



General Terms and Conditions Experts

«BookYourExpert»

Last updated: 20.01.2025

1. Scope:

- 1.1 These General Terms and Conditions (hereinafter: "GTC") apply to the service offered to experts by the expert portal "BookYourExpert", a product of the One Planet Lab Team (hereinafter: "One Planet Lab Team") of WWF Switzerland, Hohlstrasse 110, 8010 Zurich (hereinafter: "WWF").
- 1.2 These GTC form an integral part of the Service Agreement for Experts.

2. Expert validation, conditions of participation and other ancillary obligations

- 2.1 After registration of the expert, the profile is checked by the One Planet Lab team for various quality criteria, among others: registration under reference of a partnership, practical experience in dealing with and advising on sustainable projects, areas of expertise, LinkedIn profile, references and recommendations from the network. If required, an introductory meeting will also take place.
- 2.2 After the content of the Expert has been validated by the One Planet Lab Team in accordance with No. 2.1. the expert will receive a confirmation email with instructions on the onboarding steps required to successfully complete the registration within the specified period.
- 2.3 The Expert undertakes to complete the required onboarding steps within the specified period of the confirmation email:
 - Confirmation and completion of account and profile information in the online portal: profile photo, link to LinkedIn profile page, languages, main role and other roles, participation in accelerator & coaching networks, personal profile description ("About me"), description of "sustainability ambitions", expertise tags
 - Update availability for expert sessions, either by syncing Google Calendar or by reserving a fixed time slot on a weekly basis. Availability of at least two hours per week is recommended.
 - Connecting a video conferencing tool, either Google or Zoom, to ensure a new meeting link is attached to every booking

Once all the steps have been completed within the specified period, the Expert will be visible and bookable on the portal's booking page.

- 2.4 Services provided by an expert can only be provided in the name of a company or as a self-employed person with proof of AHV.

3. Communication and Responsibilities

- 3.1 The Expert ensures that absences that affect availability are recorded in the online portal calendar.
- 3.2 The Expert regularly checks booking confirmations sent by email from noreply@planubo.com and ensures that emails can be received from this email address.
- 3.3 The Expert ensures timely communication with the portal users, during and after scheduled meetings.
- 3.4 The Expert will respond within a reasonable time (within a maximum of 4 working days) to requests from the Expert Portal Team, e.g. regarding bookings or feedback on the Portal.
- 3.5 The Expert warrants that his services will be carried out in the form of expert meetings (cf. Sections 4 and 5) in accordance with the bookings made by Portal Users.
- 3.6 The Expert guarantees to follow the rules of bookings, adjustments and cancellations (cf. clause 7).



3.7 The Expert guarantees to invoice WWF for its services every six months. The invoice must be issued in the name of a company or as a formally self-employed person with proof of AHV.

4. Session Types

4.1 There are four standard session types available with different durations that can be booked by the Portal User:

- Pro bono 15-minute "First Meet" session
- Payable 30-minute "Eureka" session
- Payable 60-minute "dig-in" session
- Paid 120-minute deep-dive session

4.2 By agreement with the One Planet Lab Team, the expert can opt out of standard session types.

4.3 30- and 60-minute pro bono sessions can be optionally added by arrangement with the One Planet Lab Team.

5. Modalities of expert meetings

5.1 The Expert offers his service in the form of sessions that take place online through the pPortal.

5.2 The Expert enters his availabilities in the portal calendar. These are visible and binding for the Portal User. The date and time will be agreed online within the availability of the expert by bookings made by Portal Users via the Portal. The Expert will be informed by e-mail about a booking, the date and time.

5.3 In the case of a physical session, the expert and the portal user also agree on the location. In this case, the expert records the session as a physical session in the Portal calendar.

6. Portal User Groups and Booking Sites

6.1 The expert can be booked by these portal user groups

- Standard portal user group: Sustainable projects from start-ups and non-profit organisations, e.g. participants in Partner Accelerator or other funding programmes, individual applicants from the One Planet Lab community who make bookings via the standard booking page.
- ('Branded Space') Portal user group: Selected sustainable projects from start-ups and non-profit organisations as well as companies that make bookings via an exclusive programme booking page ('Branded Space') in accordance with the agreed partnership model with the respective partner.

6.2 Each portal user group has its own booking page with the corresponding conditions for expert sessions (see Clause 5 of the Expert Agreement).

6.3 The One Planet Lab team assigns the expert to a specific portal user group or booking page depending on the validation of their profile (see section 2):

6.3.1 By default, the expert is assigned to the default booking page available to the default portal user group. The One Planet Lab team reserves the right to additionally assign the expert to exclusive booking pages after bilateral agreement with the expert and the respective partner.

6.3.2 If the expert registers for an exclusive booking site as part of a partnership, he/she will be assigned to the exclusive booking site available to a selected portal user group in consultation with the partner organisation. In this case, assignment to the standard booking page is optional after consultation with the One Planet Lab team.

