

# Osan Thrift Shop Volunteer Agreement

Thank you for your interest in volunteering. Our thrift shop operates to support military members and families through scholarships, grants, and community programs. Volunteers play a vital role in helping us serve the Osan community.

## Why Volunteer? Making an Impact Together

Volunteering at the thrift shop is more than giving your time — it's an opportunity to make a meaningful difference in both your life and the community around you.

Every hour you volunteer helps keep the thrift shop running efficiently and successfully. The more the shop operates and earns, the more funding we are able to give back to our base community through scholarships, grants, and programs that support military members and their families. Your service directly helps neighbors during transitions, unexpected hardships, and important life milestones.

By volunteering, you agree to the following expectations:

## Volunteer Status

- All positions are voluntary and unpaid.
- Volunteers will not receive goods, store credit, discounts, or compensation in exchange for service.
- Volunteer hours are documented by using the sign up genesis link and logging hours in the store.
- Volunteers are not eligible for unemployment benefits, workers' compensation, or employment-related benefits.

## Professional Conduct

- Maintain a respectful, positive, and professional attitude toward customers, fellow volunteers, and staff.
- Support a welcoming and inclusive environment for all members of the military community.
- Follow all store policies and instructions provided by leadership.
- Maintain confidentiality regarding any sensitive situations involving customers, volunteers, or operations.

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## Standards of Volunteer Conduct

Volunteers are **expected to:**

- Treat customers, donors, staff, and fellow volunteers with courtesy and respect
- Follow direction from Volunteer Leads, the Thrift Shop Manager, and designated leadership
- Perform assigned duties responsibly and safely
- Maintain appropriate language, behavior, and professional appearance

- Follow all store safety procedures and operational policies
- Use store equipment, supplies, and resources only for authorized purposes
- Support a positive, team-oriented environment

**Unacceptable behavior includes**, but is not limited to:

- Disruptive, disrespectful, or unprofessional conduct
- Harassment, discrimination, or bullying
- Failure to follow safety procedures
- Repeated tardiness, no-shows, or failure to fulfill scheduled shifts
- Behavior that interferes with store operations or negatively impacts the organization's reputation

### **Professional Appearance**

- Dress appropriately for a work environment.
- Closed-toe shoes are required at all times.
- Clothing should be clean, modest, and suitable for lifting, bending, and movement.
- Avoid clothing with offensive language or imagery.

### **Safety Guidelines**

- Protective equipment such as gloves and masks will be provided.
- Use caution when opening donation boxes and bags, as contents may be heavy, sharp, or fragile.
- Follow proper lifting techniques and ask for assistance with heavy items.
- Keep walkways clear to prevent hazards.
- Immediately report injuries, hazards, or unsafe conditions to the Thrift Shop Manager or designated leadership.

### **Store Operations Expectations**

- Volunteers may be assigned to sorting, stocking, cleaning, customer assistance, or other operational tasks.
- Volunteers should remain in assigned areas unless directed otherwise.
- Personal shopping should be done only during designated times and not during volunteer shifts.
- Store policies regarding pricing, item holds, and purchases must be followed at all times.

### **Military Installation Standards**

- Volunteers must follow all base access requirements and installation rules.
- Volunteers must have base access, no sponsorship is possible
- Professional behavior is expected at all times, as the store represents a nonprofit serving the military community.

### **Attendance & Reliability**

- Arrive on time for scheduled shifts or notify the Volunteer Lead/Thrift Shop Manager as soon as possible if unable to attend.
- Consistent and reliable participation helps ensure smooth store operations.
- Repeated failure to meet attendance expectations may result in removal from the volunteer schedule at the discretion of leadership.

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## **Supervision, Minors, and Financial Control Policy**

### **Children & Minors During Volunteer Shifts**

To protect the safety of all individuals and to comply with organizational insurance and liability requirements:

- Children are not permitted to be present in the thrift shop during a volunteer's scheduled shift.
- Volunteers may not bring children to remain in the store while they are volunteering.
- The thrift shop is a working retail and donation-processing environment that presents safety risks, including heavy lifting, sharp objects, and customer traffic.
- Due to insurance and liability limitations, no exceptions can be made to this policy.
- Failure to comply with this requirement may result in removal from the volunteer schedule.

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### **Supervision & Operational Authority Limitations**

For the protection of volunteers, staff, and the organization, strict supervision and financial control standards are in place.

- Volunteers may not be left alone in the store at any time.
- At least one authorized paid employee or Bonded Executive Board Member must be physically present in the store during operating hours. Volunteers may not independently operate or oversee the thrift shop.

#### **Volunteers are strictly prohibited from the following:**

- Being solely responsible for store operations at any time
- Opening or closing the store independently
- Possessing or using store keys
- Remaining in the store without an authorized paid employee or board member present
- Handling, counting, transporting, or securing cash
- Processing or assisting with credit/debit card transactions
- Handling checks or financial instruments

- Accessing, operating, or logging into the Point of Sale (POS) system
- Accessing store tablets, computers, or financial software systems
- Preparing, verifying, transporting, or assisting with bank deposits
- Accessing or being present when the safe is opened
- Accessing financial records, reports, or transaction documentation
- Assisting in any capacity with financial reconciliation or accounting procedures

Financial duties are restricted to authorized paid personnel, Bonded Executive Board Members, or individuals expressly designated in writing by the Executive Board in accordance with insurance, bonding, and internal control requirements.

Any violation of these supervision and financial control policies may result in immediate disciplinary action, up to and including removal from volunteer status.

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## **SOCIAL MEDIA, DIGITAL ACCOUNTS AND AUTHORITY**

### **Social Media**

- All social media activity conducted on behalf of the Osan Thrift Shop must reflect the mission, values and policies of the organization.

