Holt Concert Event Volunteer Work Agreement

Thank you for volunteering with Holt! We are so thankful for you and your commitment to help find sponsors for children in need. To ensure best practices, we need to have an accurate record of all participating volunteers. This work agreement becomes effective on the date you electronically submit your registration form and remains effective for the period of one year. As a Holt volunteer, you must agree to the following policies:

Volunteer Roles & Responsibilities

I have agreed to work as a volunteer for Holt International and do so of my own free will. As a volunteer, I am not an employee or agent of Holt International. I understand this role does not include compensation or payment of any kind. Furthermore, I acknowledge that Holt International does not offer health insurance, workers' compensation insurance, or any such employee benefit to volunteers. As a volunteer, I agree to maintain my own health insurance during my time as a volunteer for Holt International. I understand my volunteer role and accept the duties of my assignment as well as the expectation for best practices and conduct as a representative of Holt International. Before volunteering, I agree to read and understand the following documents:

- ✓ Concert Volunteer Job Descriptions
- ✓ Holt's Mission & Best Practices
- ✓ Code of Conduct

Risk & Liability Agreement

I fully recognize and accept that volunteering has risks and unforeseen dangers (such risks could be, but are not limited to: mental or emotional stress or physical injury). I acknowledge that Holt International does not guarantee safety. I voluntarily waive, release and hold harmless Holt International, its board, employees, agents and other volunteers from all claims, accidents, injuries or death that result from actions related to my volunteer activities. I understand that this document disqualifies me from recovering damages against Holt International should I be injured in the course of my duties.

I shall hold harmless Holt International, its board, employees, agents and other volunteers from and against all claims, accusations, notices, judgments, rulings, liabilities, expenses, etc. that may exist as a result of my actions, inactions, errors, acts or omissions. I have read and understand that by agreeing to this document I am giving up certain rights and accepting certain duties.

Training

I will work together with Holt staff and other volunteers at the event to create the best possible outcome for the children being served. I have agreed to participate in the following mandatory training to ensure a positive volunteer experience:

- ✓ PCI Compliance: Holt will provide you with an infographic to view post-registration that will help you understand what information needs to be protected and how to protect it while working at the concert event. Since you will be engaged in signing up new child sponsors, you will also assist new sponsors with completing their billing information on a hardcopy form required to initiate sponsorship. This is a simple but important piece to understand and follow.

- ✓ How to Sign Up a Child Sponsor: A short video showing the forms and process for engaging with and helping sign up a new sponsor for Holt International. On the Monday prior to your concert, we will email you the Holt volunteer pass you will need to get into the concert venue for free. At the same time, we will send you a link to watch this video. It is very important that you understand how to sign up a new sponsor quickly and accurately. The ability to educate others about the value of their sponsorship and the impact it has on a child is very important.

- ✓ Onsite Orientation: Holt's onsite tour rep will receive you at the venue and provide a brief review of the process. He will then assign you and your guest volunteers (if applicable) to your final roles and locations for the evening. It is very important that you arrive on time and to the pre-designated volunteer door with your Holt volunteer pass available to present for free access. It is very busy on site, so it will greatly help the process if you already understand the general process of signing up sponsors, our policy for management of credit card information and the role you signed up for. We are always happy to answer questions as needed!

Registered Volunteers Bringing Guest Volunteers

All registered volunteers should remain in direct contact with Holt International. If you have registered to volunteer and added a guest(s) to your registration, you will need to take an active role in helping prepare your guests for their service. After submitting your registration, Holt will email you a link for the required volunteer agreement that you can forward to your guests. It is important that each guest volunteer agree to the work agreement with Holt International. We also recommend that you forward all of your Holt correspondence to your guests so they have access to the same information you do.

Credit Card Processing & Security

Holt policy provides guidelines for processing charges on credit cards in order to protect against the exposure and possible theft of account and personal cardholder information that has been provided to Holt International and to comply with the Payment Card Industry Data Security Standards (PCI DSS). Holt must adhere to these standards to limit our liability and maintain authorization to process payment cards.

