



## Marketplace Volunteer Guidelines

*KIWANIS MARKETPLACE core mission: To grow sales as the primary funding source for support of Kiwanis youth and community-targeted programs while providing a positive experience for Kiwanis and Community Volunteers.*

### I. INTRODUCTION

*Thank you for volunteering at the Kiwanis Marketplace supported by the Kiwanis Club of Carefree Benefit Foundation. We provide funds principally for children's programs in Carefree, Cave Creek and the North Valley.*

*We hope these guidelines will answer questions about volunteering for the Kiwanis Marketplace. Our goal is to provide a satisfying and positive service experience for volunteers who want to make a meaningful contribution to our community. Please refer additional questions to a member of the Management Team (the Store Manager and the Assistant Manager(s) identified in your orientation).*

*Thank you for your service! Kids need Kiwanis!*

**Kiwanis of Carefree Benefit Foundation Marketplace Committee**

## II. OPERATIONAL POLICIES AND PROCEDURES

Achievement of the Kiwanis mission requires dedication, teamwork, and self-discipline by our volunteers. To aid in this effort, the Kiwanis of Carefree Marketplace has established policies and procedures to provide guidance for our volunteers to ensure that our organization operates effectively and efficiently with the utmost integrity.

The scope of a volunteer's relationship with this nonprofit is a volitional one. This nonprofit organization will not offer or provide any compensation in return for services rendered by any volunteer. This nonprofit will not provide to any volunteer benefits traditionally associated with employment. All volunteers are responsible for his/her own insurance coverage in the event of personal injury or illness because of a volunteer's services to the nonprofit.

### A. Current Hours of Operation

Store shopping hours are Tuesday through Saturday, 9:00am to 4:00pm. Receiving is open for donations the same hours.

### B. Workplace Safety

The Management team will oversee procedures for creating a safe environment for volunteers and will implement policies that protect volunteers and staff from safety and health hazards in the store.

The Marketplace Committee will be responsible for assisting management in reviewing and updating workplace safety rules based on accident investigation findings, inspection findings, and volunteer/staff reports of unsafe conditions or work practices. Volunteers will participate in safety training and be responsible for assisting management in monitoring workplace safety education and training.

For everyone's safety and security, there are several cameras located throughout the building recording events.

In the event of an emergency in the building, you are to evacuate the building and assemble near the flagpole at the Northeast corner of the parking lot. This is to ensure that everyone makes it out of the building safely and we can do a roll call.

For their own safety, we do not allow customers in the backrooms unless accompanied by a member of the Management Team.

### Fire Alarm System

The store has nine (9) fire extinguishers located throughout the building. Please be familiar with extinguisher locations:

- ❖ Mounted on wall- upstairs, outside Manager's office
- ❖ Mounted on the wall to the left of the front door
- ❖ Mounted on the wall to left of the back receiving door
- ❖ Mounted to the southwest wall in the electronic testing area
- ❖ Mounted to the wall to left of the front door in clothing area
- ❖ Mounted to the wall in Clothing department swinging doors
- ❖ Mounted to the wall behind the door in the Electronics Sales department
- ❖ Mounted to the wall on the sales floor outside of the volunteer Break Room
- ❖ Mounted to the wall- Holiday Display Area

### **C. Accident Investigation Procedures**

All accidents, however minor, must be reported to the Management Team immediately. To insure that property and vehicles may be safely used, please report any damage to the Marketplace property and/or vehicles to the Management Team. The Management Team will investigate, and submit a written investigative report to the Marketplace Committee. The Management Team will complete an Accident Investigation Report and will implement the following investigation procedures:

- Implement temporary control measures to prevent any further injuries to volunteers/staff.
- Review the equipment, operations, and processes to gain an understanding of the accident situation.
- Identify and interview each witness and any other person who might provide clues to the accident's causes.
- Investigate causal conditions and unsafe acts; make conclusions based on existing facts.
- Complete the accident investigation report and pass to the Insurance Company staff.
- Provide recommendations for corrective measures.
- Indicate the need for additional or remedial safety training.

It is the General Manager's responsibility to maintain all Accident Investigation Reports for a minimum of three (3) years.

### **D. Use of Personal Vehicle for Kiwanis Marketplace business**

Kiwanis insurance covers volunteers using the Kiwanis vehicles and damage to the trailers and vehicles. Still, for evidence of insurability, volunteer drivers are required to present a valid drivers license and proof of personal automobile insurance.

