



2017 VOLUNTEER AGREEMENT

Holiday Express relies on the time and talent of over 2,500 extraordinary volunteers who enable us to deliver the gift of human kindness to those in need. The intent of this agreement is to assure the volunteer of both our deep appreciation for their services and to indicate our commitment to provide each volunteer with a productive and rewarding volunteer experience. Additionally, due to the nature of the locations of Holiday Express events and the clientele we serve, it is important for each volunteer to fully abide by our guidelines and to understand that confidentiality is critical to the services and advocacy we provide. Volunteers act as ambassadors for Holiday Express spreading information about the important work we do. We are grateful for your commitment and expect that your relationship with Holiday Express will be a long and rewarding one.

As an organization, Holiday Express will:

- Provide adequate information, training and supervision for the volunteer to be able to meet the responsibilities of his or her volunteer role – whether support activities at Holiday Express events, warehouse assistance or any other role.
- Provide a safe working environment.
- Offer an inclusive volunteer experience.
- Affirm that the organization welcomes volunteers of diverse demographics.
- Respond to volunteer concerns in a timely manner.
- Acknowledge and recognize the contribution of our volunteers.

As a volunteer, I agree to:

- Support the Holiday Express mission and values, and perform my responsibilities to the best of my ability.
- Take part in orientation and training as applicable.
- Respect and maintain the confidentiality of information about clients, event venues, staff, and/or overall organizational business gained through my role or presence as a volunteer.
- Represent Holiday Express with professionalism, compassion and understanding.
- Treat fellow volunteers and those in the communities we serve with a sense of dignity, courtesy and respect and without discrimination. I understand that rudeness, verbal or physical harassment, and/or failure to cooperate will not be tolerated and will result in dismissal from my volunteer role at Holiday Express.
- Respect all Holiday Express property. I will not remove any items from the warehouse without permission.
- Demonstrate respect for the direction and decisions of my event manager or other designated volunteer manager.
- Utilize good judgment when representing Holiday Express and act in the best interest of the organization at all times.
- Offer constructive feedback about Holiday Express in an appropriate manner.



Volunteer Code of Conduct: As a volunteer supporting the activities of Holiday Express Events, I agree to respect the Volunteer Code of Conduct as outlined below:

- **Event Sign-up process:** All volunteers must sign up online. Instructions will be updated for the new season in the fall
- **Client Contact:** All volunteers must respect the event venue's organizational guidelines for client contact. At no time should any volunteer escort a client to the rest room, another part of the building or leave the premises of the event venue. Concerns should immediately be brought to the attention of the Event Manager and/or staff of the organization.
- **Confidentiality:** Volunteers are responsible for maintaining confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a staff member, volunteer, client or other person.
- **Photography:** Strict regulations are in place regarding photo releases of clients. Only photographers designated by Holiday Express may take pictures, videos, recordings, and/or cell phone photos. Volunteers are strictly prohibited from taking any type of photos/videos or posting event footage on their personal social media.
- **Event Management:** The designated Event Manager will provide direction for each volunteer at the event and serve as liaison between Holiday Express and the event location.
- **Gifts, tips:** Volunteers may not accept gifts or tips from staff, clients and/or volunteers; nor may volunteers distribute gifts, candy, and food (other than food specifically provided by Holiday Express) or any other item to clients or staff of the organizations we serve.
- **Attire:** As a representative of Holiday Express, volunteers are expected to wear logoed attire and a nametag at events.
- **Truck Drivers:** Must provide a copy of valid driver's license to the Holiday Express Staff, and notify the organization immediately of loss of license or driving related charges. Drivers are expected to follow all motor vehicle regulations while operating a Holiday Express vehicle.
- **Warehouse Volunteers:** To ensure the safety of all volunteers, operation of forklift, warehouse tools and equipment is at the direction and supervision of staff and/or warehouse volunteer leaders. Volunteers may not climb storage racks, or use equipment in an unsafe manner, and are expected to remain in the designated volunteer area at the front of the warehouse.