This policy applies to Holt employees, contractors, consultants and volunteers.
Information on what needs to be protected and how to protect it will be addressed in a slide presentation provided to each registered participating volunteer prior to the event.

Confidentiality

All information concerning clients, former clients, our staff, volunteers, financial data and business records of Holt International is confidential. "Confidential" means that you are free to talk about Holt International and about your program and your position, but you are not permitted to disclose clients' names or talk about them in ways that will make their identity known. No information may be released without appropriate authorization. Holt board of directors, staff and our clients rely on paid and volunteer staff to conform to this rule of confidentiality.

HOLT INTERNATIONAL
Uplifting children. Strengthening families.

Emergency Procedures

Holt wishes to secure the safety of employees and volunteers in the event of a medical emergency, fire, natural disaster or other similar emergency, whether working on Holt facilities or offsite at a concert event. In the case of a medical emergency or in the case of a threat of or actual harm or violence, the first person aware of the emergency shall notify the appropriate emergency personnel by calling 911. When possible, please notify the Holt onsite tour representative. In the case of a fire, natural disaster or other emergency requiring the evacuation of the building, please follow the prompts of the venue staff. Use the most direct escape route or, if blocked, seek an alternative route.

Non-Discrimination

Holt is committed to providing a work environment that is free of discrimination, including harassment. We expect our volunteers to also follow the spirit of this policy when working. Discrimination and harassment based on an individual's race, religion, color, age, sex, sexual orientation, national origin, veteran status, disability, marital status, genetic information, gender identity or other classification protected by applicable federal, state or local laws is prohibited and will not be tolerated.

Diversity

Holt recognizes the need, value and purpose of diversity as an organization. We are committed to an inclusive work environment where diverse cultures, life experiences and beliefs are respected, honored and valued. Drawing upon strengths of a diverse volunteer workforce, Holt continually strives to improve its performance and ability to work effectively and respectfully with a diversity of constituent groups including members of the adoption triad (adoptees, birth parents and adoptive parents), donors and volunteers.

Service at the Discretion of the Agency

Holt International accepts the service of all volunteers with the understanding that such service is at the sole discretion of the agency. Volunteers agree that Holt International may at any time, for whatever reason, decide to terminate the volunteer's relationship with Holt International.

The volunteer may at any time, for whatever reason, decide to end their relationship with Holt International. Notice of such a decision should be communicated as soon as possible to the volunteer coordinator at sashav@holtinternational.org or to the onsite tour representative.

Ending Your Volunteer Role

You can cease volunteering with the project upon the completion of any volunteer assignment, or at a time that you are not currently engaged in an assignment. You may stay subscribed to the email notification list as long as you wish, regardless of your volunteering status with the project. Unsubscribing from the list, however, means you are no longer volunteering with our project. If you wish to unsubscribe, please send us an email to let us know you will no longer be volunteering with us and why.

Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the agency or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of agency materials, abuse or mistreatment of clients, staff or other volunteers, failure to abide by agency policies and procedures and failure to satisfactorily perform assigned duties.

Grievances

Any volunteer grievance should be brought to the attention of the onsite tour representative immediately and attempts should be made to resolve the grievance on that level. If this is not possible, or if the grievance involved the immediate supervisor, the grievance should be directed as follows: Volunteers are encouraged to present information in writing when they deem it helpful and appropriate 1) to the volunteer coordinator on the Monday following the event or 2) to the director of donor development on the Monday following the event.

Holt staff will attempt to resolve grievances in a timely, fair and objective manner with due regard for all requirements of state and federal law. Responses will generally be provided as soon as possible or within a one-month period, depending on ability to fairly investigate the matter. In all situations in which satisfactory resolution has not otherwise been attained, the decision of the president and CEO shall prevail.

Under this circumstance, Holt shall endeavor to assure confidentiality to volunteers desiring it. Holt shall not discriminate against a volunteer who brings a grievance under this situation. A summary of the types of grievances shall be presented to the human resources department as part of the quarterly review process.