When using personal vehicles to pull Kiwanis trailers or perform other business, your personal automobile insurance provides coverage for any accident and proof of insurance will be required. This is standard insurance practice and not a Kiwanis procedure.

### **E. Smoking Policy**

The Kiwanis Marketplace is a smoke-free facility.

### **F. Store Cleanliness**

The Kiwanis Marketplace takes pride in the clean, well-organized appearance of the store and merchandise. A cleaning service cleans the store every week; however, we need all volunteers to do their share of dusting, sweeping or other such tasks to maintain a high level of good housekeeping throughout the store.

## **III. Other Volunteer Policies**

### **A. One Time or "guest" Volunteers**

The Kiwanis of Carefree Benefit Foundations encourages people to volunteer at the Marketplace: Kiwanians, members of groups and organizations who are beneficiaries of the Marketplace, Key Club members, friends and family of current volunteers, even customers and donors. It makes sense that some of those potential volunteers may want to "try things out" for a few hours. There may be times when the Management Team sees a need to enlist extra help in support of a specific need or circumstance. Because these one time or "guest" volunteers will not have the benefit of the information contained in these guidelines or the orientation described below, it is critically important that long-term, experienced and trained volunteers be mindful of them and that the persons who invited, enlisted or sponsored them remain with them and advise them of safety and policy issues when they come up.

## **B. Selection of Long Term or Regularly Returning Volunteers**

Current volunteers recruit many new volunteers. Others stop in to learn more about volunteering at the Kiwanis Marketplace or have been one time or guest volunteers. In any case, when individuals wish to volunteer regularly on a long-term basis they must complete a Volunteer Application Form, which is assessed by the Management Team to determine the match of interests and skills with current volunteer opportunities, available volunteer hours, identify any physical limitations that would restrict an individual's ability to volunteer in certain capacities, and determine the applicant's availability (full-time or winter only).

## **C. Orientation**

New volunteers will first meet with a member of the Management Team and review the application and volunteer policies and procedures. For an individual to begin a trial period as a Kiwanis Marketplace volunteer, it is necessary that he/she read the volunteer guidelines and sign an acknowledgement agreeing to the policies and procedures of the organization.

Upon acceptance of the Kiwanis Marketplace policies and procedures, the Management Team will issue a name badge, conduct a tour of the processing areas and introduce the volunteer to his/her department. The Management Team will make effort to place the volunteer in a department that is compatible with his/her knowledge, skills and preference.

## **D. Volunteer Time Commitments**

Please notify a member of the Management Team if you will be unable to volunteer for an extended period.

- If you have signed up to volunteer for a certain time frame, we are counting on you! Please make every effort to meet your commitment and let the Management Team know immediately if you cannot be available when you signed up.
- It is helpful if you can commit to filling at least one slot at the same time every week. Signing up for more than one time slot per week is certainly appreciated. You are welcome to come in at other times to process merchandise or assist on the floor as you are able.
- If you wish to volunteer but do not have a designated area, please see the Management Team for an assignment for the day.

## **E. Customer Interactions**

- Like any retail operation, we provide excellent customer service.
- Do **NOT** discuss operational issues in the presence or hearing range of customers.
- **PRICES** in the Marketplace are firm. Only approved associates within the store can negotiate prices. For damaged items or items that have been on the shelf too long, we may use sales and periodic price reductions to move products. Communicate this policy when asked.

## **F. Expectations of a Volunteer**

- To follow the rules, regulations and standards established for volunteers.
- To commit to volunteer a determined number of hours according to a mutually agreed upon schedule.
- To be prompt and reliable in fulfilling your volunteer commitment. If you are unable to report in as scheduled, please notify a member of the Management Team as early as possible.
- To work in your assigned department and sign in each day for the hours volunteered.
- To attend orientation and training sessions as provided.

- To be certain that any items placed on hold for volunteers have a price marked on them that was determined according to the purchase policy below.
- To always treat the public and fellow volunteers honestly and politely.
- To protect confidential information and exercise good judgement, remembering that you are a representative of the Kiwanis Marketplace.
- To perform work safely.

## **G. Identification**

Volunteers must wear the name badge issued to them when volunteering at the Kiwanis Marketplace.

