



VOLUNTEER

POLICY & PROCEDURE MANUAL

Volunteers

Author unknown

Many will be shocked to find,
When the day of judgment nears,
That there's a special place in Heaven,
Set aside for volunteers.

Furnished with big recliners,
Satin couches and footstools,
Where there are no committee chairmen,
No yard sales or rest area coffee to serve,
No cattle shows to run or children to organize,
There will be nothing to print or staple,
Not one thing to fold or mail,
Telephone lists will be outlawed.
But a finger snap will bring
Cool drinks and gourmet dinners
And rare treats fit for a king.

You ask, "Who'll serve these privileged
And work for all they're worth?
Why, all those who reaped the benefits,
And not once volunteered on Earth.





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Introduction

This Manual is prepared to introduce you to our organization and acquaint you with our policies and procedures.

Please take time to read it carefully and keep it handy for future reference. One of your first responsibilities is to become familiar with its contents and to review it with your supervisor if you have any questions.

Canadian Western Agribition is very pleased that you have chosen to volunteer at our annual show. We need your enthusiasm and hope to maintain it through your entire volunteer work service. A team of confident, well-informed volunteers is critical to delivering a first class show to the world. Regardless of which role you assume as a volunteer, please remember that no volunteer's role is more or less important than another.

All volunteers play a major role in the success of Agribition. It is crucial that all staff and volunteers work together to maximize the efficiency, productivity and professionalism of this world-class event.

Our objective is to make your volunteer experience with us rewarding, so that we can retain you as a volunteer at future shows. Anytime a volunteer returns, it is to our benefit.

Agribition is a Not-for-profit Association. This means there are no shareholders, no dividends and every member is equal in voting power. Not-for-profit does not mean that Agribition cannot make a profit. We require a reasonable amount of funds in reserve to ensure show planning continues year round. To guide the Board and Management of Agribition, the following statements have been crafted for the organization.

Mission Statement:

To create and maintain an effective, hospitable and entertaining atmosphere to market Canadian agriculture products and expertise to the world.

Vision Statement:

Year after year, Canadian Western Agribition will be regarded as the best and most sought after agricultural marketplace in the world.

Canadian Western Agribition is committed to upholding the following values as we pursue our mission and vision:

- LEADERSHIP - We promote leadership at all levels;
- INNOVATION – We learn, adapt, experiment, and seek to continuously improve;
- RELATIONSHIP - We recognize and foster the business relationship that exists between the buyer and seller. We will provide a sustainable environment to strengthen that bond and facilitate commerce;
- COMMUNITY - We encourage the creation of a sense of community by all who attend our show for the enjoyment, fun and excitement that exists when people gather to celebrate excellence within an industry;

- VOLUNTEERISM – We appreciate the contribution we are given by each of our volunteers;
- EDUCATION – We create learning opportunities for the betterment of the community we serve;
- RESPECT - We demonstrate fairness, consistency and compassion in our interactions with others;
- INTEGRITY - We conduct ourselves in an honest, professional, ethical and transparent manner; and
- TRUST - We are reliable, dependable and accountable for our actions.



Organization History

Canadian Western Agribition is a world-class livestock and trade show and very often referred to as “Agribition”. It received its non-profit corporation status in 1971. Its reputation, built on excellence, reaches out to attract exhibitors and visitors from around the world.

Regina was the chosen site of Agribition primarily because its founders were Saskatchewan breeders, and the City of Regina is located centrally, not only to Western Canada but to Canada as a whole and North America generally. As well, Regina was one of the few locations with facilities to house a winter stock show of this magnitude. Few agricultural exhibitions in the world can claim to be a centre point for agricultural export, education and entertainment. The Agribition show takes place in over 21 acres of indoor facilities on EVRAZ Place.

The livestock show, the event that started Agribition on its road to excellence, is still the heart of the Show. Agribition, based on the idea of a marketplace, is unique among world-class Shows because of the large amount of buying and selling that takes place. The international program has developed from a strong emphasis based on the marketplace concept. It is known internationally that Agribition is where the best Canadian agricultural products are on display.

