

Thank you for volunteering with Upwardly Global

Welcome! Volunteering for Upwardly Global means becoming a member of our organization and community. We are thrilled to have you onboard.

At Upwardly Global, our volunteers are an integral part of fulfilling our mission and are vital members of our community. As a volunteer, you will play a critical role in transforming job seekers' lives by sharing knowledge of the U.S. workplace culture and expectations, industry insights, and building connections. Approximately 85% of people in the United States find their jobs through networking, but many immigrants and refugees lack the relationships that help navigate the job search process, so this work is essential.

We ask all volunteers to review our volunteer code of conduct and agreement as we welcome you onboard.

VOLUNTEER CODE OF CONDUCT AND AGREEMENT

The Code of Conduct aims to ensure that all volunteers understand their responsibilities as Upwardly Global community members. As refugees and immigrants face many stresses, volunteers should engage with our job seekers and alumni in a kind, responsive and supportive manner.

Volunteers should know that their contribution of time changes the lives of thousands of job seekers and also enriches their own lives. There's nothing more personally rewarding than seeing job seekers gain confidence as they achieve their goals and knowing that you made a difference in their lives and those of their families.

Volunteers are expected to uphold the Code of Conduct at all times when working with Upwardly Global job seekers and alumni.

VOLUNTEER CODE OF CONDUCT

BE RESPONSIBLE

- Carry out the services diligently, efficiently, safely, and in a timely manner.
- Avoid providing inaccurate or untrue information to any job seeker. Inform the Partnerships & Volunteer Program Lead if you need further assistance.

BE RESPECTFUL

- Respect the job seeker as an individual and honor their integrity without prejudice to their immigration status, economic status, abilities, race and customs, cultural and religious needs.
- Treat the job seeker as a professional peer.
- Respect the job seeker's job search journey and remember the unique barriers they face.

BE PRESENT

- Attend to the volunteer duties diligently, or inform the Partnerships & Volunteer Program Lead as soon as possible if your commitment changes or you need to terminate your service.

BE DISCERNING

- Avoid engaging in activities or actions that will bring any harm (physical or mental) to another person, property, or UpGlo.
- Exercise volunteer boundaries by not accepting gifts, especially in monetary terms, or seek/accept rewards, benefits or gifts.

BEST PRACTICES

DO:

- a) Be aware that you are representing Upwardly Global and understand the mission and core values of the organization.
- b) Be punctual for your voluntary duties and model professionalism at all times.
- c) Be honest, positive, and encouraging.
- d) Consult the Partnerships & Volunteer Program Lead when in doubt.
- e) Give feedback to the Partnerships & Volunteer Program Lead on positive or adverse encounters during the duration of the voluntary duties.
- f) Report immediately to the Partnerships & Volunteer Program Lead when you hear of any information from the beneficiary that is of potential threat or harm to self-and/or others.

DON'T:

- a) Proselytize, i.e. preach or attempt to convert people to another religion.
- b) Solicit sales or promotion of services of any kind.
- c) Take over the role of the parent or caregiver.
- d) Make empty promises or give any form of monetary or material reward to the job seeker without first consulting the Partnerships & Volunteer Program Lead
- e) Verbally, emotionally or physically abuse the job seeker, especially by profanity or derogatory remarks.
- f) Upload the job seeker's photograph to an online platform, including website, blog or any form of social media without their permission.
- g) Share personal information about the job seeker with others.

And if at any point an interaction with a job seeker causes concern or raises questions that you think are best addressed by Upwardly Global, contact your regional Partnership & Volunteer Program Lead.

VOLUNTEER AGREEMENT

This VOLUNTEER AGREEMENT (“Agreement”) is made by and between Upwardly Global (“UpGlo”), and _____ (“Volunteer”).

