



CANADIAN WESTERN AGRIBITION **POLICY & PROCEDURE MANUAL** **VOLUNTEERS**

All volunteers are responsible for themselves to follow the guidelines set forth in this manual.



CANADIAN WESTERN
AGRIBITION

VOLUNTEER STRUCTURE

There are three levels of volunteers, each recognizing the difference in time commitment and responsibilities a volunteer can commit to the organization.

Board Member Volunteer

The Board of Directors is elected from our members. All Directors serve in a volunteer capacity and are responsible to assist in setting direction and provide governance to Canadian Western Agribition. Being a Board Member requires a serious commitment by the volunteer as it is this group that sets the policies and visions for the organization.

Event Leader Volunteer

Some volunteers will be asked to sit on specific teams and attend planning meetings during the year to help improve and prepare for the specific events during Agribition.

Showtime Volunteer

The majority of volunteers work at Agribition during the show. They will be given specific tasks and are critical to the success of the organization.

VOLUNTEER BENEFITS

As a volunteer Agribition will provide you with the following:

- Volunteer ID badge (week show pass)
- 2 Rodeo vouchers
- 2 Jousting vouchers
- Invitation to Beef n' Barley Reception held during show week
- Invitation to Volunteer Appreciation Night each year
- Recognition for years of service in the CWA Annual Report

VOLUNTEER POLICIES, ORGANIZATION RULES AND STANDARDS OF CONDUCT

As a volunteer we expect you to foster a standard of conduct which reflects favourably upon Agribition and its personnel in the eyes of the public. The Agribition team involves permanent fulltime staff, contracted seasonal staff, over 200 contract and part-time staff along with over 400 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.



CANADIAN WESTERN AGRIBITION

All volunteers must follow some basic standards while representing Agribition. Some of them are:

Alcohol During Your 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 and are NOT wearing your volunteer jacket if you have one.

Appearance

All volunteers are asked to dress appropriately for the area they are working in. Western dress is encouraged. 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 306-565-0565. When reporting your absence, please try to give your expected date of return.

Confidentiality

All volunteers must observe strict confidentiality regarding the affairs of all bodies and individuals dealing with Agribition.

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.

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 Agribition and the volunteer.

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.

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. 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 volunteer 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 volunteer from taking an action, is uncomfortable speaking with the harasser, or the action taken is unsuccessful, the worker should report the alleged harassment to Agribition's CEO or President.

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 ISSUES

In the unlikely event you find yourself involved in confrontation or emergency situations, there is a recommended procedure.

General Emergency

- Contact Security immediately at 306-781-9252
- Document your observations
- Try to avoid commenting to the media, but refer inquiries to the media relations personnel, CEO or the President

Confrontation

- You do not need to be confrontational or react to anyone who attempts to confront you
- Remain as pleasant as possible and refer the issue to Security 306-781-9252

Together we host the world at a world-class agricultural event. Your experience should be enjoyable and satisfying. Volunteers make it happen. Thank you for being one of them!