Agribition offers visitors the opportunity to view world-class livestock genetics and features over \$2 million in livestock sales during the show.

Agribusiness people and producers know it’s important to keep up-to-date with the latest development in the agriculture industry, and Agribition's Commercial Trade and Technology Show does just that, featuring displays on the latest technology for all areas of agriculture.

Since the first show in 1971, the show has expanded and changed to keep up to date with the industry. The schedule of events has grown to include features such as Horse Pulls, Team Cattle Penning, Ranch Horse Competition and Sale, a Junior Beef Day, International Stock Dog Competition, Invitational Ranch Rodeo and Rodeo dances. In 2005 we partnered with the Canadian Cowboys’ Association to put on five very exciting Rodeo performances.

The efforts of sponsors, volunteers, exhibitors, visitors, staff and others together make



Volunteer Structure

Over the past few years Agribition's volunteer structure has undergone changes with the intent to recognize a volunteer's time committed to the show and the organization. There are three distinct levels of volunteers, each recognizing the difference in time commitment and responsibilities a volunteer is giving to the organization.

1. Board Member Volunteer
 - o Volunteer who is elected to the Board of Directors at the Annual General Meeting
 - o Commitment involves taking on the role as Chairman of one or more committees, plan and attend your committee meetings throughout the year and attend four to five Board of Directors meetings during the year
2. Committee Volunteer
 - o Volunteer who sits on a committee and is expected to attend meetings throughout the year, as required.
 - o Your commitment may include planning forward into next year and also the three to five year horizon and/or planning and executing the current annual show.
3. Showtime Volunteer
 - o Volunteer who is interested in volunteering only during the show.
 - o You are not expected to attend meetings throughout the year.

Benefits that are common to all three levels of volunteers

- Agribition's Ambassador newsletter, free of charge
- Travel accident insurance
 - o Benefits available to volunteers for injuries sustained during the course of any bona fide trip made by a volunteer on business of Canadian Western Agribition or while and in consequence of performing the duties of their volunteer job while with Canadian Western Agribition
- Complimentary show pass and Exhibitor Reception for yourself
- Invitation to the Volunteer Appreciation Evening for you and one guest
- Prestigious volunteer jacket – earned according to time volunteered
- One souvenir pin

Board Member Volunteer

As an elected Board Member of Agribition, your major role is to assist in setting direction and to provide governance to Canadian Western Agribition. You are expected to attend four to five board meetings throughout the year. The President may appoint you as Chairman for one or more Agribition committees, as agreed upon. This position requires a very serious commitment by the volunteer as it is this group that sets the policies and visions for the organization.

Benefits specific to a Board Member Volunteer

- Complimentary parking and tickets for yourself for Agribition events

- Prestigious volunteer jacket after one full year of service as a Director on the Board of Agribition, and committed to a second year as director.
 - To make sure the jacket is viewed as a benefit to be proud of and strive for, the board member must attend 50% or more of the board meetings.
 - The Executive committee will make the final decision.

Committee Volunteer

As a Committee volunteer, you will be assigned to a specific committee and will be expected to attend meetings throughout the year. The meeting times and places will be planned by the Agribition office and the Committee Chairman. The number and timing of meetings throughout the year will depend on the nature of each committee. Some meet 4-5 times/year, while others meet 1-2 times/year. Your role will involve planning for the next year's show and the three to five year horizon or planning and executing the current annual show.

Benefits specific to a Committee Volunteer

- One (your choice) of the following tickets/passes
 - Rodeo voucher
 - One adult day gate pass
 - One dance ticket to either of Friday or Saturday's cabarets
- Prestigious volunteer jacket after three full years of service, and committed to your fourth year of service.
 - To make sure the jacket is viewed as a benefit to be proud of and strive for, years of service is defined as follows:
 - One year of service would be equal to attending over 50% of scheduled committee meetings and helping the committee at showtime.
 - The Executive committee will make the final decision if any of these terms are not met.

Showtime Volunteer

Your interest is to volunteer only during show time. You will not be expected to attend any committee meetings throughout the year.