## **H. Parking**

Park on the block wall toward the east side of the parking lot. This will provide parking that is more convenient for customers. Please do not park at the south end of the lot where the metal fence is located. This is a parking area for customers making donations.

## **I. Trial Period**

All volunteers agree to initially volunteer for a 30-day trial period. The Kiwanis Marketplace views this as a period during which either volunteer or management of the Kiwanis Marketplace can make the decision to discontinue any further volunteer service.

## **J. Public Relations Information**

The General Manager will respond to all requests to speak with any public media on behalf of the Kiwanis Marketplace. Volunteers may not do so.

## **K. Purchase Policy**

**All Kiwanis Marketplace volunteers must abide by the following rules when making purchases at the store during their scheduled shift:**

- Volunteers have the opportunity to purchase merchandise when the store is open. If you see an item in the Donation bin that you would be interested in purchasing, please check with the Management Team. **No item is FREE.**
- Volunteers should not purchase items they have priced themselves (if you later decide to buy an item you priced, please check with a member of the Management Team). Please do not ask someone to price an item for you to purchase; wait until the price has been marked by the Management Team.
- Pay for items in the store at the cashier. Never check yourself out at a cash register.
- Purchases are to leave by the front door after the transaction is finished (not to the backroom).

## **L. Return Policy**

- We accept returns of all items for 30 days from the original sale- with receipt; a member of the Management Team must approve any discrepancy from this.
- If a volunteer would like to take something home to “try it” (e.g., does the picture fit with my décor), volunteers are asked to pay for the item and then return it for a refund if it does not work out.

## **M. Items Being Donated Elsewhere**

- The Management Team will determine who and what is donated from store inventory to other causes.
- Volunteers and employees are not to buy items for resale.
- All tips and donations given to a volunteer or employee belong to the store.
- Volunteers or employees are not to make deliveries for personal gain.

## **N. Merchandise Check Out**

Volunteers may not take merchandise home unless purchased according to the policy previously described or approved by a member of the Management Team and signed out on a log form.

## **O. Ending One's Volunteer Relationship with Kiwanis**

Volunteer assignments are not permanent. Either the Management Team or the volunteer may decide that the arrangement is not agreeable or acceptable. If you wish to stop volunteering at the Marketplace, please give as much prior notice as possible. An individual may be required to volunteer in a different capacity or to not volunteer at all if he/she fails to meet basic expectations essential to the overall performance and/or climate of the organization. Should the volunteer desire a reassignment, he or she should contact the Management Team.

## **IV. CODE OF CONDUCT**

The Kiwanis Marketplace has a well-defined mission, and an obligation to the community to ensure we operate effectively and efficiently toward achieving that mission. Volunteers are an important part of our organization's reputation. The financial support we provide our local children, communities' schools and charitable organizations for their programs and services depends on the hard work of our volunteers and the generosity of contributors. We depend on you to help the Kiwanis Marketplace continue to maintain a high standard of integrity with the public.

To that end, we ask Volunteers to:

- Be aware of and advance the mission, goals and key strategies of Kiwanis of Carefree.
- Help create a friendly, family environment for fellow volunteers, donors, customers and employees. Exhibit common sense, courtesy and good judgement when dealing with the public. Offer suggestions and feedback to others when appropriate in a constructive and respectful manner.
- Be aware that voices carry from the workroom area to the storefront; please be careful of what you say and how loudly you are speaking.
- Be aware that discriminating against or refusing services to anyone based on race, color, creed, age, gender, sexual orientation, religion or national origin is not permitted under any circumstances.
- Recognize that physical or verbal abuse of customers, donors, employees or fellow volunteers is unacceptable. Be committed to reporting any such inappropriate action to the Management Team immediately.
- Make every effort to honor one's commitment to volunteer at the times for which you sign up. Every volunteer hour and role is essential to the operation of the store and your absence creates a gap that we cannot fill at the last minute.

### **Harassment**

Harassment, i.e. conduct creating an intimidating, hostile or offensive work environment for any volunteer or employee of the Marketplace whether intentional or unintentional, is unacceptable. Kiwanis Marketplace has a separate "Harassment Policies and Procedures" and the definitions of harassment, sexual harassment and bullying contained therein will be reviewed as a part of volunteer orientation. Multiple copies of the Harassment Policies and Procedures will always be freely available in the Marketplace break room. Any volunteer who feels they have been subjected to sexual harassment, or harassment on any other basis, should report their concerns immediately as prescribed in the Harassment Policies and Procedures.

