



Volunteer Policy

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| Date of Last Review: | |

POLICY STATEMENT #1 - PURPOSE

The ESIO values the service of volunteers and recognizes the value of their contributions to the overall success of the organization.

The ESIO has provided the Volunteer Manual as a resource and guide to volunteers of the Organization.

Guidelines:

PURPOSE

- The purpose of this Volunteer policies manual is to put forth guidelines for the use of volunteers. Board and Committee members shall reference the following Board policies:
 - Board Member Ethics and Code of Conduct (BD001)
 - Board of Directors Value Protocol (BC002)
 - Board Responsibilities (BD003)
- A copy of this policy is provided to all volunteers of the ESIO. Adherence to the policies and procedure in this manual is a condition of service and a failure to adhere to these policies may result in dismissal.
- In all cases, an ESIO volunteer is expected to adhere to the highest standards of professional conduct while representing the ESIO.

Mandate:

To catalyze the development, growth and sustainability of companies, entrepreneurs and skilled labour in the Edmonton screen media industries.

POLICY STATEMENT #2 - CONFIDENTIALITY

The ESIO collects personal information from volunteers, staff, clients, vendors and community members for a variety of purposes, and such data will only be collected for each stated purpose. Volunteers may interact with and become aware of personal information of others in relation to their work with the ESIO. This information is to remain confidential and must not be divulged externally unless it is deemed necessary for the volunteer's position. Certain information may need to be shared with staff when appropriate and included in the role description.

DEFINITIONS

"Confidential" means intended to be kept secret or kept in confidence.

"Personal Information" means any personal information including, but not limited to name, legal name, date of birth, home address, office address, phone number, e-mail address, emergency contact name & contact, medical records, health conditions, education and work experience.

“Due Diligence” means using common sense and appropriate reasoning based on common ethical standards to determine whether and how information is used, and decisions are made.

Guidelines

- It is the responsibility of volunteers to maintain the confidentiality of information heard, observed or processed, especially that of the ESIO clients. Volunteers must be aware of accidental ways in which it is possible to breach confidentiality, such as talking about volunteer work outside of their role.
- It is the responsibility of the ESIO Programs Officer to ensure that volunteers sign the annual Volunteer Agreement and that these signed agreements are kept on file for seven (7) years from the end of volunteer engagement. The ESIO Programs Officer will include which information volunteers are allowed to share in the position description for that particular role.
- Individuals have a right to access their own personal information in a record that is in the custody or under the control of the ESIO, subject to certain exceptions. For example, organizations are required under the Personal Information Protection Act to refuse to provide third-party access to information that would reveal personal information about another individual.
- If the ESIO refuses a request for information in whole or in part, a reason for the refusal will be provided.
- Volunteers may make a request for access to personal information by making a request to view their personnel file to the ESIO Programs Officer. Contents of the file cannot be removed, however requests for correction of an error or omission can be made.

POLICY STATEMENT #3 – CONFLICT OF INTEREST

Volunteers are relied upon to support and advance the interests of the organization and should avoid placing themselves in situations where their personal interests (direct or perceived) may conflict with the interests of the organization.

A conflict of interest arises in any situation in which a volunteer’s obligations to serve the best interests of ESIO could be adversely affected by their personal interests, which includes the interests of their family members.

Guidelines

- Volunteers or their families must never place themselves in a position of obligation resulting

from accepting cash, gifts over \$50.00, excessive entertainment or fees from persons or organizations seeking assistance from the ESIO.

- Volunteers are prohibited from taking personal advantage of opportunities resulting from their access to ESIO assets, property or information.
- Volunteers shall not use or deploy ESIO assets, property, information or their position with ESIO for personal gain, including but not limited to, obtaining discounts or rebates other than those available through authorized ESIO programs.
- Volunteers shall not serve as Board Members, officers, partners, consultants or any other role in unaffiliated profit-making organizations or not-for-profit organizations if that activity is detrimental to ESIO. An activity is detrimental to ESIO if it may adversely affect the reputation of ESIO or its associated entities.
- Volunteers shall not use their affiliation with ESIO to further their non-ESIO-related activities or business relationships.
- Volunteers are prohibited from competing with ESIO and its associated entities.
- If a volunteer believes he or she may have a conflict of interest, the volunteer should disclose it to the ESIO Programs Officer. The ESIO Programs Officer will determine whether a volunteer's associations are such that they might affect the individual's capacity to properly fulfill their responsibility to the ESIO or whether it might adversely affect the ESIO's reputation.

POLICY STATEMENT #4 – WHISTLEBLOWER AND INVESTIGATION

The ESIO is committed to maintaining the highest standard of quality, integrity, honesty and accountability. In line with this commitment, the ESIO requires all volunteers to uphold these high standards as well as demonstrate high personal ethics while conducting their duties and responsibilities.

This Policy Statement enables volunteers to report any suspected wrongdoing or violations of law, policies/procedures and regulations without fear of retaliation. Volunteers will not be penalized in any way for reporting suspected wrongdoing when their reports are made in good faith under the terms outlined in this Policy Statement.