Benefits specific to a Showtime Volunteer

- One (your choice) of the following tickets/passes
 - Rodeo voucher
 - One adult day gate pass
 - One dance ticket to either of Friday or Saturday's cabarets
- Prestigious volunteer jacket will be offered to you after 5 years of service, and your commitment to a sixth year. One year of service is attached to the job you are given during the show, irregardless of the time commitment this involved.



Volunteer Policies, Organization Rules and Standards of Conduct

As an Agribition volunteer you are expected to foster a standard of conduct which reflects favourably upon the Association and its personnel in the eyes of the public. The Agribition team involves 8 permanent fulltime staff, 5 contracted seasonal staff, over 200 contract and part-time staff and over 500 volunteers. Through the insight and input of this group it has been possible to build one of the best agricultural events in the world. Your commitment and pride in Agribition reflects on the finished product for our neighbours, the City, the Province, the Country and the whole World to come and see.

- What can Volunteers expect from Agribition?
 - The right to expect work that is meaningful and satisfying and the option to decline a suggested placement if expectations cannot be met.
 - Understanding and respect for their needs and abilities.
- What does Agribition expect from its Volunteers?
 - Performance of their assigned responsibilities to the best of their abilities.
 - Professional conduct, attitude, language and demeanour.
 - A positive and enthusiastic attitude while on duty.
 - Accountability for their actions.

Groups of people who are working together for any purpose require certain guidelines pertaining to their conduct and relationships. Accordingly, it is important that all of us be aware of our responsibilities to fellow employees and volunteers.

It is our intention to take a constructive approach to ensure that actions which would interfere with the show's operations or a volunteer's job are not continued. We want you to be able to take pride in your work, because every job is important to us.

Failure to comply with our standards will result in one of the following forms of disciplinary action: verbal warning, written warning or discharge. In arriving at a proper course of action, the seriousness of the infraction, past record of the volunteer, and circumstances which surround the matter will be considered. Dismissal will take place only in the most serious of circumstances and is very uncommon .

Although it is impossible to identify every possible violation of standards of conduct, the following is a partial list of infractions which will result in disciplinary action:

- * Falsifying company records including volunteer application.
- * Revealing confidential information of any kind.
- * Theft, fraud, misrepresentation, embezzlement or industrial espionage.
- * Using your position as a volunteer for personal benefit.
- * Using company equipment, material, time or information for unauthorized purposes or for personal use.
- * Abusing, destroying, or wasting company property or equipment.
- * Working under the influence of drugs or alcohol or bringing unauthorized alcohol

- or drugs into the workplace.
- * Immoral or indecent conduct.
- * Verbal, visual, or physical conduct constituting sexual harassment.
- * Wilful or repeated violation of safety rules.
- * Excessive absenteeism or tardiness.
- * Performance that does not meet the requirements of the position.
- * Unwillingness or inability to support and further the mission of the organization and/or the objectives of the committee
- * Non compliance with the policies and practices of Canadian Western Agribition

Alcohol during shift

Although alcohol is in the lounges and throughout Agribition, volunteers are not to indulge while performing their job. You are welcome in these lounges after hours when you are off duty.

Appearance

All volunteers are asked to dress appropriately for the area they are working in. Western dress is encouraged, if at all possible. Jeans are acceptable, if clean and not ripped. This is a prestigious event and we would like to put our "best foot forward" and create a favourable and lasting impression. Physical cleanliness is of extreme importance when dealing with the public. Take pride in the way you present yourself.

Attendance Standards

It is essential that you carry out your commitment as agreed to in a punctual manner. If you must be absent from your duties as a volunteer, we ask that you notify your supervisor as soon as you can before your shift begins. If you don't have your supervisor's direct line, you can phone the office at 565-0565. When reporting your absence, please try to give your expected date of return.

Confidentiality

We require our volunteers to observe strict confidentiality regarding the affairs of all bodies and individuals dealing with Agribition; regarding the affairs of any others respecting whom you may acquire information through the business of Agribition; and regarding the nature or amount of all transactions of Agribition, of whatever kind and with any bodies or individuals whatever, excepting only such as it may be necessary for you to divulge in the course of your duties as a volunteer of Agribition, and those which are ordinarily subject to publication.

