



RACINE ZOOLOGICAL SOCIETY, INC.

VOLUNTEER HANDBOOK

SPRING 2017

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SECTION I:
ABOUT RACINE ZOOLOGICAL
SOCIETY/INTRODUCTION

Welcome to Racine Zoological Society (RZS)

On behalf of your colleagues, I welcome you to the Racine Zoological Society (hereafter referred to as RZS) and wish you every success. RZS works together as a team. Your input, participation and cooperation are wanted, expected and appreciated. We appreciate your contributions of time, talents, and support, and we want your volunteer experiences to be valuable to both you and our organization.

Our greatest asset is a loyal, well-informed team. This handbook provides you with information about our organization and the benefits available to you. The handbook gives a general overview of what RZS expects from you and what you can expect from RZS. If you have any questions, please bring them to the attention of your manager or me.

Please become familiar with these policies and procedures and keep the handbook for reference. This handbook supersedes all previous written or verbal policies and may be modified at any time.

I am happy to have you as part of RZS. **WELCOME TO OUR ORGANIZATION!**

Sincerely,

A handwritten signature in cursive script, reading "Elizabeth J. Heidorn".

Elizabeth J. Heidorn
Executive Director

Racine Zoological Society History

The Racine Zoo was established in 1923 at Racine's Island Park. Its first home, however, was quite temporary and in 1925 the Zoo moved to its present 28-acre location on the shores of Lake Michigan.

The first bear dens were built in 1928 under the sponsorship of the Journal News carriers. These concrete and steel bar enclosures were the home of the polar bears, American black bears, various subspecies of brown bear, Amur tigers, and snow leopards over the years. Housing the other animals became exceedingly difficult during the winter months and many of them were shipped to warmer climates, with new replacements purchased the following spring. It became increasingly obvious that a primary building was needed as a winter shelter. Construction of the Vanishing Kingdom building began in 1936 as a Works Progress Administration project and finished in 1939. That structure still stands today.

In the late 1950s, the hoofed animal complex at the north end of the Zoo was built. During the early 1960s the sea lion/otter display, including indoor holdings and service areas, replaced an old open pool display. Since 1980, many new exhibits have been built, including a multi-species display now holding Australian animals and a wolf habitat in 1983, an ibis/flamingo exhibit, and the interactive prairie dog habitat in 1990.

The Zoological Auxiliary opened a gift shop on the Zoo campus in 1981, which turned into a thriving summer business. That was the year the "Adopt-an-Animal" program was started by the Junior League of Racine. New pheasant houses were built with funds from this program. In 1984, the Kiwanis Memorial Amphitheatre was added to the Zoo's eastern perimeter. During the summer, this unique lakeside venue is home to the Racine Municipal Band and the nationally recognized Animal Crackers Concert Series.

In 1986, with stimulus from the RZS, the Racine Zoo became an accredited member of the American Association of Zoological Parks and Aquariums. The RZS assumed operation of the Zoo, by contract with the City of Racine, in January of 1989.

In the early 1990s, the RZS undertook a capital campaign to renovate the Vanishing Kingdom building built back in the 1930s. The initiative was a great success and today the complex serves as a showcase for ongoing conservation, animal welfare, and education efforts in Racine and around the world. A new administration building was also built, including a large garage for an industrious facilities department, during this same time.

In 1997, the RZS successfully lobbied Racine County for operating support. In 2002 the Charles and Jennifer Johnson Land of the Giants, featuring eastern black rhinoceroses and Masai giraffes, was completed. Three years later, new or renovated exhibits were unveiled for Andean bears and southern coatis, West Caucasian turs and Armenian sheep, meerkats, and African penguins. The year

after that witnessed the debut of the environmentally friendly Zoo Choo Express trackless train.

Admission fees were instituted for the first time in 2007. In the interest of assuring that the institution remains accessible to all, free admission days are offered periodically throughout the year. In addition, admission on Wednesdays is half price for Racine county residents.

In 2008, a new entrance complex was constructed, including displays featuring ectothermic fauna from around the world including several native species. Aptly named "Gateway to Adventure," the new complex also included a retail store, ticket booths and restrooms. That summer also saw the debut of the immersive Australian exhibit "Walkabout Creek," as well as a new restaurant, "Max & Jenny's Jungle Grill."

The Norco Manufacturing Aviary, an interactive seasonal offering featuring budgerigars, cockatiels and western rosellas, came on-line in 2009. Two years later, the wildly popular PlayZoo playground was unveiled.

2013 brought the renovation of the Barnyard and the addition of miniature pigs.

A new Executive Director was hired in April of 2015 and therefore a lot of positive changes for the Zoo, its infrastructure, staff, animals and community relations occurred.

2015 and 2016 brought a lot of facility upgrades and repairs of aging infrastructure with capital monies from both the City of Racine and the County of Racine.

The City of Racine helped us with the following projects in 2015/2016:

- The biggest change was a new roof for the Vanishing Kingdom Building. We were able to get new solar, remote controlled skylights as part of this project.
- This past year we also were able to change out boilers and have new heaters for our African species. Through a program between our electrical supplier and the City of Racine, all the park lights throughout the Zoo were changed into LED fixtures and the outside building lights were also changed out.
- New water heater for the Land of the Giants buildings.
- Sidewalk upgrades.
- Water pipe repairs.

The County of Racine helped us with the following projects in 2016:

- Modification of steps in the outside enclosures for staff safety.
- Baby proofing our eastern black rhino exhibit in hopes of a pregnancy one day.
- Upgrades and added electrical outlets throughout the property.
- We are committed to having more animals outside in the winter months and that means winterizing, which we did with our farm this year.

- In that spirit, we also want more animals that are normally in our animal ambassador area to get into spaces that the public can see. Therefore we built a fennec fox exhibit up by our Land of the Giants area and the animals will be out for public view this summer.
- And let's not forget about our guests with the addition of a new picnic shelter!

The Racine Zoo also added a new security camera system to cover our gates and the fence line closest to Lake Michigan.

In 2016, we celebrated the birth of two endangered African Penguin chicks, the birth of twin Emperor Tamarins, the addition of a Tawny Frogmouth and two Arctic Foxes and Yule, our white-handed gibbon, turned 50! We added new animals to the Discovery Center such as straw-colored fruit bats and an anaconda, new Caledonian gecko and a scorpion. We have a new Amur tiger and a female Andean Bear too. We also hosted scores of new and fun events for all ages such as a Mother's Day brunch, a Father's Day putt putt golf tournament, and the 30th season of Animal Crackers Jazz Series. We hosted Orangutan experts from around the world, received an Association of Zoos and Aquariums (AZA) Quarter Century Award and was voted "Best place to take Kids" in Racine two years in a row. The Zoo continues to be a wonderful place to visit and spend treasured time with family.

