



Lizu Community Network

VOLUNTEER POLICY

Introduction

Lizu Community Network (the “**Organization**”) values the contributions of volunteers in achieving our mission to empower underserved communities through digital skills and advocacy. Volunteers bring diverse skills, experiences, and perspectives that enhance our programs and services.

This policy outlines the guidelines and expectations for volunteers. It will assist you in becoming familiar with the privileges and obligations of your work with the Organization. This policy is not intended to give rise to contractual rights or obligations, or to be construed as a guarantee of continued volunteer engagement. Additionally, this policy is subject to modification, amendment or revocation at any time. Due notice of the same shall be given by the Organization.

The Organization expects the highest standard of ethical conduct and fair dealing from each person associated with the Organization. Our reputation is an asset, and we must continually earn the trust, confidence and respect of our suppliers, our clients, and our community.

This policy provides general guidance on the ethical principles that we all must follow, but no guideline can anticipate all situations. You should also be guided by basic honesty and good judgment and be sensitive to others' perceptions and interpretations.

If you have any questions about this policy, please consult your supervisor or manager.

Purpose

The purpose of this policy is to:

1. Ensure a positive and rewarding experience for volunteers.
2. Clarify volunteer roles, responsibilities, and expectations.
3. Establish guidelines for volunteer engagement.
4. Foster a culture of inclusivity, respect, and professionalism.
5. Create an atmosphere of mutual respect, non-discrimination, and trust based on clear lines of authority, responsibility, and accountability.
6. Ensure fair and consistent treatment of all volunteers.

Scope

This policy applies to all volunteers, including but not limited to:

- Community volunteers
- Event volunteers
- Program volunteers
- Virtual volunteers
- Interns; and
- Student volunteers

Principles

1. **Respect:** Volunteers and staff should treat each other with respect and dignity, valuing each other's contributions and diverse perspectives. This includes respecting boundaries, confidentiality, and the human rights of all involved.
2. **Inclusivity and equal opportunities:** Volunteers from diverse backgrounds are welcome. Volunteers shall have equal access to opportunities, regardless of background or other characteristics, and be treated fairly and without discrimination.
3. **Responsibility:** Volunteers should be reliable, accountable for their actions, and fulfill the responsibilities outlined in their role descriptions.
4. **Confidentiality:** Volunteers must protect and maintain confidentiality of all sensitive information, including personal details and organizational data, adhering to privacy policies and data protection laws.
5. **Safety:** The Organization shall ensure a safe environment for volunteers, providing appropriate health and safety guidelines, and addressing any concerns related to their well-being. Volunteers must also ensure their own safety and the safety of others at the workplace.
6. **Professionalism:** Volunteers will conduct themselves professionally.
7. **Commitment to the Organization's mission:** Volunteers should be aligned with the Organization's goals and values, and actively contribute to its purpose.

Voluntary Nature of Engagement

1. It is agreed that no employment relationship shall be created between the volunteer and the Organization. Therefore, the volunteer shall not be considered an employee of the Organization under the Employment Code Act No. 3 of 2019 or any applicable employment legislation.
2. The volunteer confirms that this engagement shall not give rise to any expectation of employment, full-time or otherwise.
3. Any future employment opportunities/engagement by the Organization shall be subject to a separate employment contract, and no prior service as a volunteer shall be considered in computing employment-related entitlements.
4. The volunteer acknowledges and agrees that:
 - There is no obligation on the part of the Organization to provide work or assign tasks continuously.
 - there is no remuneration, wage, salary, or financial compensation due for the services rendered; and
 - The volunteer is not entitled to any employment benefits, including pension, medical cover, paid leave, or severance pay.
5. The Organization will not exercise control over how the volunteer performs tasks beyond what is necessary for program integrity, safeguarding, and alignment with the Organization's mission.

Responsibilities

Volunteer Responsibilities:

1. Adhere to the Organization's mission, values, and policies.
2. Commit to assigned tasks and responsibilities.
3. Participate in community outreach programmes, including fundraising activities, mentoring and

- tutoring programmes, and digital literacy workshops.
4. Advocate for digital inclusion by raising awareness to improve access and increase resources.
 5. Provide administrative support, as and when required.
 6. Provide guidance and support to individuals to help develop their skills and confidence.
 7. Maintain confidentiality and professionalism.
 8. Respect colleagues, beneficiaries, and community members.
 9. Report concerns or issues to supervisors.