Conflict of Interest

A conflict of interest exists when a volunteer's duty to give undivided commercial loyalty to Canadian Western Agribition can be prejudiced by actual or potential personal benefits from another source.

Each volunteer is expected to avoid any investment, interest or association which might interfere or seem to interfere with his or her ability to make independent judgements or decisions on the Association's behalf.

Volunteers must alert their immediate Supervisor of personal interests or circumstances which might constitute a conflict of interest as soon as the circumstances arise. If a conflict is found to be present, arrangements will be made for resolution in a manner best suited to the interests of the Association and the volunteer. When a volunteer confronts a possible conflict of interest, prompt and full disclosure is the correct first step towards solving the problem.

Customer Service

Our show depends on our volunteers to provide and deliver exceptional service to our customers. Do not assume anything. Every job at Agribition interacts with our customers, and we expect you to treat every person with dignity, credibility and integrity.

Please understand that our stakeholders are not dependent on us, we are dependent on them. They are not an interruption of our work, they are the purpose of it. Remember that a stakeholder is not a person to argue with. Nobody ever won an argument with a stakeholder.

Equal Opportunity

We maintain a policy of non-discrimination with all volunteer applicants. All aspects of volunteering with us are governed on the basis of merit, competence, and qualifications and will not be influenced in any manner by race, colour, religion, sex, age, national origin, or handicap.

All decisions made with respect to volunteer jobs will be made solely on the basis of individual qualifications related to the requirements of the position.

Harassment Policy Statement

Every worker is entitled to a working environment that is free of harassment. "Worker" includes permanent, part-time and casual workers, contractors and volunteers. Canadian Western Agribition will ensure that no worker is subjected to harassment at this place of employment. No worker shall cause or participate in the harassment of another worker.

Workers are encouraged to address alleged incidents of harassment internally. A worker who believes that he/she has been subjected to harassment is encouraged to clearly and firmly make known to the alleged harasser that the harassment is objectionable and must stop. Where circumstances prevent a worker from taking an action, is uncomfortable speaking with the harasser, or the action taken is unsuccessful, the worker should report the alleged harassment to Canadian Western Agribition's Chief Executive Office and General Manager or President.

Agribition will notify the alleged harasser of the complaint, provide the alleged harasser with all information concerning the circumstances of the complaint, and undertake a confidential investigation. Following the conclusion of the investigation, Agribition will inform the worker and the alleged harasser of the results of the investigation.

Where harassment has been substantiated, Agribition will take appropriate corrective action to resolve the complaint. Where harassment has not been substantiated, no action will be taken against a worker who has made a complaint in good faith.

Agribition will not disclose the identity of the worker or the circumstances of the complaint except where disclosure is required by law.

The above policy was adopted **by the Canadian Western Agribition Board of Directors on June 29, 1995.**

Job Qualities

Agribition believes the following qualities apply to every position regardless of titles or responsibilities:

Pride	Sense of direction	Sense of humour
Continual learning	Sense of balance	Team player
Dedication		

Resolving Volunteer Complaints

Under normal conditions, if you have a job-related problem, question, or complaint, you should discuss it with your Supervisor. The most satisfactory and timely solution often will be reached at this level.

If the discussion with your Supervisor does not answer your question or resolve the matter to your satisfaction, you have the opportunity to present your case to the next level of management for resolution.

Smoking

In compliance with the City of Regina's Bylaw regarding smoking in public areas, all the buildings, meeting rooms, common areas, hallways and offices on EVRAZ Place are "No Smoking" areas. This policy also contributes to a cleaner, safer and healthier environment for all volunteers to work in. It is important that volunteers comply with this Bylaw.



Volunteer Safety and Health

We make every effort to provide safe working conditions for our volunteers. No one will knowingly be required to work in any unsafe manner. Safety is every volunteer's responsibility and are encouraged to point out potential hazards to their Supervisor and do everything within reason to keep the company premises a safe place to work.