Wrongdoing under this Policy Statement involves any unethical or inappropriate behavior including but not limited to:

- Unlawful act – civil or criminal
- Breach of Code of Conduct, Code of Ethics, Confidentiality and Conflict of Interest

- Breach or failure to comply with ESIO policy or procedures
- Dangerous practices that violate health and safety policies and procedures in the workplace or could cause harm to property or persons
- Violations of rights of others
- Concealment of wrongdoing after becoming aware it exists

Guidelines

All volunteers have a responsibility to report violations of laws, policies, procedures, regulations and ethical standards. The ESIO commits to taking all reports seriously and initiating an investigation within five working days of the report being filed.

To report wrongdoing, the following steps should be taken:

1. Formally report suspected wrongdoing to the Finance Director. However, in cases where concerns involve the designated representative the report is to be made to the CEO or their designate. Concerns related to the CEO should be filed with the Board Chair.
2. A volunteer reporting suspected wrongdoing should be prepared to provide the following:
 - a. A written description of the known or suspected wrongdoing.
 - b. Details to the best of the volunteers' knowledge of where, when and how it occurred.
 - c. Names of those alleged to be involved.
 - d. Names of anyone else who may have relevant information.
 - e. Details of how the volunteer came to know about the activity.
 - f. Names of anyone that the volunteer has discussed or reported this incident to.

The following will occur during the investigation of suspected wrongdoings:

1. The report of wrongdoings will be reviewed by the Finance Director. Depending on the significance of the allegations raised by the report, the Finance Director may deem it necessary to consult with the CEO to determine the appropriate approach to investigating or responding to the issues raised.
2. The report will not proceed to a formal investigation if:
 - a. The matter may be effectively resolved through an alternative, informal process, or another established process;
 - b. The matter is determined to be frivolous or vexatious or is determined to have not been brought in good faith or on the basis of reasonableness and common sense. Reports found to have been intentionally false or made maliciously, or in bad faith may result into appropriate action up to and including dismissal;

- c. The report fails to provide particulars of wrongdoing.
3. If it is determined that an investigation is not warranted, the decision will be communicated to the CEO, including the basis for this decision, and the volunteer that made the report will be informed in person by the Finance Director. If the volunteer does not agree with the decision, they can request in writing the decision be reviewed by the CEO within two weeks. The request for review should include a basis for why it should be reviewed. Within two weeks, the CEO will communicate the decision either confirming or amending the Finance Director decision.
 4. Any investigation will be done in a manner that, to the greatest extent possible, respects the individual privacy and confidentiality of everyone involved. The ESIO confidentiality Policy Statement will be followed and information will only be disclosed to the extent necessary to ensure a fair investigation. A failure by any party to maintain confidentiality may result in disciplinary action.
 5. As a part of the investigation, the Finance Director, or a designated investigator, may a) interview the individual making the report, b) the respondents to the report and c) any persons with relevant information.
 6. Individuals accused of wrongdoing are entitled to hear the details of the particular allegations against them and will be given a full and fair opportunity to respond.
 7. Subject to any legal constraints and the confidential nature of the investigation, the Finance Director will inform the individual that made the report of the general outcome of the investigation; however, they are not entitled to information that is deemed confidential.
 8. Investigation Reports will be retained in a manner that is appropriate to maintain the privacy of the information.

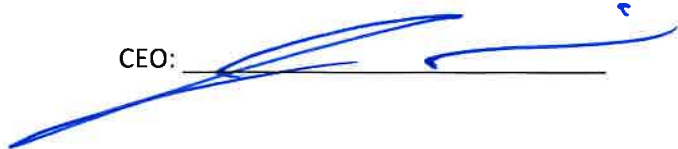
Retaliatory Action

The ESIO will not take, tolerate or allow any indirect or direct reprisal or harassment against an individual who in good faith either reports perceived wrongdoing, or acts as a witness in an investigation governed by the terms in this Policy Statement. Any retaliatory action will be considered a serious breach of this Policy and will be subject to action up to dismissal.

Chair: _____



CEO: _____



ESIO Volunteer Agreement (Annual)

In my capacity as a volunteer at the ESIO I may learn personal facts about staff, volunteers, clients and associated organizations. I may also become aware of confidential information relating to the operation of the organization. I understand that I must exercise due diligence and caution in any discussion related to the ESIO and its activities.

I understand that confidential information may be disclosed to me in the course of my duties and will not be divulged by me to others unless I believe that it is necessary and would only do so to the ESIO Programs Officer. I also understand that confidentiality is not limited to my current affiliation with the ESIO and that it continues in perpetuity.

I have reviewed and understand the ESIO Volunteer Policies. I acknowledge that I am bound by these policies as a condition of my service as a volunteer. I further acknowledge that I am welcome to contact the ESIO Programs Officer during my period of service with questions about the policies or any other matter.

Volunteer Name: _____

Volunteer Signature: _____

Date: _____