

Possession or consumption of alcohol by team members under the age of 21 is prohibited, as is providing alcohol to those who are under the age of 21. For those 21 years old and over, alcohol possession or consumption is prohibited during training, service hours and at deployment work sites. Cultural contexts vary in regard to alcohol consumption and the Team Lead will provide additional direction as needed.

**Tobacco**

Tobacco use (including vaping/e-cigarettes) is prohibited on all HHI property (including facilities and vehicles). When deployed, team members should contact the team lead regarding appropriate, off-site use of tobacco.

**Workplace Violence & Weapons**

HHI expects all team members to conduct themselves in a non-threatening, non-abusive manner at all times. Acts of violence or intimidation of others will not be tolerated. HHI has zero tolerance for, and expressly forbids the possession of, while on corporate property or engaged in work for HHI, any type of weapon, firearm, explosive and/or ammunition.

**Unethical or Unlawful Medical Practices**

HHI prohibits any behavior that would violate a Licensing/Certificating Board’s Code of Professional Ethics or Scope of Practice. Medical professionals who volunteer with HHI may only act within the parameters of their state license, temporary disaster response license, or within the parameters set forth by HHI, whichever is more stringent.
SEXUAL EXPLOITATION AND ABUSE
HHI is committed to eliminate any acts of sexual exploitation and abuse by our personnel and as such has adopted additional Standard of Conduct policies consistent with the InterAction Standing Committee Task Force on Protection from Sexual Exploitation and Abuse in Humanitarian Crisis. Therefore, we consider:

- Sexual exploitation and sexual abuse by one of our employees or volunteers constitutes acts of serious misconduct and are therefore grounds for disciplinary measures, including dismissal;
- Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief in the age of a child is not a defense;
- Use of computers, mobile phones, video or digital cameras to exploit or harass children or to access child pornography through any medium is prohibited;
- Exchange of money, employment, goods or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior, is prohibited. This includes any exchange of assistance that is due to beneficiaries of assistance;
- Sexual relationships between HHI team members and beneficiaries of assistance, since they are based on inherently unequal power dynamics, undermine the credibility and integrity of our work and are strongly discouraged;
- Where a HHI team member develops concerns or suspicions regarding sexual exploitation or sexual abuse by a fellow team member they must report such concerns via the complaint procedure outlined below;
- HHI team members are obliged to create and maintain an environment that prevents sexual exploitation and sexual abuse. Manager at all levels have a particular responsibility to support and develop systems that maintain this environment.
- In regards to incidents of abuse, harassment, child labor, etc., HHI will ensure compliance with all relevant host country legislation and regulations, US law or international standards, whichever gives greater protection.

The standards set out above are not intended to be an exhaustive list. Other types of sexually exploitative or sexually abusive behaviors may be grounds for administrative action or disciplinary measures, including summary dismissal.

Additionally, HHI strongly discourages romantic relationships between volunteers, especially those who are deployed. Such relationships impact the entire team and can detract from the overall project.

ANTI-HARASSMENT
All forms of harassment are expressly prohibited HHI. This includes incidents involving supervisors, co-workers, vendors, volunteers, contractors or customers. HHI is committed to vigorously addressing complaints of harassment, sexual harassment and discrimination at all levels within the organization.

The term “harassment” includes harassment based on any category protected by federal, state or local law, which may include, but is not limited to: unwelcome slurs, jokes, or verbal, graphic or physical conduct relating to an individual’s race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner or civil union status, gender (including sex stereotyping and gender identity or expression), medical condition (including, but not limited to, cancer-related or HIV/AIDS – related), genetic information or sexual orientation.

Sexual harassment consists of unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature where:

- Submission to such conduct is an explicit or implicit term or condition of employment or volunteering
- Employment or volunteering decisions are based on a team member’s submission to or rejection of such conduct; or,
- Such conduct unreasonably interferes with an individual’s work performance or creates an intimidating, hostile or offensive working environment.
Complaint Procedure

Any HHI team member who feels harassed or discriminated against is encouraged to immediately inform the alleged harasser that the behavior is unwelcome. In some instances, the person may be unaware that their conduct is offensive and when so advised can correct the conduct. If the informal discussion with the alleged harasser is unsuccessful in remedying the problem or if you do not feel comfortable addressing the alleged harasser, you should immediately report the conduct to your immediate supervisor, Manager of Volunteer Engagement or a member of HHI’s Leadership Team (Board Chair, CEO, COO, VP of Operations).

Similarly, if you witness harassment or abuse of another team member or beneficiary of service this should be reported to the Team Lead, Manager of Volunteer Engagement or member of HHI’s Leadership Team.

Individuals who are victims of or witness abuse are always welcome to contact the police directly. While this is always an option within the United States, please consider that contacting law enforcement internationally can be complex and may not be prudent given local infrastructure and politics. Please consult with local leaders (HHI or from partner organizations) if you have concerns of this nature.