Our Mission

The mission of the RZS is to foster an enlightening and affordable wildlife experience that improves the bond between people and nature. The Society will provide for the recreation and education of the people, the conservation of wildlife and wild places, and the advancement of science.

Our Vision

A sanctuary for positive interaction between people and the natural world.

AZA and Accreditation

Founded in 1924, the Association of Zoos and Aquariums (AZA) is a nonprofit organization dedicated to the advancement of accredited zoos and aquariums in the areas of animal care, wildlife conservation, education and science. AZA is America's leading accrediting organization for zoos and aquariums, and accredits only those institutions that have achieved rigorous standards for animal care, education, wildlife conservation and science.

For an institution to become a member of AZA, it must be accredited. To receive accreditation, an institution first must submit a written report covering all aspects of operation. After the report is reviewed and deemed adequate, members of the Accreditation Commission visit the facility for an in-depth, onsite inspection. The visiting members then report to the entire Committee at the AZA Conference or the Board of Director's meeting, which is held twice each year. If the Committee feels that an institution has established and is maintaining professional standards, accreditation is approved. Once accredited, an institution must process and quality for accreditation every five years.

The accreditation program was initially voluntary but became mandatory for membership in 1980. The Racine Zoo is proud to have been accredited since the 1980's. The accredited members are zoos and aquariums that have met AZA's rigorous accreditation standards. With its more than 200 accredited member organizations, AZA is building North America's largest wildlife conservation movement. This and more information can be found on www.aza.org.

AZA has many committees, one of which is the Volunteer Management Committee, officially recognized as an AZA special committee as of 2011. They have created many tools to help raise the bar in volunteer engagement throughout AZA. In 2015 we solicited the help of the VMC Chair to leverage our community engagement here at the Racine Zoo. It is our hope to provide meaningful experiences for our community through volunteer service opportunities, hence the NEW Racine Zoo Volunteer Engagement you are now a part of. We appreciate your feedback in creating quality experiences that efficiently and effectively support our staff and the important work of our organization.

Code of Conduct

Volunteers agree to:

- Support the Racine Zoological Society
- Do their best in customer service, both internally and externally
- Be dependable, reliable, flexible, cooperative and supportive
- Follow all policies and procedures
- Act as an ambassador and assist however possible
- Utilize RZS property with care (biofacts, props, equipment, etc.)
- Retain positive communication and accurate records
- Wear appropriate uniform and represent RZS well

Volunteer Status

Your status is one of the following:

ACTIVE: Any volunteer who has successfully completed an orientation and training programs pertinent to their volunteer area and evaluation requirements, and meets the standards set by RZS's volunteer program.

INACTIVE: Any volunteer who leaves the program, requests a leave of absence exceeding three months, or has not met the standards set by RZS's volunteer program.

V.I.P. (Volunteer in Progress): Any volunteer currently involved in the process of becoming an RZS volunteer, through training classes or in the evaluation period. If the V.I.P. does not satisfactorily meet the requirements of the volunteer program, they may be dismissed from the program, at which point their status would become "inactive".

PROBATIONARY PERIOD

All new volunteers shall be required to successfully complete a two (2) month probationary period upon completion of the orientation and volunteer training program (if applicable). These first few months constitute a period of introduction and orientation in which both the volunteer and the supervisor will assess whether the position is right for the volunteer.

At any point in time during the probationary period, a volunteer may be transferred to another area, or terminated from the program at the discretion of the Executive Director and/or management team.

PERSONNEL RECORDS

All of our records are confidential and are kept in locked file cabinets. Should you need copies of anything in your file, please ask a zoo manager.

TB Tests

A TB Test will be required on file with the zoo.

TERMINATION

Volunteer At Will: All volunteers are "at will" status and either party is free to terminate their agreement at any time for any reason that is not unlawful.

Resignation: Should you decide to discontinue your volunteer service with RZS, we ask that you give at least two week's notice if possible, preferably in writing.

Dismissal/Termination: If a dismissal/termination is necessary following violations of the policies and procedures outlined in this manual, it is usually the culmination of a series of oral and/or written reprimands. However, some offenses require RZS to process an immediate discharge at the discretion of the management team and Executive Director.

Upon departure from the program

RZS Property: on or before your last day of volunteer service, you must turn in all RZS property, including your uniform and any other property issued to you.

Reactivation:

If you would like to return to the volunteer program after being on inactive status, please contact the volunteer office and they will inform you of what steps you need to take to be reactivated, including any retraining, if an opportunity exists. If you have been terminated from the volunteer program, you will not be able to regain active status.

Volunteer Scheduling & Record Keeping

Schedules

RZS has determined specific areas where volunteers are able to best assist guests. It is important that all volunteers respect that and go where scheduled. We prefer that you sign up for shifts in advance. ALL volunteers MUST appear on the master schedule posted in the volunteer office. At the conclusion of your training you will have on-line access to allow you to sign up for your own schedule. Further details will be provided as you progress through the program. Please do not displace volunteers from their scheduled areas. You MUST be logged in AND on the schedule while you are actively volunteering.

Timekeeping

Volunteers are responsible for reporting directly to the Volunteer Office immediately upon arrival, and signing themselves into the Volunteer binder. Shifts will be scheduled online a VicNet and will reflect hours worked at the end of the month. VicNet is the on-line system where volunteers can access their records and make schedule changes from home.

Volunteers are considered 'on-duty' until they officially sign-out at the end of their shift. Any off-site hours must be pre-approved by the Conservation Education Manager or Departmental Supervisor and sent in by month-end for record-keeping. Normal volunteer shifts vary by area. Most volunteers are typically scheduled on the same day each week, with shifts varying depending upon extended summer hours, holidays and special events. For volunteers who are unable to commit to a standard or consistent shift, scheduling is done by you, so simply sign up for the shifts for which you are available on VicNet. If you would like a shift that you do not see in the system, simply contact our volunteer coordinators who will set it up for you if possible. Additional questions will be addressed once you complete your initial hospitality training. Volunteers may visit the Zoo on days other than their scheduled volunteer day. Hours may not be accrued by volunteers unless they contact a Conservation Education Manager or departmental manager, are scheduled, and are in complete uniform. No volunteer may sign in unless they are scheduled to volunteer and are performing scheduled volunteer duties.