In consideration for the mutual promises contained herein and for other good and valuable consideration, the sufficiency and receipt of which each party expressly acknowledges, Volunteer and UpGlo agree as follows:

- 1. Volunteer Services.** UpGlo permits Volunteer to provide volunteer services to UpGlo. Volunteer will perform all such services on a voluntary basis without payment or expectation of payment of any compensation or other tangible benefit from UpGlo. UpGlo’s permission for Volunteer to provide services to UpGlo is expressly contingent upon Volunteer’s continued adherence to UpGlo’s Code of Conduct (Attachment B) and the terms of this Agreement.
- 2. Term.** Volunteer’s services for UpGlo may commence after Volunteer signs, dates, and returns this Agreement to UpGlo. Either UpGlo or Volunteer may terminate Volunteer’s service with UpGlo at any time for any or no reason by providing the other party with written notice by email of termination. If applicable, immediately upon the termination of Volunteer’s services, or anytime upon UpGlo’s request, Volunteer shall return to UpGlo all of its property and information in Volunteer’s possession or under Volunteer’s control including, but not limited to, all UpGlo documents, computer software, electronic information, Confidential and Proprietary Information (as defined in Paragraph 4 below) and all copies thereof.
- 3. Conflict of Interest, Nonsolicitation, Marketing, and Referrals.** Volunteer may refer any UpGlo client to job opportunities in their networks and companies. However, Volunteer may not engage in any separate business activity with any UpGlo client or market to or solicit any UpGlo client for any purpose. Nor may Volunteer refer any UpGlo client to any other individual or entity including, but not limited to, a for profit coaching or job search service, without express written permission from UpGlo. If Volunteer learns of any other volunteer who is engaging in a separate business activity with, or marketing or soliciting, any UpGlo client, or referring an UpGlo client to any other individual or entity, Volunteer shall promptly report such conduct to UpGlo.
- 4. Nondisclosure and Use of Confidential and Proprietary Information.** In the course of providing volunteer services for UpGlo, Volunteer will have exposure and access to confidential and proprietary information including, but not limited to, UpGlo’s training programs, policies, procedures, technology, strategies, intellectual property, and personal information about UpGlo’s clients (“Confidential and Proprietary Information”) which Volunteer did not have access to prior to performing volunteer services for UpGlo and which information is of great value to UpGlo and its directors, officers, employees, and clients. Volunteer agrees not to, other than on UpGlo's behalf (including for purposes of referring any UpGlo client to job opportunities in their network and companies), at any time during the period in which Volunteer performs volunteer services for UpGlo and thereafter, make available, divulge, disclose, or communicate in any manner whatsoever to anyone including, but not limited to, any person, firm, corporation, member of the media, or entity, any Confidential and Proprietary Information, or use any Confidential and Proprietary Information for any purpose, unless authorized to do so in writing by UpGlo's CEO and Executive Vice President, required by law or court order, or such information has become publicly available other than by reason of a breach by Volunteer of this Paragraph or of another individual’s or entity’s violation of an obligation not to disclose such information. Should Volunteer be required by law or court order to disclose Confidential and Proprietary Information, Volunteer shall give

UpGlo's CEO and Executive Vice President prompt notice so as to allow UpGlo sufficient opportunity to challenge such application of the law or court order, or otherwise to attempt to limit the scope of such disclosure. This Paragraph applies to all Confidential and Proprietary Information, regardless of when such information is or was disclosed to Volunteer. Notwithstanding the above, nothing in this Paragraph precludes disclosure of Confidential and Proprietary Information to a governmental regulatory agency, without notice to UpGlo, provided that Volunteer informs the agency that UpGlo deems such disclosed information to be confidential and appropriately marks it as such.

5. Nondisparagement. At no time shall Volunteer disparage UpGlo, its services or products, or its directors, officers, or employees. Notwithstanding the above, nothing in this Paragraph precludes Volunteer from making truthful statements to any governmental regulatory agency or from testifying in any legal proceeding.

VOLUNTEER AND UPGLO EACH REPRESENT AND WARRANT THAT EACH HAS READ THIS AGREEMENT, EACH UNDERSTANDS ITS TERMS, AND EACH AGREES TO BE BOUND THEREBY.