The Organization's Responsibilities:

1. Provide clear guidelines and training and development programmes.
2. Ensure a safe and supportive environment.
3. Ensure fair treatment for all volunteers.
4. Recognize and appreciate volunteer contributions.
5. Offer ongoing support and guidance.
6. Ensure volunteer engagement aligns with organizational goals.

Application and Screening

1. Application Method

Interested volunteers must request for an application form through the Organization's online platform at <https://lizu.org/>. Once the application form has been completed, the same can be submitted to info@lizu.org

2. Selection Process

- Application review – All applications will be reviewed by the volunteer coordinator.
- Interviews – Shortlisted applicants will be invited for an interview.
- Background checks - Some volunteer roles may require a background check to be undertaken.
- Reference checks – The Organization reserves the right to contact any of the listed referees and engagement is contingent upon the successful verification of the references provided.
- Notification - Successful applicants will be notified and invited to an orientation session.

Training and Orientation

1. Volunteers will receive orientation and training on:

- Policies and procedures – This include a review of the Organization's policies and procedures and adherence to the same.
- Task-specific training - This includes training on the necessary skills required for the specific role and how to use any relevant equipment or technology.
- Health and safety - Volunteers shall be trained in all relevant health and safety protocols to ensure a safe working environment for themselves and others.
- Organizational culture - Volunteers need to understand the Organization's mission, vision, values, and how their role fits into the bigger picture.

2. Ongoing support and guidance will be provided. This will include providing regular feedback to volunteers, periodic refresher courses and workshops, and advanced training.

Attendance And Punctuality

Each volunteer is important to the overall success of the Organization. Attendance is a key factor in your job performance and individual attendance affects Organizational success. Punctuality and regular attendance are therefore expected of all volunteers.

Volunteers are expected to report to work on time at the start of their workday. Excessive absences (whether excused or unexcused), tardiness or leaving early is unacceptable. If you are absent for any reason or plan to arrive late or leave early, you must notify your supervisor in advance and no later than one hour before the start of your scheduled workday. In the event of an emergency, you must notify your supervisor as soon as possible.

For all absences extending longer than one day, you must telephone and email your supervisor prior to the start of each scheduled workday. When reporting an absence, you should indicate the nature of the problem causing your absence and your expected return-to-work date. A physician's statement may be required as proof of the need for any illness-related absence.

Except as provided in other policies, a volunteer who is absent from work for five consecutive days without notification from the Executive Director or supervisor will be considered to have voluntarily terminated his or her volunteer engagement.

Dress Code

To present a professional image to our customers and the public, all volunteers are required to wear appropriate clothing on the job.

For the office, business-casual dress is appropriate. Volunteers should be neatly groomed, and clothes should be clean and in good repair.

For off-site events, volunteers are expected to wear work clothes appropriate to the work being done. Volunteers should be sensitive to the location and context of their work and should be ready to adjust their attire if the circumstances so warrant.

Payment or Reimbursement of Expenses

Payment or reimbursement is authorized for pre-approved reasonable and necessary expenses incurred in carrying out job responsibilities. Mileage or transportation, parking fees, business telephone calls, and meal costs when required to attend a function, training, workshop, etc. are examples of reasonable and necessary expenses.

Volunteers must obtain the prior consent of their supervisor before incurring expenses for which they will seek reimbursement. Approved expenses must be fully documented, with receipts attached, and are to be submitted to the appropriate staff member for payment within thirty (30) days of the date on which they were incurred.

Volunteers serving in an official capacity for the Organization at conferences and meetings will be provided with the necessary funds or will be reimbursed for actual and necessary expenses incurred, such as travel expenses, meal costs, lodging, tips, and registration fees. When attending meetings that have been approved by the Executive Director, volunteers shall be reimbursed for travel expenses, course fees, and costs of meals and lodging at the Organization's current rates, as determined by the Board. These can be obtained from your supervisor.

Volunteers are responsible for transportation costs between the office and home during normal work hours. Transportation costs shall only be paid by the Organization for work outside normal work hours if the volunteer is on official business for the Organization. Volunteers authorized to use their personal cars for the Organization's business shall be reimbursed at a rate determined yearly by the Board.

Forms are provided to request reimbursement of actual expenses and advance payment for travel. Receipts must be provided for all business-related expenditures to claim reimbursement.

Recognition and Evaluation

The Organization understands that celebrating volunteers' accomplishments and contributions can boost morale and motivation. Therefore:

1. Volunteers' contributions will be recognized and appreciated.
2. Regular evaluations will be conducted to ensure volunteer satisfaction and effectiveness.
3. Feedback mechanisms will be established.