Entrance

For liability reasons, you are not allowed to bring guests with you while on-duty. Your ID card is for your admittance only. Bringing guests in through staff-only gates is grounds for immediate dismissal unless pre-approved by a member of the Zoo

leadership team. Even when on-duty you are only allowed on-grounds during regular operating hours unless your assignment is during extended hours.

Weather Policy

In the event of rain or snow please plan on reporting for your regular shift unless you are notified that your shift has been canceled. Weather in Racine often changes quickly, and if it's raining one minute it may be sunny the rest of the day. If you are unsure please contact the Volunteer Services office at your assigned location to check on the weather and the plan for the day. Zoo staff values your safety and comfort, and appreciates being notified if weather conditions deter you from fulfilling your shift.

Calling In

Your presence is very important to our guest's experience and our staffs often depends on your service, but if you are sick please stay home. Just make sure you call and let us know as early as you can that you will not be able to come in for your scheduled shift.

Attendance Policy — Excessive Absenteeism

Continuous absenteeism (including sick leave) of any time frame may result in disciplinary action, up to and including termination. If you need to take a leave of absence for any duration of time, you may be moved to inactive status.

Unexcused Absences/ No Call-No Shows

All absences should be reported no less than two hours prior to your scheduled shift. You may leave a message on the Conservation Education voicemail at any time at (262) 636-9580. Failing to properly report your absence may result in a written warning. Continued failure to call and report to the volunteer office you are unable to volunteer may result in dismissal from the program.

Disclaimer and At-Will-Policy

RZS is responsible for developing and administering policies and procedures to maintain a well-run organization. We believe the policies and procedures described in our volunteer handbook are reasonable. However, the contents of this handbook are presented to you as guidelines and for your information only. The policies, procedures and benefits will be applied to each particular situation and interpreted by RZS at its sole discretion subject to applicable state and federal laws.

This handbook is prepared to help you become acquainted with the organization, to describe, in general terms, what you can expect from RZS and what we expect of you as our volunteer. While RZS believes in the plans, policies and procedures described, we reserve the right to modify, revoke, suspend, terminate or change any or all plans, policies or procedures, in whole or in part, at any time, with or without notice. The language used in this handbook is not intended to create a contract, or evidence of a contract, between the organization and any one, or all, of our volunteers. Only the Executive Director has the authority to enter into such

agreements. Any such agreement must be in writing and signed by both the Executive Director and the volunteer. This handbook supersedes all previous written or verbal policies.

Volunteerism with RZS is not governed by any written or oral contract and is considered an "at-will" arrangement. This means you are free, as is the organization, to terminate the volunteer relationship at any time, for any reason, so long as there is no violation of applicable federal or state law.

We ask you to read this handbook. If there are items you do not understand, feel free to ask your manager for an explanation.

Volunteer Relations Philosophy

RZS believes that the work conditions and benefits it offers to its volunteers are competitive with those offered by other volunteer organizations in this area and in this industry. If volunteers have concerns about work conditions or assignments, they are strongly encouraged to communicate these concerns openly and directly to their managers.

Our experience has shown that when volunteers deal openly and directly with managers, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe RZS demonstrates its commitment to volunteers by responding effectively to volunteer concerns.

RZS is dedicated to providing a good working environment for our valued volunteers. We look for people who respond to guest and animal needs, use teamwork, and solve problems. We also value people who have a desire to work hard in a friendly, mutually beneficial environment. Your contribution is critical to the continued success of the organization.

Open and Conflict Resolution

Your opinions, suggestions and questions are important to us. Feel free to talk to any member of management when you have a suggestion, idea, or issues at work that concern you. If you have any questions about this handbook or about any other aspect of your job, we welcome your questions. In all communication we do our best to be honest and straightforward.

Informal conversations resolve most concerns. However, should a conflict or complaint emerge that you would like formally reviewed please submit it in writing to the manager of the area in question. Please understand there may be a bigger picture than you realize or are aware of, and we reserve the right to confidentiality. We appreciate your suggestions, yet have hired capable staff that carefully plan for what happens in each area. Thank you for understanding. No one will be retaliated against for filing a good faith complaint.

Media/Social Media Policy

RZS volunteers shall not, under any circumstances, make statement or give interviews of any kind relative to RZS or any of its operations or activities to the “media” without prior approval from an authorized Public Relations representative of RZS. As used in this policy “media” includes, without limitation, television, radio, internet, periodicals, newspapers, journals, public forums or any other type of media, in whatever form, now known or created in the future.

Volunteers contacted by a media-related individual or outlet should immediately refer the contact to the Public Relations Department or the Executive Director, which will determine the appropriateness of the request and arrange for any interviews or further contact.

This policy exists to help ensure that what appears in the media concerning RZS is accurate, consistent and expressed in proper context. Volunteers should be aware that, because of serious implications to RZS and its volunteers, any violation of this policy could result in appropriate disciplinary action including termination from the volunteer program.

Social media refers to a wide range of online networks and tools designed to connect people and facilitate interaction, such as social networks, blogs, photo and video sharing web sites, and any other web sites that involve person to person sharing and interaction. Social media has reinvented the way people communicate with each other is a powerful resource for both business and personal endeavors. Social media can be a valuable asset in advancing personal and professional goals and welcomes volunteer use of social media in all its forms. We do want to guide you in the proper use of social media both professionally and personally to ensure success. This policy is in no way intended to interfere with protected concerted activity. As a representative of the Racine Zoological Society you must adhere to the following guidelines:

- The RZS may provide the Volunteer (or allow access to) certain information relating to the Zoo’s affairs, employees, volunteers, guests, partners, vendors, sponsors or other affiliates (“Proprietary Information”), to enable the Volunteer to perform his or her duties or activities for the Zoo. Such proprietary information includes, but is not limited to, information on animal health and behaviors, sponsorships, donations, guest interactions, and scientific research. The volunteer agrees to hold proprietary information confidential and use it only for the purpose of performing his or her volunteer activities for the Zoo. The volunteer agrees that, for a period of two (2) years from the time he or she ceases to be a volunteer he or she shall not disclose the proprietary information to any third party and will take reasonable precautions to prevent unauthorized access to such information, unless

compelled by law. If the Advisor is compelled by law to disclose any proprietary information, the volunteer agrees to notify the zoo promptly.