7. Bookings, Adjustments and Cancellations

7.1 Bookings are initiated by portal users who can search for Expert profiles online. The Expert will receive a booking confirmation by e-mail from noreply@planubo.com, which includes the username, e-mail address, as well as a short description of the question.



- 7.2 The booking process must be initiated by the Portal User to ensure that the payment and billing process can be system-supported. Bilaterally agreed bookings that have not been recorded in the Portal will not be accepted and will not be paid.
- 7.3 Bookings, cancellations and changes by Portal Users are possible up to 48 hours before the appointment at the latest. Booking changes can be made either by the Expert or by the Portal User. If the Portal User changes the booking, the Portal User must cancel the appointment and make a new booking according to the Expert's registered availability. If the Expert changes the booking, he/she can adjust a flexible time for the same booking, which is agreed bilaterally with the Portal User.
- 7.4 If the Portal User cancels less than 48 hours before the session, the session is automatically considered a "no show" and will be charged. The Expert and the Portal User can also agree on bilateral changes less than 48 hours before the meeting. In this case, the change must be made by the Expert.

8. Communication

- 8.1 The provisions of this section are applicable during the term of the Agreement and shall terminate upon termination.
- 8.2 WWF is entitled to use names, company logos, profile photos and profile information to indicate the Expert's participation in BookYourExpert.
- 8.3 The One Planet Lab Team reserves the right to promote the expert through the One Planet Lab communication channels to increase expert session bookings.
- 8.4 The Expert is granted the non-exclusive right to use the BookYourExpert logo, the names BookYourExpert and One Planet Lab to indicate participation in the Portal. WWF does not warrant that the described use does not infringe the rights of third parties.
- 8.5 The Expert is not granted the right to use the WWF logo.

9. Amendment clause

- 9.1 The current version of the GTC is applicable. The current version of the GTC will be published on the website <https://www.one-planet-lab.ch/bookyourexpert>.
- 9.2 Significant changes will also be communicated to the Expert by e-mail. If an Expert does not object to the validity of the new GTC within 10 days of sending the e-mail, or if the Expert continues to use the Portal after sending it, the new GTC are deemed to have been accepted. In the event of an objection, the Agreement between WWF and the Expert ends without notice.

In the event of any contradictions between these GTC and the translations, the German version shall prevail.

Commitment to Integrity and Good Conduct

WWF commits to the highest standards of professionalism, integrity and ethics in its workplace and in its activities. As such WWF has adopted the WWF Ethics and Compliance Framework: see [https://wwf.panda.org/organization/ethics/and the references to its policies and safeguards](https://wwf.panda.org/organization/ethics/and_the_references_to_its_policies_and_safeguards). This commitment is fundamental to creating effective, lasting and equitable solutions to today's environmental challenges. Recognizing that WWF is only one of many actors, it expects all its grantees, contractual partners and other parties with whom WWF works to commit to the following:

1. Comply with all **applicable laws** including but not limited to the applicable laws in terms of fraud and corruption and modern slavery prevention (e.g. UK Bribery Act 2010, UK Modern Slavery Act 2015, US Foreign Corrupt Practices Act) and similar legislation.
2. **Respect people's rights** in accordance with customary, national and international human rights laws, in particular as regards vulnerable groups such as children.
3. Funds and other assets provided under this agreement must be used with the utmost care. Appropriate measures must be taken to prevent, detect and respond to concerns of misappropriation or other illegal event; this includes implementing **appropriate policies and procedures**, and ensuring that employees, sub-contractors or third parties respect the same.
4. Respect and safeguard employees to prevent and respond to **discrimination, harassment, abuse of power** in the workplace.
5. Respect the **rights of the labour force** to health, safety, fair wages and benefits, working hours, freedom of association and collective bargaining, no discrimination or harsh treatment, no child or forced labour, and respecting labour restrictions in line with **ILO Labour Standards** (<http://www.ilo.org/global/regions/lang-en/index.htm>) or any other higher standard.
6. **Respect standards and agreements around confidentiality**, including but not limited to the sharing of business sensitive information and personal data as protected by applicable legislation.
7. The Recipient warrants it has never offered, given or agreed to give to any person any **inducement** or reward (or anything which might be considered an inducement or reward) in connection with its engagement with WWF. Nor to the Recipient's knowledge is there a **conflict of interest** which could have induced WWF not to sign the Agreement with the Recipient. The Recipient shall promptly disclose in writing to WWF any conflicts of interest.
8. Inform WWF of any breaches of these commitments in the Recipient's sphere. See <https://wwf.panda.org/organization/ethics> for reporting concerns.
9. The Recipient agrees that it shall require in writing any of its sub-grantees or sub-contractors to this agreement to abide by these same commitments.