## V. Volunteer Dispute Resolution Procedure

Misunderstandings or conflicts can arise in any organization. It is the policy of the Kiwanis Marketplace to affect a fair, equitable and prompt resolution of the difference between volunteers. Volunteers should first meet with a member of the Management Team as soon as the situation arises. If the volunteer is unable to reach a satisfactory understanding at the informal level, the volunteer may initiate a formal complaint by completing a Volunteer Dispute Form and submitting it to the Marketplace Committee. The Management Team will meet with both the volunteer and the Marketplace Committee to determine the best course of action for resolution.

When the Store Management is involved in the conflict, the complainant will submit the Volunteer Dispute Form directly to a member of the Marketplace Committee. The Marketplace Committee will investigate and respond to the complainant's concerns within 30 days of presenting Volunteer Dispute Form to a member of the Marketplace Committee. If the complainant is a Club member, the Club President will also receive a report on the investigation and actions taken by the Marketplace Committee.

Volunteers who compromise the values and organizational standards set by the Kiwanis Marketplace will be subject to the action outlined below. The following examples describe some, but not all situations that may result in a member of the Management Team initiating the corrective action process with a volunteer.

- Non-compliance with the volunteer guidelines and purchase policy.
- Engaging in conduct that detracts from the cooperative, harmonious teamwork environment of the organization.
- Willful disregard of instructions and/or expectations clearly communicated by the Management Team or Marketplace Committee.
- Hostile and/or abusive behavior (physical and/or verbal).
- Sexual or other forms of harassment.
- Engaging in political campaign activities on store premises.
- Using or borrowing of store property, including vehicles, equipment, tools and supplies, without authorization by a member of the Management Team.
- Repeated failure to be available at the times for which one has volunteered or "signed up" without notifying the Management Team.

The following offenses are gross misconduct. In such cases, the Management Team will require the volunteer to leave the premises, and that individual may not volunteer in the future for the Kiwanis Marketplace. **More importantly, these activities are illegal, and the Marketplace Committee is obligated to report illegal activity to the police.**

- Theft of store property or personal property of a fellow volunteer.
- Unauthorized use, possession or distribution of illegal drugs or alcohol.

The Marketplace is a **Drug and Alcohol-Free Workplace**. The use of illegal drugs and alcohol in the workplace are a danger to us all. Doing so impairs safety and health, lowers productivity and quality and undermines public confidence in the work we do. Any volunteers found possessing, using, selling or distributing illegal drugs or alcohol on store time, on store premises (except at store parties) or in store vehicles or being at work under the influence of alcohol or any controlled substance are subject to this provision.

- Any act or threat of violence.

The Management Team may initiate the following progressive corrective action process for violation of a Kiwanis Marketplace policy, except in cases involving gross misconduct defined above:

1. The first offense will result in a verbal warning by a member of the Management Team.
2. A subsequent violation for the same offense will result in a written warning issued by the Management Team who will place a copy in the volunteer's file.
3. If a third violation occurs the Management Team will require the volunteer to leave the premises, and that individual may not volunteer in the future for the Kiwanis Marketplace.
4. A volunteer, who, because of this process, may no longer volunteer at the Marketplace, may appeal the decision of the Management Team to the Marketplace Committee by submitting a completed "Volunteer Dispute Form". The committee will keep the President of the Club informed of their decision.





Once again the Kiwanis of Carefree Benefit Foundation is delighted that you are joining the Marketplace team. We hope that you will have a rewarding and satisfying experience volunteering at the Marketplace as we work together toward our goal to support youth and community-targeted programs while providing a positive experience for Kiwanis and community volunteers.

### VOLUNTEER GUIDELINES

### ACKNOWLEDGEMENT OF RECEIPT

Having received a copy of the Kiwanis Marketplace Volunteer Guidelines, I understand that I am responsible to adhere to the policies outlined therein.

I also understand that this revised version of the Kiwanis Marketplace Volunteer Guidelines supersedes all prior versions used by the Kiwanis Marketplace.

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Printed Name of Volunteer

Volunteer's Signature

Date