- All information posted must comply with the zoo's policies, including policies against discrimination, retaliation or harassment. You may not use the zoo logo or materials without first obtaining permission from your immediate supervisor. Publication of photographs, including those taken with a personal camera, in any area not on a guest pathway is not permitted without prior authorization from the zoo. Any work performed as an intern or volunteer, including all photographs and videos are property of RZS. You may use these images for your own non-commercial personal use, providing that it does not defame or malign the zoo in any way and does not disclose proprietary information. Do not identify yourself as a zoo volunteer or intern through these mediums. If any unethical or controversial posting is reported to the zoo, management reserves the right to view the site and take the necessary action.
- It is important that you let RZS PR staff represent RZS on social media, as you are not authorized to speak on behalf of the organization in social media. Use your best judgment. When in doubt, don't post. Understand your personal responsibility – you are responsible for what you post. Refrain from harassment. Transmission of discriminatory, offensive, or unprofessional messages is prohibited. Participate on your own time. Do not engage in social media for non work-related reasons while on volunteer time. Use common sense. Be professional. Maintain confidentiality. Maintain transparency. Be mindful of organizational relationships. Consult Public Relations or the Executive Director if contacted by the media. Follow existing RZS policies.
- All media representatives' requests must be directed to the Zoo's Executive Director.. You are not authorized to speak to media without approval from the Zoo's Executive Director.. Good public relations are important and a key to success. Failure to comply with the above policies will result in discipline, up to and including termination.

TRAINING

All volunteers will begin their general training as hospitality volunteers and will follow the process below:

Interview

Orientation (Both Part 1 and Part 2)

Eligible to sign up for Hospitality Volunteer shifts

There will be different processes to apply to volunteer for positions our other departments (education, special events, marketing, facilities, and commissary). Contact the manager of the department you are interested in to move forward!

COMMUNICATION

In order to communicate effectively with a wide array of people we communicate mainly via email. It is crucial that you keep your e-mail address up-to-date in our database, and review your e-mail regularly for updates. Please only e-mail essential information regarding volunteer services to our staff, so we do not get overwhelmed with spam nor inadvertently load any viruses. Communication is a two-way street. It is critical that you let us know if you are unable to fulfill your duties for any reason. Keeping records up-to-date is a challenge, so please help us by keeping us informed. We are a non-profit organization as well as a conservation organization, so we reuse everything we can. As such, please return any RZS property upon leaving the program to help keep our costs to a minimum. We greatly appreciate your help!

SECTION II: ABOUT YOUR WORKPLACE

General Volunteer Program Statement

Volunteer status with the Racine Zoological Society is at-will based on our organizations needs and your qualifications and completion of training steps. No volunteer or agent of RZS has the authority to enter into any agreement for employment or volunteerism for any specified period of time. Any contract of volunteerism must be in writing and signed by the Executive Director or her designee. The relationship between all volunteers and the RZS is an "at-will" relationship. In effect, this means that volunteers have a relationship of indefinite duration, which may be terminated by the volunteer or the RZS at any time upon notice to the other, with or without cause.

Equal Employment Opportunity

RZS believes in equal employment opportunity for all employees and applicants. Our success depends on the effective utilization of qualified individuals regardless of their race, creed, color, religion, sex, age, ancestry, national origin, disability, genetic information, military or veteran status or any other characteristic protected by law. We do not discriminate on the basis of these characteristics in any personnel action including, but not limited to, hiring, training, promotions, transfers, demotions, benefits, compensation, corrective action, termination and any other conditions of employment.

Everyone at RZS must give this non-discrimination policy full support through leadership and personal example. In addition, it is the duty of every volunteer of RZS to help create a welcoming workplace for all volunteers.

Anti-Harassment

RZS believes each of us should be able to work in an environment free from harassment. To ensure all of us enjoy a harassment-free workplace, RZS prohibits offensive, physical, written or spoken conduct of a sexual or derogatory nature or based on an individual's race, color, religion, sex, national origin, age, disability, genetic information or any other characteristic protected by law. Anyone engaging in sexual or other harassment is subject to corrective action, up to and including termination. Prohibited conduct may include, but is not limited to:

- Sexual advances or demands for sexual favors. This includes subtle or blatant expectations to engage in sexual relations and pressure for dates.
- Comments of a sexual nature, such as telling "dirty jokes" and comments about body parts, appearance or clothing, where such comments go beyond mere courtesy.
- Insults, name calling, slurs, jokes or other remarks that are sexual or offensive in nature or demeaning to an individual's protected characteristics.

- Displays of sexual, offensive or discriminating matter such as posters, calendars, photographs, cartoons, graffiti or other offensive graphic displays.
- Physical, verbal or psychological abuse based on an individual's protected characteristics such as stereotyping, name calling, assaulting, sabotaging, segregating or threatening any individual in the workplace.

Volunteers experiencing or observing harassment, should promptly report the conduct to their manager or any other member of management with whom they feel comfortable. If the matter is not resolved to your satisfaction, please make a report to the Executive Director of the Zoo.

Under this policy inappropriate conduct by and to vendors and third parties is not permitted and should be promptly reported to your manager or other member of management.

Complaints are treated as confidentially as possible in light of the organization's need to fully investigate the matter and take appropriate corrective action. In all cases, great care is taken to preserve the dignity and privacy of the persons involved. Volunteers who report harassment or who assist in the investigation of a complaint of harassment will **not** be subject to retaliation or reprisals of any kind. Any volunteer who engages in retaliation against another volunteer is subject to corrective action.

Complaints are promptly investigated. Depending on the nature of the alleged harassment, interim measures may be taken. These measures might include temporary reassignments or separating the alleged harasser and the volunteer alleging the harassment. If the investigation reveals a volunteer has engaged in sexual or other harassment, that volunteer is subject to corrective action, up to and including discharge.

All managers and supervisors are responsible for the implementation of this policy and for ensuring that volunteers know and understand this policy. All volunteers are responsible for eliminating harassing conduct.

Questions regarding this policy should be addressed with the Executive Director who has responsibility for investigating and resolving harassment complaints at RZS.

