



**HOLIDAY
EXPRESS**

VOLUNTEER AGREEMENT

Holiday Express relies on the time and talent of over 2,000 volunteers who enable us to deliver the gift of human kindness to those in need. The intent of this agreement is to assure the volunteers 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.
- Require that all volunteers adhere to current CDC and Holiday Express COVID-19 policy and guidelines.
- 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, you agree to:
- Support the Holiday Express mission and values and perform your responsibilities to the best of your ability.
- Take part in orientation and training as applicable.
- Complete the online volunteer application and adhere to requirements for each event location as listed on event sheets.
- Respect and maintain the confidentiality of information about clients, event venues, staff, and/or overall organizational business gained through your 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 without discrimination. Understand that rudeness, verbal or physical harassment,



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and/or failure to cooperate will not be tolerated and will result in dismissal from your volunteer role at Holiday Express.

- Respect all Holiday Express property. You will not remove any items from the warehouse without permission.
- Demonstrate respect for the direction and decisions of the 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:

- o Event Sign-up process: All volunteers must sign up online. Instructions will be updated for the new season in the fall.
- o 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 restroom, 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.
- o 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.
- o 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.
- o 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.



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- o 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.
- o Attire: As a representative of Holiday Express, volunteers are expected to wear logoed attire and a nametag at events.
- o Truck Drivers: Must provide a copy of a valid driver's license annually 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.
- o 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.
- o COVID-19 or Illness: To ensure the health and safety of all clients, volunteers and staff, volunteers are required to follow the written protocol for preventing spread of illness. Anyone who is ill, exposed or demonstrating symptoms of COVID 19 or any other illness should stay home, following current guidelines. Volunteers are responsible for reviewing and adhering to requirements for each event location as listed on event sheets.

ACKNOWLEDGMENT OF RECEIPT OF HOLIDAY EXPRESS VOLUNTEER AGREEMENT

I understand that as a Holiday Express volunteer, I have a responsibility to adhere to the terms of this agreement. Failure to do so or failure to satisfactorily perform my role as a volunteer may be cause for my dismissal from my volunteer position. I understand that this agreement may not cover every situation and that the Holiday Express Board of Trustees and/or management of Holiday Express has the right to terminate a volunteer relationship for any reason. All Holiday Express volunteers are expected to sign this agreement each year.

As consideration for my participation as a volunteer, I hereby agree to release and forever discharge, defend, indemnify, and hold harmless Holiday Express, its Board, officers, employees, agents, and other volunteers and assigns from any and all liability, claims and demands of whatever kind of nature, either in law or in equity, which arise or may hereafter arise from volunteering for Holiday Express. I understand and acknowledge that this release discharges Holiday Express from any liability or claim that I may have with respect to bodily injury, personal injury, illness, death, or property damage that may result from the services I provide, or which



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occurred, directly or indirectly, while I am providing volunteering services. I understand that Holiday Express does not assume any responsibility for or obligation to provide me with financial or other assistance, including but not limited to medical, health, or disability benefits or insurance. I expressly waive any such claim for compensation or liability on the part of Holiday Express.

I acknowledge that I have read and fully understand the Holiday Express Volunteer Agreement and Code of Conduct and agree to uphold the responsibilities of my role as a volunteer to the best of my ability. I agree to the assumption of risk, waiver, release, hold harmless and indemnification terms set above.