Confidentiality

All reports of alleged harassment, sexual harassment or discrimination will be treated seriously. As reasonable, reports will be kept confidential. Absolute confidentiality cannot be assured.

Investigative Procedure

HHI will begin a prompt and thorough investigation once a complaint of alleged harassment, sexual harassment, discrimination, sexual exploitation or abuse is received. The investigation may include interviews with all involved HHI team members, including the alleged harasser/abuser and any HHI team members who are aware of facts or incidents alleged to have occurred.

Following an investigation, HHI will promptly take any necessary and appropriate disciplinary action. Disciplinary action will be taken if the investigation reveals that a HHI team member has acted in a manner that is not in alignment with the goal of this policy, even when the actions may be lawful. HHI may address any workplace issue discovered during an investigation. This may include some or all of the following:

- Discipline the alleged harasser/abuser. Discipline can include written warnings, transfer, demotion, suspension and termination/dismissal of employment or volunteer.
- If the alleged harassment or sexual harassment is from a vendor, contractor, customer or other third party, HHI will take appropriate action to stop the conduct.

If you have made a complaint but feel the action taken in response has not remedied the situation, make a complaint following the Conflict Resolution policy.

Reported or suspected occurrences of harassment or discrimination will be promptly and thoroughly investigated. Following an investigation, HHI will promptly take any necessary and appropriate disciplinary action.

HHI will not permit or condone any acts of retaliation against anyone who files harassment or discrimination complaints or cooperates in the investigation of the same.

Duties of Team Members and Supervisors

All HHI team members, both management and non-management, paid and unpaid, are responsible for assuring that a workplace free of harassment, sexual harassment, discrimination, sexual exploitation or abuse is maintained. Any HHI team member may file a complaint regarding incidents experienced personally or incidents observed in the workplace. HHI strives to maintain a lawful, pleasant work environment where all team members are able to effectively perform their work without interference of any type and requests the assistance of all team members in this effort.
All HHI supervisors and managers are expected to adhere to HHI’s Anti-Harassment Policy. Supervisors’ evaluations may include an assessment of a supervisor’s efforts in following and enforcing this policy.

All managers and supervisors are responsible for doing all they can to prevent and discourage harassment, sexual harassment, discrimination, sexual exploitation and abuse from occurring. If a complaint is raised, the individual to whom the complaint is made (i.e. supervisor, Chief Operating Office of HHI) should act promptly to notify company management so that Human Resources or Volunteer Engagement may proceed with an investigation. If such individual fails to follow this policy, they will be disciplined up to and including termination.

CONFLICT RESOLUTION
HHI is committed to an environment that encourages mutual respect and promotes respectful and congenial relationships between team members. The Conflict Resolution Policy is meant to provide a method for volunteers to communicate concerns or conflicts that leads to prompt and fair resolutions.

- Bring the concern to your direct supervisor or team lead. Supervisors will investigate the matter, take action as needed and notify the Manager of Volunteer Engagement. Concerns pertaining to harassment will be reported to the Manager of Volunteer Engagement immediately.
- If a discussion with your supervisor is not productive or appropriate, communicate with the next level of management or the Manager of Volunteer Engagement. The manager will review the situation and take appropriate action.
- If concerns are not resolved through the steps above, volunteers may communicate with Human Resources or any member of the leadership team (CEO, COO or VP of Operations).

HHI does not tolerate any form of retaliation against team members availing themselves of this policy.

PERSONAL APPEARANCE
Team members are expected to use good judgement with regard to dress and appearance; dressing in a manner that is consistent with both their place of work and the type of work being performed.

- Casual dress is appropriate for all team members. This does exclude sweatpants, lounge wear, exercise attire and tank tops. Some events or specific work-related functions may require exceptions to the casual dress expectations.
- While deployed care should be given to ensure attire is not distracting. Appropriate attire can vary from community to community. VST and DRT participants will be provided with information on clothing that is appropriate to the region being visited.
- Warehouse/Hub: Closed-toe shoes (such as tennis shoes or boots) must be worn in the warehouse.
- Disaster Response Team (DRT): DRT members will be provided with a uniform including: vest, hat, t-shirt, scrubs, etc. DRT members are expected to wear the uniform while on duty. Duty hours are determined by the Team Leader.

Contribute to an overall positive work environment by maintaining high standards of neatness, grooming and personal hygiene. Please be mindful that some individuals may be allergic to such things as perfumes, colognes and/or lotions. Please use such items in moderation and with consideration for those around you.

SOCIAL MEDIA
HHI encourages all volunteers to use social media responsibly. Social media should support, not jeopardize, HHI operations or the dignity and privacy of communities and community members with whom we partner.

You are personally responsible for the content you publish, err on the side of caution. HHI may remove or request the removal of any posts or publications that conflict with HHI guidelines.

Social Media Guidelines:
• **Do not use the HHI logo:** The HHI logo cannot be used for any part of a personal blog or social media post. We do encourage you to share HHI social media content.