Fraternization Policy

The RZS strongly discourages romantic or sexual interactions between volunteers and/or volunteers and an employee of RZS when a direct or indirect supervisory relationship exists between them, regardless of whether such interaction is voluntary and/or welcome by both parties. Such romantic or sexual associations can be disruptive to the work environment, create a conflict or the appearance of a conflict of interest, and leads to charges of favoritism, discrimination, and claims of sexual harassment. While the RZS has no desire to interfere with the private lives of our volunteers, or their lawful off-duty conduct, in the event such conduct negatively impacts upon the work environment (such as noted above), the RZS reserves the

right to take necessary and appropriate action, at its sole discretion, to protect the RZS's interests. Such action may include reassignment of either volunteer/employee, or termination from the volunteer program.

Safe and Respectful Workplace Policy

The RZS has many policies that address workplace conduct. In addition, the RZS is committed to maintaining a safe work environment free of all forms of violence, including verbal and physical threats, intimidation, abusive behavior, and harassment. In an effort to maintain the safety and security of our volunteers, our employees, our visitors, and those with whom we do business, the RZS has a policy to specifically address violence in the workplace and has created these guidelines for the reporting of incidents.

Individuals who engage in conduct prohibited by this policy may be subject to disciplinary action up to and including termination and may be reported to law enforcement authorities. In addition, under this policy all volunteers are responsible for reporting acts or threats of violence to a Supervisor immediately.

PROHIBITED CONDUCT:

The RZS will not tolerate or condone any acts or threats of violence committed by or against RZS volunteers, employees, customers/clients, vendors, suppliers, or visitors on RZS premises or through RZS communications equipment, nor will the RZS tolerate or condone any acts or threats of violence by RZS employees or volunteers while engaged in business on behalf of the RZS.

This list of behaviors, which provides examples of conduct that is prohibited, includes but is not limited to:

- Causing physical injury to another person;
- Possession of a weapon while on company property or while on RZS business;
- Fighting, hitting, biting, kicking, pushing, or shoving another person;
- Threatening, intimidating, bullying, or abusing another person;
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person;
- Intentionally damaging company property or property of another volunteer on workplace premises;
- Committing acts motivated by, or related to, domestic violence on RZS premises;
- Creating a hostile and intimidating work environment;
- Bothering someone by following or photographing them, or with an excessive number of visits, calls, pages, faxes, e-mails, letters, or gifts;
- Lewd behavior or obscene calls, pages, faxes, e-mails, letters, gifts, or graffiti;
- Accessing or attempting to access unauthorized personal or confidential information.

Violation of this policy may result in disciplinary action up to and including termination from the volunteer program.

Americans with Disabilities Act

RZS complies with all aspects of the Americans with Disabilities Act (ADA) and state disability laws. We do not discriminate against qualified individuals with a disability in any phase of the volunteer relationship including application for volunteering, acceptance into the volunteer program, promotions and/or advancement opportunities, termination, training and any other conditions or privileges of volunteerism.

All requests for reasonable accommodations are considered consistent with the business needs of the organization and in accordance with law.

Business Ethics/Code of Ethics

RZS expects you to adhere to ethical standards in the conduct of RZS business. You are expected to conduct business with integrity, honesty and impartiality. You must refrain from dishonest or unethical conduct, and must comply with all applicable laws.

Gifts and Gratuities

You may not accept gifts, gratuities, or favors of more than \$30 in value. Examples of generally acceptable gifts may include:

- Calendars, pens or other small marketing collateral
- Business-related meals
- Holiday gifts such as nuts, candy, or fruit

As part of ethical conduct, you may not attempt to influence others with whom you have business dealings.

Conflicts of Interest

You must avoid situations where there could be a conflict between your personal interest and RZS's interest. In all business dealings you are expected to act in the best interests of RZS.

You must disclose to the Executive Director any potential situation or relationship which may involve a conflict of interest.

Such conflicts may include:

- You or a family member owns or has a significant interest in an organization which does or seeks to do business with or is a competitor of RZS.
- Any relationship which might interfere with you acting in the best interest of RZS.

If you are uncertain about a situation, ask your manager if he or she thinks the situation is a conflict of interest. Violations of this policy may result in corrective action.

Accurate Public Disclosures

RZS will ensure that all disclosures made in financial reports and public documents are comprehensive, fair, accurate, timely and understandable. All volunteers with any responsibility for such reports must comply with this expectation. No business goal of any kind is an excuse for the misrepresentation of the facts or falsification of records.

Volunteers should inform management if they learn that any information or public communication was untrue or misleading.

Corporate Recordkeeping

RZS creates, retains and disposes of our records as part of business in compliance with company policies and regulatory and legal requirements.

All company records must be true, accurate and complete, and company data must be promptly and accurately entered in our company books in accordance with RZS policies and applicable accounting principles.

RZS volunteers must not improperly influence, manipulate or mislead any audit, nor interfere with any auditor engaged to perform an internal independent audit of RZS's books, records, processes or internal controls.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your manager and, if necessary, with the Executive Director for advice and consultation.

Communication Systems

All communication systems used at RZS, such as the mail, computer, telephone, cell phones, fax, voice mail, on-line computer services and e-mail, are to be used primarily for conducting business. Personal use of the RZS mail system is not allowed. Occasional personal use of electronic systems may be permitted provided it is done during non-working hours and in compliance with policy. The organization communication systems are not totally private and confidential.

Volunteers will be instructed on the proper use of RZS's communication systems as necessary. All organization communication systems and the information maintained on these systems are considered the sole property of the organization. As the property of the organization, RZS has the right to intercept, monitor, copy, review and download any communications or files created or maintained on these systems. Volunteers should have no expectation of privacy when using any of these systems.

RZS purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or documentation. RZS does not have the right to reproduce said software beyond what has been purchased or licensed.

RZS prohibits certain types of communication on our various systems. Prohibited communication includes, but is not limited to, offensive language and disruptive, illegal, harassing, insulting or non-business related or time-consuming messages.

Inappropriate use of any organization communication system is grounds for corrective action.

Commuting Options

RZS recognizes that traffic congestion contributes to air pollution and energy waste. To help reduce congestion and improve air quality, RZS encourages volunteers to explore commuting options. Finding alternatives for driving alone to work benefits both volunteers and the environment.

If at all possible, walking or bicycling to work are the healthiest commute options. These options also have the greatest impact on reducing traffic and the cost of commuting. Bicycle storage is provided for volunteers who choose these alternatives.

Public transportation is a commute option that reduces traffic and air pollution. Transit riders eliminate the stress of driving and may even have time to read, sleep, or write while commuting.