EMERGENCY PLAN

1. Emergency and Risk Assessment
 - a. Volunteers **MUST** contact the Central Command with as much detail about the Emergency Situation as possible. 924-9719
 - b. Verbal and written details must be given to Central Command either by radio or by telephone. Details **MUST** include:
 - i. Type of Emergency
 - ii. Location of Emergency
 - iii. What and who is required to the scene (Police, Fire, EMS)
 - iv. Is the manager needed

- v. Has a criminal offence been committed
- 2. Call List
 - a. The dispatcher and Manager on Duty will decide who needs to be contacted for each incident.
- 3. Emergency Location Assessment
 - a. The dispatcher and Manager on Duty will decide on how to secure the Emergency location.
 - i. Evacuation
 - ii. Closure of building
 - iii. Secure Perimeter
 - iv. Secure Laneways
 - v. Trouble Areas
- 4. Volunteer Deployment
 - a. The dispatcher and Manager on Duty will decide on the volunteer deployment
- 5. Emergency Vehicle Route
 - a. Manager on Duty, Dispatcher, and Mobile Ground Patrol will determine the best route for Emergency Vehicles to arrive on grounds.
 - b. Mobile Patrol will meet Emergency Vehicles at the gate and escort to the scene.
- 6. All Clear
 - a. The Manager on Duty will decide or relay from other parties involved, the All Clear.
 - b. All volunteers should resume regular work procedures.
 - c. All volunteers involved MUST document their observations and actions pertaining to the Emergency Incident and forward them to the dispatcher and/or Manager for review.

All volunteers MUST NOT talk to the press or give comments to anyone regarding the incident. They are to direct all questions to the Newsroom or Media Relations personnel.

Fire Emergency

In case of Fire Emergency

1. If fire alarm has not been sounded, find nearest alarm and sound.
2. If alone, call for assistance. If you have assistance, one person notifies central command and second person assesses emergency.
3. Relay information to Central Command.
4. Evacuate building or area and hold a perimeter.
5. If fire is not extinguishable, DO NOT ATTEMPT TO PUT FIRE OUT.
6. Check building for flammable or hazardous materials.
7. Check building for elevators and secure.
8. Ensure building or area is safe before re-opening to public.

Bomb or Hazardous Material Threat

1. If you receive a threat by phone or in person you must follow the Bomb Threat List of Procedures and Questions
2. Pass along information as soon as possible to Manager on Duty and 911.
3. The Manager on Duty will be the only contact with CWA.
4. OBO will not make a decision on the validity or response to the threat. This is to be done by police and/or CWA
5. All volunteers will assist the Police or CWA with evacuation and search only by their own choice.

6. The Manager on Duty will co-ordinate and take command of all staff and will liaison with Police and CWA.
7. The Police and CWA will decide on the type of Evacuation, if necessary.
 - a. Public Address
 - b. Quiet Evacuation
 - c. Human only
 - d. Human and Animal
8. The Manager on Duty will wait for the All Clear to be given by the Police or CWA

Evacuation and Telephone Procedures are listed in Appendix A and B

Chemical or Hazardous Materials Spills

A chemical or hazardous materials spill can occur in many different varieties and sizes. Examples of a chemical or hazardous materials spill are:

- Gasoline leak from a vehicle
- A spill of a cleaning agent
- A spill of a fertilizer or herbicide
- A chemical transport vehicle accident
- A chemical train transport derailment

When a chemical or haz-mat spill occurs:

1. Contact Central Communications to notify of
 - a. Location
 - b. Type – Dry or Wet
2. Set up a perimeter and keep public from area.
3. Manager on call should contact CWA staff capable of dealing with the spill.
4. Manager on call will determine with CWA if the Fire Department should be contacted.
5. Volunteers should not come in contact with spilled materials or attempt to clean up.

Medical Emergency

If a Medical Emergency occurs:

1. Call 911 immediately.
2. Contact Central Communications and the Manager on Duty.
3. Contact On-Site St. John's Ambulance and escort to scene.
4. Central Communications and the Manager on Duty will deploy staff to assist with crowd control.
5. Access emergency and record notes on injured person condition for EMTs.
6. Do not allow public to treat injured person.
7. Manager on Duty will conduct a search for witness to help gather facts for all parties involved.

If St. John's Ambulance is responding to a medical emergency that has been called in directly to them, they will provide OBO dispatch with notification of the call.