Termination

The volunteer engagement may be terminated at any time by either party providing thirty days' written notice to the other party. This termination shall be voluntary and does not require cause. Upon termination, both parties shall be released from any further obligations to each other, except for those that by their nature are intended to survive termination, such as confidentiality and intellectual property rights.

The Organization reserves the right to terminate the volunteer engagement due to:

1. Breach of policies or code of conduct.
2. Failure to perform assigned tasks.
3. Conduct detrimental to the Organization.

Confidentiality and non-disclosure

The protection of privileged and confidential information, including trade secrets, is vital to the interests and the success of the Organization. Any information that a volunteer learns about the Organization, its employees, other volunteers or trustees, or its members or donors, because of working for the Organization that is not otherwise publicly available constitutes confidential information. Such information includes, but is not limited to, any personal data kept by the Organization, details of the program, financial information, information related to donors, information relating to beneficiaries, and pending projects and proposals. Volunteers may not disclose, distribute or transmit any confidential information to anyone who is not employed by the Organization or to other persons employed by the Organization who do not need to know such information to assist in rendering services.

Volunteers are required to sign the Confidentiality and Non-Disclosure Agreement as a condition of engagement. Any volunteer who discloses any confidential information of the Organization will be subject to disciplinary action (including possible termination of their volunteer engagement), even if he or she does not actually benefit from the disclosure of such information.

Intellectual Property

All work products, materials, training content, or innovations created by the volunteers in the course of performing their duties shall be the sole property of the Organization. The volunteer agrees to assign and transfer any intellectual property rights therein to the Organization without further compensation.

Social Media and Online Presence

Volunteers are expected to maintain the same high standards of professional conduct and behavior online as they would in any other capacity representing the Organization. This includes refraining from engaging in any activity that could be harmful, offensive, or damaging to the Organization's reputation or its beneficiaries. Volunteers must therefore always be mindful of their online presence and interaction.

Volunteers must:

1. Adhere to organizational social media and other applicable policies - Volunteers are expected to comply with all relevant Organizational policies, including those related to social media, privacy, and data protection. Volunteers may not post on social media on behalf of the Organization or identify themselves as representatives of the Organization unless explicitly authorized by **[Designated Contact Person or Department]**.
2. Refrain from posting confidential information - Volunteers must not disclose confidential or proprietary information about the Organization or its activities on social media.
3. Represent the Organization professionally online - Volunteers should maintain a respectful and professional tone in all online interactions, even when using personal accounts.
4. Protection of the Organization's reputation - Volunteers should avoid posting anything that could be perceived as disparaging, critical, or harmful to the Organization, its staff, other volunteers, or its beneficiaries.

Conflict of Interest

Volunteers are expected to be sensitive to possible conflicts of interest while pursuing outside activities or employment and are expected to disclose any conflicts of interest pursuant to the **[Organization's Conflict of Interest Policy]**. Activities that undermine the organization's mission, core principles, strategies, positions, or goals constitute a conflict of interest. If a volunteer creates a conflict of interest or refuses to end any activity or employment creating a conflict of interest, such behavior can be grounds for termination of their volunteer engagement.

Liability and Insurance

The volunteer understands that they serve at their own risk and shall not hold the Organisation liable for any injury, loss, or damage incurred during volunteering, unless caused by gross negligence or willful misconduct of the Organisation. The Organisation does not provide insurance cover for volunteers unless expressly stated in writing.

Risk Management

1. Volunteers will be informed of potential risks.
2. Safety protocols will be established.
3. Emergency procedures will be communicated.

Amendments

This policy may be amended as necessary. No document to amend, alter, vary, add to or cancel this policy shall be of any force or effect unless reduced to writing and signed by or on behalf of the Organization. Due notice shall be given by the Organization with respect to any amendment, alteration or variation to this policy.

Acknowledgement

By volunteering with the Organization, volunteers acknowledge understanding and agreement with this policy.

Appendices:

- Volunteer Application Form
- Volunteer Agreement Form
- Confidentiality and Non-Disclosure Agreement
- Social Media Policy



Volunteer Application Form

Section 1: Contact Information

Full Name: _____

Email: _____

Phone: _____

Address: _____

Section 2: Availability

What days/times are you available to volunteer? _____

How many hours per week/month can you commit? _____

Section 3: Skills and Experience

What skills do you bring to volunteering? (e.g., technical, communication)

Relevant experience (work/volunteer):

Section 4: Interests

Which programs/areas interest you? (Check all that apply)

- Digital Literacy
- Community Engagement
- Advocacy
- Events
- Other (specify) _____

Section 5: References

Provide 2 professional/personal references:

Name: _____

Relationship: _____

Contact: _____

Name: _____

Relationship: _____

Contact: _____

Section 6: Additional Information

Why do you want to volunteer with Lizu Community Network?