• **Use a disclaimer:** For personal blogs which reference HHI related activities, add a disclaimer to your page. The disclaimer should make it clear that the views expressed are yours and not necessarily those of HHI. Be aware that a disclaimer does not free you from obligations within these or other HHI policies.
  - Example disclaimer: The postings on this site are my own and do not necessarily represent the positions, strategies or opinions of Heart to Heart International.

• **Keep safety, security and the privacy of others in mind:** Never discuss personal details regarding fellow volunteers, HHI employees or community partners via social media. Bear in mind, personal details of local staff/partners (drivers, guides, interpreters, security personnel, etc.) can be sensitive in many operational contexts.

• **Get permissions:** Respect everyone’s right to privacy and never take photos or videos without written permission. Posting of minors is only permitted when written permission is granted via a parent/guardian.

**CONFLICT OF INTEREST**

Team members must avoid any relationship or activity that might impair, or appear to impair, their ability to make objective and fair decisions when performing their jobs. At times, an employee may be faced with situations in which business actions taken on behalf of HHI may conflict with the employee’s own personal interests. Company property, information or business opportunities may not be used for personal gain.

Conflicts of interest could arise in the following circumstances:

- Being employed by, or acting as a consultant to, a competitor or potential competitor, supplier or contractor, regardless of the nature of the employment, while working with HHI;
- Hiring or supervising family members or closely related persons;
- Serving as a board member for an outside commercial company or organization;
- Owning or having a substantial interest in a competitor, supplier or contractor;
- Accepting gifts, discounts, favors or services from a customer, potential customer, competitor or supplier, unless equally available to all HHI team members.

Any actual or potential conflict of interest must be reported to the team member’s supervisor or the Manager of Volunteer Engagement.

**GIFTS AND FAVORS**

No team member shall solicit or accept for personal use, or for the use of others, any gift, favor, loan, gratuity, reward, promise of future employment, or anything of monetary value that might influence, or appear to influence, the judgment or conduct of the team member in the performance of their job.

Team members can accept occasional, unsolicited courtesy gifts or favors (such as business lunches, tickets to sporting or cultural events, holiday baskets, flowers, etc.) so long as the gifts or favors have a market value under $100, are customary in the industry and do not influence or appear to influence the judgment or conduct of the team member. Please discuss any exceptions to this amount with your supervisor.

Team members are not to give, offer or promise directly or indirectly anything of value to any representative of a customer, potential customer, vendor, potential vendor, financial institution or potential financial institution with whom HHI has or may have a business relationship.

**HHI PROPERTY**

HHI resources are entrusted to team members in order to carry out HHI related business. All team members are responsible for safeguarding HHI’s funds, records, tools, vehicles, equipment, property, etc. Team members who lose HHI equipment may be required to replace items at their own expense.
Communication systems and digital messaging applications owned and employed by HHI are to be used for the business of HHI. Team members should have no expectation of privacy of any correspondence, messages or information created in or disseminated through the systems or applications, regardless of the content or purpose of the same.

SOLICITATION
It is the intent of HHI to prevent interference with work and inconvenience to others from solicitations and/or distribution of literature.

The following guidelines apply throughout HHI:

- Group meetings for solicitation purposes in work areas or during work hours are prohibited, with the exception of corporate sponsored meetings.
- The distribution or circulation of literature or other materials during work hours or in work areas is prohibited.
- Team members shall not engage in any solicitation of other team members for any purpose whatsoever during working hours or within work areas.
- Information posted on HHI’s bulletin boards must be pre-approved.
- Non-team members are prohibited from trespassing, soliciting or distributing literature on company premises.

RELIGIOUS ACTIVITIES
HHI recognizes that many of our volunteers serve others as an expression of their faith. As a faith-friendly organization, HHI often brings together team members from a wide variety of beliefs and cultural backgrounds. Team members are expected to be respectful of beliefs or cultural understandings which may differ from their own.

VOLUNTEER HANDBOOK ACKNOWLEDGEMENT
I acknowledge that I have received Heart to Heart International’s Volunteer Handbook (“the Handbook”), dated June 2019, and understand that violations of the policies contained in the Handbook, including, but not limited to, the Anti-Harassment Policy, could result in disciplinary action, up to and including separation.

I further agree and consent to all policies contained herein and understand that the information contained in the Handbook represents guidelines for Heart to Heart and that Heart to Heart reserves the right to modify the Handbook or amend or terminate any policy or procedure at any time.

I further agree that I am voluntarily giving of my time to Heart to Heart without pay and without expectation of employment in the future. My status as a volunteer with Heart to Heart is at the discretion of Heart to Heart.

I further understand that if I have any questions about the interpretation or application of any policies contained in the Handbook, I should direct these questions to the on-site supervisor.

________________________________________  ________________________________
Volunteer Signature                      Date

________________________________________
Print Name