



General Release Form

By signing below, I give Operation HOPE permission to use any quotes, statements, details, or recounting of events that I may make, together with any photographs, video recordings, electronic sound recordings, or other likenesses of me (the "Material") for the purposes previously described to me. I further agree that Operation HOPE may: (a) copyright the Material in Operation HOPE's own name or any other name Operation HOPE might choose; (b) publish and re-publish the Material in whole or in part, individually or in conjunction with any other similar Material, in any medium and for any purposes whatsoever, including, but not limited to, education, promotion, marketing, advertising, public media, exhibition and trade; and (c) use my name or quotes in conjunction therewith if Operation HOPE so chooses. I understand that I may be identifiable from such photographic or electronic reproduction.

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I release and discharge Operation HOPE and any persons acting for or on behalf of Operation HOPE, their successors and assigns, from any claim, action suit or demand of any kind including, but not limited to, trademark and copyright, invasion of privacy, rights of publicity, or defamation that may occur in the use of printing or publication of my statements.

[General-Permission-Release-Form \(1\).pdf](#)

Volunteer Handbook

By signing below, I agree that I have read and agree to the policies outlined in the Volunteer Handbook.

Please read the Operation HOPE volunteer handbook.

[Volunteer Handbook](#)

Code of Conduct



By signing below, I agree that I have read and agree to abide by the Volunteer Code of Conduct.

[Code of Conduct March 2023.docx](#)

Youth Serving Volunteer Liability and Disclaimer

By signing below, I agree that I have read and agree to abide by the Youth Serving Volunteer Code of Conduct.

[2025-Form-Disclaimer-Volunteer-and-Staff-Liability-Disclaimer-and-Waiver-1-.docx](#)



To:	Operation HOPE Volunteers
SUBJECT:	Conflict-of-Interest Policy
FROM:	Human Resources

Purpose

This Conflict-of-Interest Policy ("Policy") is established to ensure that the volunteers of Operation HOPE act in the best interests of the Organization and avoid conflicts of interest that could compromise their impartiality or integrity.

This Policy outlines the guidelines and procedures that volunteers must adhere to in identifying, disclosing, managing, and resolving conflicts of interest.

Definition

Conflicts of interest occur when a personal or business interest or activity impairs or appears to impair the ability to represent in a volunteer capacity, the best interest of Operation HOPE. A conflict occurs when an individual converts their relationship with Operation HOPE contacts, clients or partners for financial gain for themselves or family members.

An actual conflict of interest need not be present to require disclosure in accordance with this Policy. Activities that appear to create a conflict of interest must be avoided to prevent negative impact on the mission and reputation of Operation HOPE.

For purposes of defining conflicts, Operation HOPE categorizes them as direct and indirect.

Direct Conflict

A direct conflict occurs when the outside interest, business or employment of an individual competes with the actual service deliverables of Operation HOPE and the individual and or family member receives compensation (direct/indirect) from the service provided.

Example: A conflict arises when you offer (refer someone) any service that Operation HOPE offers (financial coaching, including but not limited to, credit/homeownership/small business) that directly competes with services offered by Operation HOPE. You violate this even if you are not directly offering/ providing the service.



This is a direct violation of the conflict-of-interest policy.

Indirect Conflict

An indirect conflict is defined as a conflict of interest that is not directly tied to the day-to-day business operations of Operation HOPE. An example of an indirect conflict would be to take any relationship established through the business practice/relationship with Operation HOPE and converting it for personal/familial financial gain.

Example: A contact derived from the relationship with Operation HOPE (client or partnership) has a taxi service. They are looking for a mobile detail contact. You own or someone in your immediate family owns a mobile detail business and you offer your services to the client/partner.

This is an indirect violation of the conflict-of-interest policy.

Disclosure

Operation HOPE volunteers are required to identify and disclose all actual and potential conflicts and to work with the appropriate Operation HOPE personnel to manage conflicts.

All disclosures will be held confidential, only to be shared with the necessary Operation HOPE individuals.

Volunteers **have an obligation** to disclose any actual or potential conflicts of interest promptly and fully whenever they arise:

If a volunteer finds themselves questioning whether their activities or the activity constitutes a violation of this policy, they must disclose their concerns.

Disclosure Process

- Submit your request through the COI ticketing app located on the ADP Workforce landing page.
- We will acknowledge receipt of the disclosure within 48 hours.



- Upon receiving a disclosure, we will investigate and evaluate the conflict of interest to determine whether it exists, is material, or could reasonably influence a decision or compromise the Organization's integrity.
 - Operation HOPE will make a final determination regarding the disclosure and determine options on how to cure the conflict.

Confidentiality

All disclosed conflicts of interest shall be treated as confidential, with information shared only with those who have a legitimate need to know.

Records

Operation HOPE will maintain a record of all disclosed conflicts of interest, including the nature of the conflict, the individuals involved, and the actions taken to address the conflict. This will be housed with the volunteer documents.

Audits

Operation HOPE will conduct periodic audits, investigations, and inquiries to ensure compliance with this policy.

Annual Compliance

Operation HOPE will require an annual attestation of compliance from all volunteers.

This Policy may be amended, modified, or supplemented by Operation HOPE at any time. The Policy shall be reviewed periodically to ensure its effectiveness and compliance with applicable laws and regulations.

Commitment

By adopting this Conflict-of-Interest Policy, Operation HOPE demonstrates its commitment to maintaining the highest standards of ethics, integrity, and transparency in its operations. All volunteers associated with Operation HOPE are expected to always comply with this Policy and act in the best interest of the Organization.

This is a corporate-wide Policy and applies to all volunteers. The Policy supplements, but does not supplant, state and federal laws governing conflicts-of-interest or create any statutory rights.



Violation of this Policy may result in disciplinary action, up to and including termination of employment, or other appropriate actions based on the severity and circumstances of the violation.