Any medical conditions or accessibility needs we should be aware of?

Section 7: Agreement

I understand that volunteering with Lizu Community Network requires:

- a) Maintaining confidentiality.
- b) Adhering to organizational policies.
- c) Respecting beneficiaries and colleagues.

I agree to the terms outlined in the Volunteer Policy.

Signature: _____

Date: _____

Optional: Resume/CV attachment (optional) Additional comments/questions _____

Please return the completed application to info@lizu.org



Volunteer Agreement Form

This Volunteer Agreement ("**Agreement**") is made on ____ / ____ / ____ by and between: Lizu Community Network (the "**Organization**") and ____ (the "**Volunteer**").

Volunteer Information

Name: _____
Address: _____
Email: _____
Phone: _____

Terms and Conditions

1. Purpose: The Volunteer agrees to provide services to the Organization without compensation.
2. Scope of Work: The Volunteer will perform tasks assigned by the Organization.
3. Confidentiality: The Volunteer will maintain confidentiality of sensitive information and adhere to the confidentiality requirements of the Organization.
4. Respect and Professionalism: The Volunteer will treat colleagues, beneficiaries, and community members with respect and professionalism.
5. Safety and Security: The Volunteer will adhere to safety protocols and report concerns.
6. Intellectual Property: The Organization retains ownership of intellectual property created during volunteering.
7. Termination: Either party may terminate this Agreement with written notice.
8. Governing Law: This Agreement shall be governed by and construed in accordance with Zambian laws.

Volunteer Acknowledgement

I _____ acknowledge:

- Reading and understanding this Agreement
- Committing to the Organization's mission and values
- Abiding by the Organization's policies and procedures

Signed at _____ this _____ day of _____
20____

Signed by _____)

For and on behalf of **Lizu Community Network** _____)

In the presence of:

Witness Signature:

Full Names:

Address:

Occupation:

Signed at _____ this _____ day of _____ 20_____

Signed by _____ **[name of volunteer]**

In the presence of:

Witness Signature:

Full Names:

Address:

Occupation:

Please return the signed Agreement to Info@lizu.org



Confidentiality and Non-Disclosure Agreement (NDA) form

This Confidentiality and Non-Disclosure Agreement ("**Agreement**") is entered into on ____/____/____ (the Effective Date)

BETWEEN:

Lizu Community Network (the "**Organization**"), a non-governmental organisation incorporated under the laws of Zambia, with company registration number **120230055853** and having its registered office at NAPSA Building, 2nd Floor, Room #101;

AND

_____, a **Zambian**/_____ national, with passport/NRC number _____ and residing at _____, (the "**Recipient**").

WHEREAS, the Organization is involved in empowering underserved communities with digital skills and advocacy through community-led digital literacy training, advocacy initiatives, and innovative solutions tailored to local needs.

WHEREAS, the Organization is seeking to engage the Recipient as a volunteer with respect to its community-based work.

WHEREAS, the Organization desires to share confidential information with the Recipient for the purpose of volunteering; and

WHEREAS, the Recipient agrees to maintain confidentiality and non-disclosure of such information.

NOW, THEREFORE, in consideration of the mutual covenants and promises contained herein, the parties agree as follows:

ARTICLE 1: DEFINITIONS

1.1 "Confidential Information" means all information, whether written or oral, disclosed by the Organization to the Recipient, including but not limited to:

- Beneficiary information
- Organizational data
- Financial information
- Business strategies
- Trade secrets

ARTICLE 2: CONFIDENTIALITY OBLIGATIONS

2.1 The Recipient agrees to:

- Maintain confidentiality of Confidential Information
- Not disclose Confidential Information to any third party
- Use Confidential Information solely for the purpose of volunteering

ARTICLE 3: NON-DISCLOSURE OBLIGATIONS

3.1 The Recipient shall not:

- Copy or reproduce Confidential Information
- Use Confidential Information for personal gain
- Disclose Confidential Information to competitors

3.2 Where disclosure becomes necessary, the Recipient must notify the Organisation in advance and give the Organisation an opportunity to take appropriate action to protect their legal interests.

3.3 Each party shall notify the other as soon as practicable upon becoming aware that any of the Confidential Information has been disclosed to or obtained by a third party (otherwise than as permitted by this Agreement).