Utility Emergency

A Utility Emergency may consist of a natural gas leak, a water main break, or a damaged power pole.

1. Determine the type of Utility involved.
2. Contact the Manager on Duty and Central Communications with details of location and level of urgency.
3. The Manager on Duty and the Dispatcher will contact the appropriate Utility Company.
4. Manager on Duty will determine the severity of Emergency and determine if the building needs to be evacuated or closed.
5. Mobile patrol should meet Utility company vehicle and escort to area.

Animal Emergency

An Animal Emergency is any incident involving:

- a. Animal; Animal & Human; Animal & Property; Animal & Vehicle
 1. Manager on Duty will determine the severity of the emergency and decide the appropriate people to contact.
 2. Animal may need to be quarantined but that decision will be made by Agribition or Vet on Call
 3. Manager on Duty will document all markings or tags regarding identification of the animal(s) involved.
 4. Manager on Duty will attempt to contact owner of animal.

Human or Animal Quarantine

Should the need arise for a mass quarantine to occur, OBO will do its best to keep all infected people or animals in one area. This is done to assist EMS and to decrease the threat of further contamination. If such an incident occurs OBO will commandeer the nearest facility that is the best area to hold and facilitate the number of people or animals infected and the EMS who will attend to the incident. Such an area shall have water, heat, and plumbing. OBO will coordinate the control of access to and from such an area and will only open access at the request of the City of Regina or any of its emergency service or a qualified representative of Agribition.

Appendix A:

Evacuation Plan

Should an emergency be major, a threat to the building and public requiring the building to be evacuated, then the following contingency plan is in effect; the Manager on Duty will contact the OBO Shift Supervisor and advise him of the situation. The OBO Supervisor will begin coordinating the OBO staff to prepare for the egress from the building. An OBO person will take charge of each area and section to assist patrons with exiting the facility. In this role, OBO may request that other CWA Staff or Volunteers assist with a certain aspect of the exit. These staff and volunteers should assist the OBO staff as much as possible.

When the patrons have begun to exit, the OBO Supervisor will set up a command post in a highly visible area to coordinate the movement of the crowd out of the building. This supervisor will keep in contact with all OBO Staff via 2-way radio as well as providing the Manager on Duty with updated information. If necessary, the OBO Supervisor will utilize the Public Address system to give direction to the patrons leaving the facility.

All staff and volunteers will then do their best to move the patrons out of the facility and away from the buildings. A safe buffer zone is 100 meters from the base. OBO Mobile patrols will assist with getting the patrons out of the lot by providing traffic control. They

will also assist any fire, police or EMS units in getting to the troubled areas.

When the building appears to be vacant, the OBO Supervisor will dispatch patrols to check areas that were not being monitored during the exit. (Washrooms, Dressing Rooms, Referees Rooms, Production areas, etc). If these areas are all vacant and secured, then the OBO Supervisor will contact all staff and volunteers to proceed to their assigned holding areas and await further instructions. These areas will be outside the building and staff and volunteers will act in a crowd control capacity, insuring that no patrons attempt to re-enter the main arena.

The supervisor will do a final check and then exit the building. At this time, the OBO Supervisor will meet with the Manager on Duty and CWA, at a pre-determined location, to discuss what course of action is required from this point on.

Appendix B

Bomb/Bio Hazard Threat Questions to ask:

1. When is bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. Why did you place the bomb? _____
8. What is your name and address? _____

Exact wording of the threat:

Severe Weather Emergency

A severe weather emergency can be most trying in relation to the event. The following guidelines should be followed in any and all cases:

1. If volunteers feel that a severe weather front is a possibility, they should contact the OBO Command Centre to confirm. Command Centre Operators will be in constant contact with Environment Canada and will be able to advise the status of any threatening weather.
2. The OBO Command Centre will contact OBO MOD and Agribition MOD if required.
3. If needed, OBO Command will contact the On-Site first aid station and advise them.
4. Central Command will start its generator to insure that if power should fail, the radio systems and vital communication systems will remain running.

