

Brazos Valley Fair Volunteer Guidelines, Policies and Procedures

Approved February 25, 2015

In order to work in a cohesive and seamless manner with the staff and to assist in representing the Brazos Valley Fair and Exposition in the best possible way, all volunteers are asked to adhere to the following policies and procedures while on duty. Failure to comply with the guidelines, policies and procedures documented herein may result in specified disciplinary action or termination from volunteer involvement in the Fair.

Qualifications:

Volunteers must be at least 16 years of age to work without parental supervision, and must enjoy working with all types of people. They must show a genuine concern for the Fair. A willingness to work hard, get dirty, and pitch in wherever needed. The ideal volunteer is self-motivated, mature, sensitive, dependable, a team player and reliable.

Requirements:

Volunteers must complete a basic orientation session to be scheduled before reporting for their first assignment. Additional training may also be required, depending on the individual's committee or job assignment.

Volunteers must agree to represent the Brazos Valley Fair & Exposition, perform in a professional manner whenever doing so, and not to allow personal views and opinions from clouding (overshadowing) or to be in conflict with the Brazos Valley Fair & Exposition's purpose and/or mission.

Time Commitment and Scheduling:

We ask each volunteer to sign up for as many duties (hours) as their schedule permits. A minimum of four hours of service is requested, but not required. Volunteer hours can be somewhat flexible depending on the specific committee. Volunteers are also welcome to come in any time to volunteer throughout the year, but the request must be approved by staff prior to arrival. During Fair time, all shifts will be discussed and slots filled using the volunteer sign-up program. Once a commitment is made to work a specific shift, the staff and committee chairman depend on each volunteer to be there. In the event attendance for a scheduled shift is not possible, the volunteer coordinator should be called well in advance at 979-821-1450.

Signing In:

Volunteers must sign in each time they report to work and sign out each time they finish their shift. Livestock and Rodeo Committee's must sign in and out with their Chairmen in their respective office during Fair time.

Customer Relations:

The success of our organization depends upon the quality of the relationship between the Brazos Valley Fair and Exposition, employees, volunteers, customers and the general public. The customer's impression of the Brazos Valley Fair and Exposition and their interest and willingness to participate in, or attend our event, is significantly influenced by the staff and volunteers who serve them. In a sense, regardless of position, the more goodwill promoted, the more the customers will respect, appreciate and enjoy the Brazos Valley Fair and Exposition.

Smoking Policy:

As per State Law, smoking is **PROHIBITED** inside any buildings. Absolutely no smoking is allowed while working a volunteer shift.

Gun Policy:

Due to inherent safety precautions, all volunteers, staff and the public are strictly prohibited from carrying any type of firearm while on any part of the Fair grounds.

Workplace Safety:

Safety is important to everyone. Volunteers should conduct themselves in a way that promotes safety for themselves, co-workers, and Fair attendees. Volunteers should never put themselves or others into a situation that makes them fearful or uncomfortable. If a volunteer feels uncomfortable or unsafe, they should notify a staff member immediately.

Volunteer Injury:

Any personal injury that occurs while volunteering at the Brazos Valley Fair and Exposition should immediately be reported to a staff member.

Volunteer Feedback:

The Brazos Valley Fair and Exposition encourages volunteers to make suggestions, voice concerns and give ideas about how the Fair fulfills its mission to the Brazos Valley. The staff is always searching for new ideas so volunteers are always encouraged to share any ideas they have.

Volunteer Removal:

The Brazos Valley Fair & Exposition is an at-will agency and has the right to terminate a volunteer without cause, but will always consider the unique situation and circumstances that could lead to possible termination.

A volunteer only remains a volunteer as long as the agreement is mutual between a volunteer and BVFE. BVFE reserves the right to terminate a volunteer at any time. This action could be done if the volunteer commits infractions, which could include, but are not limited to: missing a shift(s); being unsafe on or around equipment; horseplay that could lead to injury; failure to follow through with their assigned duties and responsibilities.

If needed, the following procedures have been adopted for situations requiring disciplinary action:

- First infraction: confidential verbal warning by the appropriate staff member and/or Committee Chairman, whichever is applicable.
- Second infraction: written warning and/or a confidential meeting with a BVFE Manager or possible termination.
- Major infractions deemed by staff: immediate termination.

If a volunteer is terminated from their assigned position and subsequently their relationship with the Fair, it is organizational policy that a licensed peace officer may be present at the time that the termination is communicated (if done in person) to the volunteer. There may be periodic exceptions to the peace officer being present depending on each unique situation per decision by the General Manager and/or the Show President.

Although it is not possible to list all the forms of behavior or conduct that are considered unacceptable, the following are examples of infractions or conduct that may result in the limitation and/or termination of the volunteer relationship.

- Negative or unacceptable attitude when dealing with and/or communicating with Staff, other volunteers or the public
- Unwilling to work in a team environment
- Unacceptable behavior or conduct including being rude and/or disrespectful to staff or other volunteers
- Unwilling to follow policies or procedures/instructions provided by or communicated by the staff or volunteer leader/supervisor
- Theft or inappropriate removal or possession of BVFE property
- Misuse of Fair equipment or materials
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcoholic or illegal drugs in the work place, while on duty or while operating BVFE equipment
- Fighting or threatening violence while present on Fair grounds

- Repeated failure to follow a supervisor's reasonable request or to carry out a reasonable job assignment
- Gross misconduct or insubordination
- Violation of safety or health rules
- Degradation of BVFE and therefore its mission through volunteer's comments or actions
- Abuse or mistreatment of other volunteers, or staff
- Sexual or other unlawful harassment or discrimination
- Violation of BVFE anti-discrimination policies and procedures
- Possession of dangerous or unauthorized materials, such as explosives or firearms, while on Fair grounds
- Excessive absenteeism without notice
- Releasing confidential information

Volunteer Positions:

The Brazos Valley Fair & Exposition encourages volunteers to have goals regarding advancement within the organization. Volunteers have the ability to advance to each level of the following organizational hierarchy:

- Volunteer
- Committeeman
- Committee Chairman
- Board Member
- Executive Committee Member