Volunteers are expected to:

- Ensure that any posts, comments, messages, or content shared on behalf of the thrift shop align with store policies, nonprofit standards, and military installation guidelines.
- Maintain professionalism in all digital communications representing the store.

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### **Account Creation and Access Control**

- No personal email addresses may be used to create social media, accounts, payment platforms, vendor portals, or any digital accounts related to thrift store operations.
- All accounts must be created using an official organization-linked email address to ensure continuity, administrative access, and recovery capability.
- Volunteers may not change passwords, recovery emails, or access settings on existing organization-owned accounts without prior written authorization from the Executive Board.
- All usernames, passwords, and recovery information must be provided to the Executive Board within 24 hours of account creation.
- Failure to comply with account access requirements may result in disciplinary action, up to and including removal.
- All social media accounts, digital platforms, branding materials, and online assets created for the thrift store are sole property of the organization.

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## Security Camera & Surveillance Policy

The security camera system is installed for asset protection, safety, and liability purposes.

To protect the integrity of surveillance operations:

Volunteers may NOT:

- Unplug or power off cameras or recording equipment
- Disable recording functions
- Reposition, re-angle, cover, obstruct, or tamper with cameras
- Access recorded footage
- Attempt to retrieve, delete, edit, or share footage
- Share information about camera placement or coverage areas
- Adjust system settings in any capacity

Any technical issue must be reported immediately to the Executive Board.

### Camera Footage Access Protocol

- Only Executive Board members will have administrative login access to the camera system.
- Volunteers do not have access to live or recorded footage.
- Requests to review footage must be submitted in writing to the Executive Board.
- The Board will determine if review is appropriate and handle all retrieval and documentation.

Unauthorized interference with the surveillance system may result in immediate disciplinary action up to and including termination.

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## Authority and Contractual Agreements

- Volunteers are not authorized to enter into contracts, agreements, partnerships, purchases, vendor commitments, sponsorships, or financial obligations on behalf of the Osan Thrift Shop or its governing organization.
- Only individuals expressly designated in writing by the Executive Board have authority to bind the organization to contractual or financial agreements.
- Unauthorized commitments made on behalf of the organization or Osan Thrift Shop may result in immediate disciplinary action and possible removal.

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## Progressive Discipline

The thrift shop uses a progressive approach to address conduct concerns when appropriate:

**First Occurrence – Verbal Warning**

- Concern discussed with Volunteer Lead or Store Manager
- Expectations for improvement clearly communicated
- Documented for internal records

**Second Occurrence – Written Warning**

- Written notice outlining the concern and corrective expectations
- May include temporary removal from scheduled shifts

**Third Occurrence – Removal**

- Volunteer status may be terminated

**Immediate Removal Without Prior Warning** may occur for serious misconduct, including but not limited to:

- Theft or attempted theft
- Harassment, threats, or aggressive behavior
- Major safety violations
- Intoxication or substance use while volunteering
- Actions that compromise store security, finances, or operations

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**Zero-Tolerance Theft Policy**

The theft, misuse, or unauthorized removal of store property, donations, merchandise, or funds is strictly prohibited.

Examples include:

- Taking items without purchase or authorization
- Removing donations before processing
- Altering prices without approval
- Misuse or removal of cash, checks, or financial records
- Unauthorized discounts or transactions

If theft or suspected theft occurs:

- The volunteer or staff will be immediately removed from duty
- Access to the store and volunteer scheduling may be suspended
- The incident will be documented and reviewed by store and organizational leadership

Because the thrift shop operates on a military installation, serious incidents may be referred to appropriate base authorities. Potential actions by the installation may include investigation, restriction of base access, or command notification, as applicable. Volunteers may be subject to review of volunteer logs, transaction records, or security footage when concerns arise.

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## Reporting Concerns

Volunteers should report concerns related to conduct, safety, or security to:

- Volunteer Lead
- Thrift Shop Manager or Assistant Manager

If a volunteer is uncomfortable reporting through store leadership, they may contact organizational leadership (Executive Director, Deputy Executive Director, or Board Representative).

All concerns will be handled professionally and confidentially to the extent possible.

## Volunteer Recognition & Appreciation

Our volunteers are essential to the success of the thrift shop and the impact we are able to make in the community. Every hour you give helps generate funding that goes directly back to supporting military members and families through scholarships, emergency assistance, and community programs.

We are committed to recognizing and supporting our volunteers through:

- Official tracking and verification of volunteer hours
- Letters of recommendation or service verification upon request
- Recognition opportunities such as Volunteer Spotlights, milestone acknowledgments, and appreciation events (as resources allow)

Your time, effort, and dedication directly help keep the thrift shop operational and strengthen the support we provide across the base.

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## Acknowledgement :

I \_\_\_\_\_, acknowledge that I am serving as an unpaid volunteer and not as an employee. I understand that volunteering may involve certain inherent risks, including but not limited to lifting, handling donated goods, and interacting with the public. I voluntarily assume all such risks. To the fullest extent permitted by law, I agree to hold harmless and indemnify Team Osan Spouses' Club Board, general members and advisors, the United States and all DoD service components in the event of bodily injury, death, and property damage that may arise as a result of volunteer related duties at the Osan Thrift Shop, except in cases of gross negligence or willful misconduct. \_\_\_\_\_ (Initials)

## Commitment to Mission

By volunteering, you support a mission where thrift shop proceeds directly fund programs that strengthen and support our military community. Your time and effort help make a meaningful impact.

I understand and agree to the expectations outlined above.

Volunteer Name: \_\_\_\_\_

Staff Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Executive Board Member: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_