Carpooling is a convenient option that saves money on commute costs, reduces the stress of driving every day in traffic, and encourages communication with co-workers.

Confidentiality

During your volunteer relationship with RZS, you may have access to confidential and valuable information. To protect the interests of the organization, it is necessary volunteers respect and maintains the confidentiality of information, including processes, vendor lists, supplies, payroll, and miscellaneous data from computer printouts, software, revenue, costs and any other information not available to the public. These kinds of items are considered confidential information, even if not specifically marked "CONFIDENTIAL."

Requests for confidential information from any internal or external source, or situations related to outside volunteerism or employment should be discussed with the Executive Director to avoid any conflict of interest.

Divulging sensitive or confidential organization information will lead to corrective action.

Drugs and Alcohol

It is RZS's desire to provide a drug-free, healthy, and safe workplace. To promote this goal, volunteers are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on RZS premises, and while conducting business-related activities off RZS premises, no volunteer may use, possess, distribute, sell, or be under the influence of illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair a volunteer's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to corrective action, up to and including immediate termination of volunteer relationship, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Under the Drug-Free Workplace Act, a volunteer who performs work for a government contract or grant must notify RZS of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five (5) days of the conviction.

Volunteers with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their manager or the Executive Director.

Drug Testing

RZS is committed to providing a safe, efficient, and productive work environment for all volunteers. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, applicants may be asked to provide body substance samples to determine the illicit or illegal use of drugs and alcohol. Volunteers who are suspected of being under the influence of drugs or alcohol on the job will be asked to submit to reasonable suspicion testing. Refusal to submit to drug testing may result in corrective action, up to and including termination of employment.

Immigration Status

In accordance with federal law, RZS only enters into voluntary relationships with persons who are legally eligible to work in the United States. Changes in immigration status must be reported to the Executive Director as soon as they occur.

Inclement Weather

If RZS needs to close due to factors beyond RZS's control (e.g., inclement weather, damage to buildings/equipment, fire, etc.) a determination will be made by the Executive Director.

Internal Job Postings

Volunteers are welcome to apply for open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although RZS reserves its discretionary right to not post a particular opening.

Property, Equipment and Materials

Pleasant, safe and efficient working conditions are an objective at RZS and everyone should work in a pleasant and harm-free environment.

We expect volunteers to take pride in their work and in the tools and equipment they use at work. RZS has a large investment in the equipment; each volunteer must keep equipment in good working order, perform required maintenance and follow all operating instructions, safety standards and guidelines. Please notify your manager if any equipment appears to be damaged, defective or in need of repair. Prompt reporting could prevent further deterioration and possible injury to volunteers, employees or others.

Equipment and materials are to be used for RZS business and must not be removed from the premises nor used for personal use.

Furthermore, good housekeeping throughout our offices and campus is essential to safety, efficiency and good working conditions. We have a high standard of neatness and cleanliness and good housekeeping is attained with every volunteer's help.

Performance Evaluations

Managers, employees, and volunteers are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal performance evaluations are conducted annually when possible. This allows the manager and volunteer to discuss responsibilities, standards, and performance requirements of the position. Additional informal performance evaluations are conducted periodically to provide both managers and volunteer the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Volunteers may have the opportunity to move to additional levels and assignments based on performance, skills, availability, trustworthiness, and additional factors specific to each level and assignment.

Appropriate Volunteer Behavior/Responsibilities

RZS volunteers agree to support RZS, its employees, fellow volunteers, and act professionally and in compliance with this handbook at all times. It is CRUCIAL that you review this carefully as you are responsible for acting appropriately as a volunteer at all times. Remember YOU are a reflection of Volunteer Services as well as RZS. Failure to comply is grounds for discipline up to and including termination.

- It is imperative that we know when you are volunteering on-site if you are punched in to volunteer. We love walk-ins, and we DO need you to both sign into the database AND sign up on the daily posted schedule so we know you are here and where we can find you on grounds. This is for your safety in the event of an emergency, so please make sure your name appears on the schedule each day you are volunteering. Please note you may not access Zoo grounds prior to opening hours unless you have been scheduled for a specific event or assignment that starts prior to this allowed access time.
- All interactions with guests, employees and volunteers should be positive. If you have an issue please let us know what it is the day that it occurs. It is important that you do not displace fellow volunteers nor employees, nor argue in front of guests. Treat everyone with respect, and come see us if you have an issue you are unable to resolve.
- There will be times where we share special opportunities with you. Acting professionally and appropriately is critical in all of these situations. We often invite media to these types of events as well, and we need to treat them with the utmost respect. Put your very best customer service forward, whether you are in uniform or not, punched in or not.
- Volunteers are NOT media trained. Please review the Media Policy again including the media form that you signed. You should never speak with the media unless an RZS representative has given you authority to do so. Failure to comply is grounds for immediate dismissal.
- There will be times where you have the opportunity to enjoy a special animal presentation, tour, etc. It is critical that you give the guests first priority in these situations and refrain from interrupting and/or interjecting/monopolizing the presentation. The same goes for animals being

walked on-grounds and even exhibits. It is critical that our animals are treated with the utmost respect and we lead by example. Heckling the animals and/or feeding them are grounds for immediate dismissal.

- We often share information with you that is NOT for the public. This includes our e-mail updates, meetings, and more. Forwarding this information to guests, friends, family, and even Zoo members can be incredibly damaging and even create unwarranted expectations. Please refrain from forwarding such information along. Failure to comply is grounds for dismissal.
- It is critical that you ALWAYS remember you are an ambassador for RZS. You never know who you are talking to – it could be a Director of staff member from another Zoo or Aquarium, it could be the CEO of a company, it could be anyone. So please use care with your words and actions at all times. Put your best ambassador foot forward and keep your personal opinions to yourself. And make sure you are focused on the guest experience and the task at hand. For example, you should not be taking photographs while on duty, save that for your days off when you are not in uniform.
- When utilizing RZS property such as radios, props, biofacts, etc., please use them with care. If RZS property such as signage, restrooms, tables, chairs, gates, etc. are found to be damaged or in poor condition please let management know so that we can rectify the situation.
- Every facility has its challenges, and we are no exception. However we do very well with what we have, and we thank you for respecting that. There are several avenues for getting constructive feedback to appropriate departments, so please talk to us if there is something upsetting to you. But at no time should you berate other individuals, departments, etc. and NEVER should you ever deface RZS property.