ARTICLE 4: EXCLUSIONS

4.1 Confidential Information does not include information which is:

- Publicly available
- Already known to the Recipient
- Obtained from a third party with no confidentiality obligations
- disclosed by the Recipient with the prior written approval of the Organisation
- disclosed pursuant to a requirement of a law, regulation or legal, regulatory, or judicial process or proceeding

ARTICLE 5: CONFIDENTIAL INFORMATION AND INTELLECTUAL PROPERTY

6.1 All the Confidential Information communicated by the Organization to the Recipient, regardless of the form, shall remain the exclusive property of the Organization. The Recipient hereby agrees that the Confidential Information, and any modification or improvement of such Confidential Information, is and shall remain the sole property of the Organization.

6.2 The participation of the Recipient in any discussions in which Confidential Information is to be disclosed shall not be construed as creating, conveying, transferring, granting or conferring upon the Recipient any rights, license or authority in or to the Confidential Information transmitted, except the limited right to use the Confidential Information for purposes expressly specified in this Agreement.

6.3 All intellectual property rights resulting from or deriving from Confidential Information, whether registrable or not, or registered or not, shall always remain the exclusive ownership of the Organization. The Recipient hereby explicitly waives any rights to any intellectual property resulting in or deriving directly or indirectly from the Confidential Information.

6.4 The transmission of any Confidential Information shall not be construed as or operated to grant, expressly or impliedly to the Recipient, any intellectual property right (under any license or any other means) in respect of any content of the Confidential Information.

6.5 The provisions in this Agreement shall be binding upon the Recipient, its representatives, and any related parties.

ARTICLE 6: TERM AND TERMINATION

6.1 Save as otherwise provided herein, each provision in this Agreement shall continue in force from the date hereof until the earlier of:

- (a) the termination by mutual consent of the parties; or
- (b) by either party giving to the other not less than one (1) month's prior written notice of such

termination.

6.2 Upon termination, the Recipient shall:

- Return all Confidential Information
- Destroy all copies

ARTICLE 7: MISCELLANEOUS

Entire Agreement

7.1 This Agreement constitutes the entire agreement between the parties with respect to the subject matter herein and shall insure to the benefit of, and be binding upon, the successors and permitted assignees of the parties hereto. This Agreement supersedes all prior negotiations, contracts, arrangements, understandings and agreements, whether oral or written, with respect to its subject matter.

Assignment

7.2 This Agreement is personal to the Parties and neither Party shall assign or otherwise transfer the whole or any part of its rights or obligations without the prior written consent of the other Party, which consent shall not be unreasonably withheld.

Amendments

7.3 The Parties hereto may not amend, modify, supplement or waive any provision of this Agreement unless by mutual written agreement and signed by both Parties.

Non-Waiver

7.4 The waiver or relaxation, either partly or wholly, of any of the terms of this Agreement shall be valid only if in writing and signed by both Parties. No failure or delay by a Party to exercise any right or remedy provided under this Agreement or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy.

Severability

7.5 Whenever possible, each provision of this Agreement will be interpreted in such manner as to be effective and valid under the applicable law. However, if any provision of this Agreement, including each sub-clause, is held to be unenforceable, prohibited or invalid under applicable law, such provision will be deleted from this Agreement or modified so as to make them enforceable, and the validity and enforceability of the remainder of such provisions and of this Agreement will be unaffected.

ARTICLE: DISPUTE RESOLUTION

8.1 The parties shall use their best efforts to amicably settle all disputes, differences and questions arising whatsoever between the parties hereto out of the construction of or concerning anything contained in this Agreement through good faith, discussion, and negotiation.

8.2 To the extent that the parties are unable to resolve any dispute arising from or in connection with this Agreement within a reasonable period not exceeding thirty (30) days, either party may refer the matter to a court of competent jurisdiction for settlement.

8.3 The High Court for Zambia shall have exclusive jurisdiction with regards to any dispute that may arise under this Agreement.

ARTICLE: GOVERNING LAW

9.1 This Agreement shall be governed by and construed in accordance with Zambian laws.

By signing below, the parties acknowledge reading, understanding, and agreeing to the terms of this Agreement.

Signed at _____ this _____ day of _____ 20[]

Signed by _____)

For and on behalf of **Lizu Community Network** _____)

In the presence of:

Witness Signature:

Full Names:

Address:

Occupation:

Signed at _____ this _____ day of _____ 20[]

Signed by the said **[name of volunteer]** _____)

In the presence of:

Witness Signature:

Full Names:

Address:

Occupation: