

Volunteer Code of Conduct

PathFinders' volunteers are expected to conduct themselves and the services they provide on behalf of the PathFinders in a manner that does not detract from the public's trust and confidence. Accordingly, all volunteers must comply with the Code of Conduct described herein.

PERSONAL GAINS

Volunteers must not use their status as a PathFinders volunteer to obtain personal gain from those doing or seeking to do business with the third party. Additionally, volunteers should neither seek nor accept gifts, payments, services, fees, special valuable privileges, accommodations or loans from any person or from any organization or group that associates with PathFinders.

CONFLICT OF INTEREST

Volunteers must avoid all situations in which their personal interests conflict or might conflict with duties to the PathFinders. Volunteers shall, at the first opportunity, disclose any conflict of interest. The nature of this reported conflict must be noted in appropriate official records of the PathFinders.

CONFIDENTIALITY

At all times, the privacy and dignity of clients, donors, volunteers and staff will be respected. Volunteers have access to information and documents relating to clients, donors, volunteers and staff that are private and confidential in nature; reasonable care and caution will be exercised to protect and maintain total confidentiality. Volunteers will not read records or discuss such information unless there is a legitimate purpose. All client, donor, volunteer and staff records are the property of the PathFinders and are kept in a secure location at the office.

INTELLECTUAL PROPERTY

Any intellectual property developed by a volunteer in the course of his or her role with the PathFinders (for example, guidebooks, training resources, promotional materials) is the property of PathFinders.

RESPECTFUL CONDUCT

Volunteers must treat with respect all clients, staff, and fellow volunteers with whom they interact while conducting PathFinders business. Harassment, discrimination or other behaviors that compromise the dignity and self-worth of others cannot be tolerated, and will be addressed promptly, in confidence, and in accordance with standards of due process developed by the PathFinders. The PathFinders expects all staff and volunteers to abide by Code of Conduct. These are minimum standards and by no means cover every contingency. However, any failure to comply with these standards will be sufficient grounds for disciplinary action up to and including termination of the individual from their volunteer position. Any volunteer who is uncertain

of the application of this Code of Conduct should contact the staff of PathFinders indicated on their role description for clarification or further information.

Volunteers must not pay client money or provide supplies or undertake to do so without PathFinders' permission. If client request so, volunteers are to refer the situation to PathFinders case manager for comprehensive case conceptualization and client needs assessment.

1. TERMS

PathFinders is a legally registered charity in Hong Kong under the registered name of PathFinders Limited. For the purposes of this document, PathFinders (“**PF**”), may be used. Further, those who use PF’s web site, register on its web site, sign up for volunteer activities, participate in volunteer activities, or use other services provided by PF, are considered to be PF Volunteers.

2. YOUR COMMITMENT AND RESPONSIBILITIES

A. By registering with PF, you agree not to use its web site, volunteer activities, or any of its other services to: (i) violate any local, national or international law; (ii) stalk, harass or harm another individual; (iii) collect or store personal data about other users; (iv) impersonate any person or entity, or otherwise misrepresent your affiliation with a person or entity; and (v) interfere with or disrupt the services or servers or networks connected to PF, or disobey any requirements, procedures, policies or regulations of copy, sell, resell exploit for any commercial purposes, any portion of PF and its services.

B. PF asks that you act responsibly as a registered volunteer of its network and take your role as a volunteer seriously. Your participation in PF volunteer activity that you have signed up for is extremely important. Each PF volunteer activity has availability for only a limited number of volunteers to participate. This means that PF and its charity partners rely on each volunteer to show up on the day of the activity to ensure that the activity is successful. Further, because volunteer spots on each activity are limited, this means that volunteer activities fill up quickly and typically have a waiting list of volunteers. Volunteers who fail to show up to an activity or fail to cancel in advance can hurt the success of an activity, prevent available “waitlisted” volunteers from participating in a given activity, and damage the reputation of PF volunteers amongst its charity partners.

C. While PF understands that the schedules and availability of its volunteers may change, PF asks that as a volunteer of PF, you agree to (i.) sign up only for those volunteer activities that fit your schedule and which you are certain you are available to attend; (ii.) email or call PF or the PF Volunteer Project Manager within 48 hours of a volunteer activity (or as soon as possible), should be unable to attend an activity for

which you have already signed up; (iii.) conduct yourself in a courteous and professional manner at all times at any PF sponsored or supported volunteer activity or other event.

D. If you do not hold a Hong Kong Permanent ID card, please refer to your Hong Kong visa and the Hong Kong Immigration Department for steps that need to be taken in order to volunteer. This may include, amongst other things, notifying the Immigration Department of your desire to volunteer, for example, on an unpaid basis for a couple of hours each month, or as appropriate.

E. You are solely responsible in safeguarding your personal belongings while volunteering with PF, in PF premises or elsewhere.

3. YOUR PRIVACY

By registering with PF, you are providing us with personal data, as defined by the Personal Data (Privacy) Ordinance (PDPO). PF values your privacy and will only use your personal data in accordance with the provisions of the PDPO.

The purposes for which your personal data are collected include (i) the offering of volunteer activities by newsletter, website and email, (ii) the organization of volunteer activities and contacting you, where necessary, in regards to volunteer activities, (iii) assessing volunteer interest in particular volunteer activities, both current and proposed, (iv) any other purpose relating to these purposes and for the provision of volunteer opportunities to our registered volunteers.

PF respects your privacy and will only share your personal data, where necessary, with (i) our affiliates for the purposes specified above, (ii) any agent, contractor or third party service provider who provides administrative, computer, telecommunication, data processing or storage, or other services to us or our affiliates in connection with the operation of PF and the services we provide to volunteers, (iii) any person under a duty of confidentiality to us or our affiliates who has undertaken to keep such personal data confidential, (iv) any person to whom we or our affiliates are under an obligation to make disclosure as required by law.

Should you ever have any questions or concerns regarding a charity that PF partners with or supports or a volunteer activity sponsored or supported by PF that you wish to raise, PF will keep your name confidential in the exploration of such matters.

4. LIMITATION OF LIABILITY

You understand that to the extent permitted under applicable law, in no event will PathFinders (legally registered under "PathFinders Limited".) or its officers, employees,

directors or affiliates be liable for any direct or indirect damages resulting from your use of, access to, or involvement with PathFinders.

5. INDEMNITY

You agree to indemnify, defend and hold harmless PF, its affiliates, officers, directors or employees from and against any and all third-party claims, liabilities, damages, losses, costs, expenses, fees (including reasonable attorneys' fees and court costs) that such parties may incur as a result of or arising from (i.) the content supplied by you and any information you (or anyone accessing PF and its services acting as you) submit, post or transmit through PF, (ii.) your use of PF services, (iii.) your violation of these Terms, (iv.) your (or anyone using your registration/volunteer information) violation of any rights of any other person or entity or (v.) any viruses, trojan horses, worms, time bombs, cancelbots or other similar harmful or deleterious programming routines input by you into the PF web site or other services.

6. MODIFICATIONS TO TERMS

PF reserves the right to modify or vary any of the terms and conditions at any time. Your continuous use of the Site after the posting of such notice will constitute your acceptance to the variation or modification as mentioned therein.

PF volunteers who fail to adhere to any of the above may be suspended from involvement in PF and its volunteer activities on a temporary or permanent basis.