We do want all volunteers to have fun. The above is merely a list of excellent reminders for all of us how to be the best possible ambassadors we can be. Thank you!

RZS Property

You may not make personal use of RZS property, supplies, or equipment. RZS-owned articles, other than uniforms, may not be removed from Zoo grounds. Violation of these rules may be grounds for discipline or dismissal.

Recycling

RZS supports environmental awareness by encouraging recycling and waste management in its business practices and operating procedures. This support includes a commitment to the purchase, use, and disposal of products and materials in a manner that best utilize natural resources and minimize any negative impact on the Earth's environment.

Special recycling receptacles have been set up to promote the separation and collection of recyclable materials at RZS.

The simple act of placing a piece of paper, can, or bottle in a recycling container is the first step in reducing demand on the Earth's limited resources. Success of this program depends on active participation by all of us. Volunteers are encouraged to make a commitment to recycle and be a part of this solution.

RZS encourages reducing and, when possible, eliminating the use of disposable products. Source reduction decreases the consumption of valuable resources through such workplace practices as:

- communication through computer networks with e-mail
- posting memos for all volunteers
- two-sided photocopying
- routing slips for reports
- minimum packaging
- eliminating fax cover sheets
- reusing paper clips, folders, and binders
- reusing packing material
- reusing wooden pallets
- turning off lights and computers when not in use

Whenever possible, volunteers of RZS are encouraged to purchase products for the workplace that contain recycled or easily recyclable materials. Buying recycled products supports recycling and increases the markets for recyclable materials.

By recycling, RZS is helping to solve trash disposal and control problems facing all of us today. If you have any questions or new ideas and suggestions for the recycling program contact the President and CEO.

Searches

RZS may conduct searches for illegal drugs, stolen property, illegal weapons, alcohol, or other items improperly on company property when there is reason to suspect that these items are present. Searches may include, but are not limited to lockers, desks, cabinets, file drawers, computer files, vehicles, clothing, toolboxes, lunch boxes, briefcases, purses, backpacks, bags, or other containers.

In the event of a search, the volunteer may be present at the time the search is conducted. Searches may be done at any time without notice.

Failure on the part of any volunteer to cooperate with a search or possession of prohibited articles on company property may be grounds for corrective action.

Solicitation

Our volunteers are encouraged to take an active part in civic affairs and worthy charitable activities. However, to prevent disruption of operations, interference with work and inconvenience to other volunteers, solicitation for any cause or distribution of literature of any kind during volunteer time is not permitted. Volunteer time is defined as that time when a volunteer is scheduled on assignment. A volunteer who is not on volunteer time may not solicit a volunteer who is on volunteer time for any cause or distribute literature of any kind to that person. Volunteer time does include lunch periods.

In addition, distribution of any and all literature or other materials is prohibited at all times in work areas. Distribution is also prohibited in non-work areas during working time.

Persons not employed by RZS may not solicit for any purpose or engage in distribution of literature of any kind on company premises at any time. Exceptions to this policy must be approved, in advance, by your manager.

Standards of Conduct

We are confident our volunteers will conduct themselves in a professional manner; however, to ensure the protection of its interests and other volunteers, the organization has guidelines and procedures, which all volunteers should follow. No list of organization guidelines can be complete or can substitute for good judgment and cooperation by all volunteers. These guidelines do not limit the organization's right to impose corrective action for other conduct detrimental to the interests of the RZS or other volunteers. If your conduct is unacceptable, you will be advised privately about the situation and the methods to correct it.

The following are examples of prohibited activities:

- Use, possession or being under the influence of drugs while on RZS premises or on organization time.
- False statements or material omissions in the Application process.
- Falsification of other records including, but not limited to, expense records, time worked or misrepresenting reasons for absence, tardiness or benefits.
- Excessive absenteeism and/or tardiness.
- Fighting, horseplay, malicious pranks, intimidation, bullying, gossiping about co-workers or profanity.
- Deliberate damage to RZS property.
- Insubordination, slowing down, interfering with RZS operations or directing others to do so.
- Violating organization policies on discrimination and harassment.
- Inappropriate use of the organization's communication systems (e.g., e-mail, Internet, telephones, cell phones, etc.).
- Violence or threats of violence or assault.

- Violation of safety, health and personal protection guidelines.
- Theft, embezzlement, fraud, misappropriation of organization property or funds or any other act of dishonesty.
- Failure to observe organization guidelines or policies.

Corrective Action

The basic purpose of corrective action is to provide guidance so a volunteer can improve his or her performance and/or behavior. Any time a volunteer receives corrective action, RZS wants the individual to realize what guidelines were violated and what must be done to improve the performance or behavior, unless the company believes that, under the circumstances, the volunteer relationship should not be continued.

All offenses which may lead to corrective action are not of the same degree of seriousness. Depending upon the circumstances involved, including the nature of the violation and surrounding circumstances, including, but not limited to, the volunteer's past or current record or current conduct, corrective action issued may be a verbal warning, written warning, or suspension with or without pay or discharge. RZS retains the right to repeat or bypass any step of the progressive system or to create an alternative system that may include all or none of the above steps. Under some circumstances, discharge may be the first step of the corrective action procedure.

Nothing in this policy alters the at-will relationship. This means that you are free, as is the company, to terminate the volunteer relationship at any time, for any reason.

Violence

We strive to maintain a pleasant and safe work environment. Thus, our working relationships must be free from harassment, intimidation, threats, gossip, bullying, physical abuse, or other hostile or inappropriate behavior.

A volunteer who has been the subject of violent or threatening behavior or a volunteer who knows of a potentially violent situation should report the matter immediately to his or her manager or any other member of management. If a volunteer feels there is an immediate serious threat to himself/herself or to the safety of others, law enforcement authorities may be contacted directly. Managers have a responsibility to report to the Executive Director any acts of violence or threatening behavior.

Instances of violence are promptly investigated. Confidentiality is maintained to the extent possible in light of the investigation. If the investigation reveals that a volunteer behaved in a violent or threatening manner, that volunteer is subject to corrective action.

Whistleblower Protection

RZS requires directors, officers, employees and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As volunteers and representatives of the RZS, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

It is the responsibility of all directors, officers, employees and volunteers to report violations or suspected violations.