5. Central Communications and the Manager on Duty will deploy staff and volunteers to assist with crowd control. CC and MOD will meet with Agribition Manager on Duty to discuss and plan the appropriate course of action.
6. Central Command will dispatch security patrols to all on site generators to start them and insure that they are running in case of power outage.
7. Security Personnel will set up static posts at the most vulnerable locations for damage or theft. Portable ATM Machines; Liquor Token Sales; Any display areas
8. Every attempt will be made to keep the event running and the decision to shut the event down due to the weather will lie with the CWA MOD and the MOD for OBO.

Issue Management Process

Agribition volunteers who become aware of any issue having potential significant and/or negative consequences for Agribition (the show or the organization) shall immediately notify the appropriate Committee Chair and/or management of Canadian Western Agribition.

Upon notification about such an issue described above, the appropriate Committee Chair and the CEO/General Manager of Agribition or his/her designate shall meet to develop the appropriate response to that issue on behalf of Agribition. The Committee Chair and CEO/General Manager or his/her designate shall determine at that time the necessity of informing and consulting the President of Agribition on the recommended response.

Upon notification about such an issue described above, the President of Agribition shall determine whether the issue and the recommended response warrant involvement of the Executive Committee and/or Board of Directors in execution of that response, and shall also determine when Directors shall be engaged.

In the case of an issue described above, any communication about managing that issue to CWA staff and the public shall be directed by the

CEO/General Manager of Agribition, after consultation with the President of Canadian Western Agribition.

Animal Activists

If you are approached by animal activist groups, please do not get confrontational. Offer no comment and contact Central Communications at 924-9719 with as much detailed information as possible - such as location, numbers and any particular activities they are conducting.

Show Safety

To avoid accidents at Agribition:

- Avoid quick movements or loud noises that could frighten the animals. Livestock are very sensitive to noise.
- Avoid poking, patting, teasing or imitating the sound the animal makes.
- Beware of standing behind the rear legs of livestock.

- Announce your presence in advance of getting close to an animal.
- Move slowly and deliberately around livestock. Bovines (cows) can see nearly 360 degrees without moving their heads. Therefore, a quick movement from behind is just as likely to frighten them as a movement from the front.
- Most animals tend to be aggressive when protecting their young. Be extra careful around new-born animals.
- Gently touch animals rather than shoving or bumping them.
- Stay clear of animals that are frightened or spooked. When startled, they can inflict injury to anyone in their way.
- Visitors are asked not to take small children through the barns in strollers. Strollers place children in a vulnerable position where they may very easily be injured by animals who are walking past or who kick for any reason.



Sponsorship

Sponsorship Revenue represents a very significant part of Agribition's annual revenue. We sell sponsorship opportunities to Companies and individuals that represent general show awareness, or for a specific show or competition. It is everyone's responsibility to make sure our sponsors are recognized and shown appreciation for their investment in our show.

There are several ways a Volunteer can help.

- Forward leads on potential sponsors – it is easier to sell to someone once the door's been opened, than with a cold call. If you can provide an introduction, that is a huge first step.
- Fulfilment - your support is appreciated in ensuring any promises made to sponsors are fulfilled, when tied to your committee event/program.
- Goodwill - during the show, there are opportunities during your event/program, at their trade show display, at various social gatherings. Please show Agribition's appreciation.
- Hosting - host your Sponsor rep(s) at your event to ensure they understand what the event is all about. This develops interest and ownership.
- Announcers - if your event has an announcer, work with them to ensure that Sponsors are recognized.
- Eyes and Ears - If you hear ideas or concerns from sponsors - let your Supervisor know immediately so they can be addressed.



Newsroom

There is on grounds the Agribition Newsroom, located in the Canada Centre Exhibit Mall. This room is managed by staff trained to handle any crisis. If you are a witness or notice any incident or accident, please contact the newsroom and tell them your account of the event.

Crisis Management

During the show, it is difficult to prepare for each and every possible situation that may

arise . It is important to remember, that in the event of an incident a core team will be assembled based on the nature of the incident and the area involved. From the core team an appropriate spokesperson will be identified. If you are approached after the incident and you have not been designated a spokesperson, please refer them back to the spokesperson.

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Thank You!