The RZS has an open door policy and suggests that volunteers share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, a volunteer's manager is in the best position to address an area of concern. However, if you are not comfortable speaking with your manager or you are not satisfied with your manager's response, you are encouraged to speak with anyone in management whom you are comfortable in approaching. Managers are required to report suspected violations to the RZS Executive Director, who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when you are not satisfied or uncomfortable with following the RZS open door policy, individuals should contact the RZS Executive Director directly. If you are not comfortable speaking with the RZS Executive Director, you may refer your concern to the RZS Board Chair or the RZS Board Chair-elect.

Compliance Officer

The RZS Executive Director is responsible for investigating and resolving all reported complaints and allegations concerning violations and, at his/her discretion, shall advise the Board of Directors or Board Chair.

Accounting and Auditing Matters

The finance committee of the Board of Directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Executive Director shall immediately notify the finance committee of any such complaint and work with the committee until the matter is resolved.

Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious offense subject to corrective action.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The Executive Director will notify the sender and acknowledge receipt of the reported violation or suspected violation within five (5) business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

A whistleblower is a volunteer of RZS who reports an activity that he or she considers to be illegal or dishonest. Examples of illegal or dishonest activities include charging guests for services or items not provided, submitting false expense reports or other fraudulent financial activity; mistreating animals; and any violations of federal, state or local laws.

If a volunteer has knowledge of or a concern of illegal or dishonest fraudulent activity, the volunteer is to contact his or her manager or the Executive Director.

Whistleblowing reports are treated as confidentially as possible in light of the organization's need to fully investigate the matter and take appropriate corrective action. In all cases, great care is taken to preserve the dignity and privacy of the persons involved. Volunteers who report a concern or who assist in the investigation will **not** be subject to retaliation or reprisals of any kind. Any volunteer who engages in retaliation against another volunteer is subject to corrective action.

Volunteers with any questions regarding this policy should contact the Executive Director.

SECTION III: BENEFITS

General Information

Volunteering for RZS enables you to participate in a variety of benefits to thank you for your service. The volunteer benefits offered by RZS are designed to enhance your life and strengthen your engagement with RZS. This section of the handbook is an outline of the benefits available to you.

Benefits eligibility is dependent upon a variety of factors, including volunteer classification. Your manager can identify the programs for which you are eligible.

The following benefit programs are available to eligible currently active volunteers:

All volunteers with at least 10 hours of service receive:

- 20% discount in gift shop and 50% in restaurants
- Picnic rental discounts
- Member rates to zoo events
 - Please keep in mind these are RZS fundraising events – we appreciate your participation at the full rate if possible.

For every 50 hours of service a volunteer gives, they receive two free admission passes to the Racine Zoo

Any volunteers serving over 100 hours in one calendar year (January-December) receive a free behind the scenes tour for up to four people.

All volunteers, regardless of hours served, are also invited to our annual volunteer appreciation luncheon.

We have many additional perks including continuing education opportunities in a variety of formats. RZS active volunteers have access to the San Diego Zoo Global Academy catalog full of continuing education opportunities. We also do our best to host volunteer meetings as frequently as we are able so you can hear from our expert staff about new and interesting things. And we are planning some fun events to show you just how much we appreciate your service. Stay tuned!!

SECTION IV: VOLUNTEER OBLIGATIONS

Attendance

The success and efficient operation of the RZS depends, to a large extent, on your volunteering and contributing each day. Absenteeism and tardiness place a burden on other volunteers and on RZS. We trust you will maintain good attendance during your scheduled work hours and provide the following methods for the rare instances when you need to report an absence or tardiness:

- If you are late or unable to work on a scheduled day, notify your manager as soon as possible and at least thirty (30) minutes prior to the beginning of your shift.
- Absences of more than one (1) day must be reported daily except in cases where the volunteer has approval covering a specific period.
- In cases of illness, the organization may request medical certification.
- If you believe your absence may be prolonged and would like to request a leave of absence please notify your manager.

Excessive absenteeism, tardiness or leaving before the end of your shift without informing your supervisor, or a trend in when absences occur, will lead to corrective action up to and including termination. Only commit to a volunteer shift when you are sure you can follow through with your commitment.

Dress Code

Dress, grooming, and personal cleanliness standards contribute to the morale of all volunteers and affect the business image RZS presents to customers and guests. During business hours, volunteers are expected to present a clean and neat appearance and to dress according to the requirements of their positions. Shoes must be close-toed and clothing must be neat with no visible holes. Volunteers should wear their volunteer shirt at all times. Additional dress code requirements may exist by department.

If, as part of their attire, a volunteer chooses to wear sunglasses, the glasses' should have light tinting and not be mirrored. Additionally, sunglasses should be removed when speaking with Zoo guest.

Volunteers who appear for work inappropriately dressed or groomed will be sent home and directed to return to their assignment in proper attire. Under such circumstances, volunteer hours will not accrue. Consult your manager if you have questions as to what constitutes appropriate attire.

Driving

Volunteers should NOT drive for RZS. Anyone driving on organization business must have a valid driver's license and vehicle insurance. Should there be a case where a volunteer is granted the opportunity to drive by the Executive Director, before driving on RZS business a photocopy of your driver's license and proof of vehicle insurance must be given to the Bookkeeper.

When driving for RZS business, if you are driving your personal vehicle, your personal insurance covers accidents, theft and/or damage. If you are driving an RZS vehicle, RZS insurance covers accidents, theft and/or damage.

If a volunteer's license is suspended or revoked, or if his or her insurance lapses or is non-renewed, the volunteer must notify the Bookkeeper immediately and cannot drive for RZS business until the license and/or insurance are valid. When driving while on organization business, volunteers are expected to comply with all traffic laws and must wear seat belts. Fines for parking or moving violations that occur are the responsibility of the driver. Should an accident happen, volunteers should report the accident to their manager and the police.

Hours of Work

Because of the nature of the work and the complexities of schedules, including your availability, your volunteer schedule may vary. Your manager will make every effort to set up the appropriate shifts to be scheduled in advance, though this schedule may be changed if necessary to meet business demands.

Volunteer Duties

General job responsibilities are assigned to every volunteer. It is not feasible to maintain additional volunteers to act as back-up persons for each assignment. Therefore, at times you may be asked to go beyond your usual job duties to help or fill in for another volunteer.

Lunch and Breaks

Your safety comes first, and as such, you must take breaks when you need them. If you do not have a scheduled break for a shift of 4 hours or more please let your supervisor know, and take a break when you need it so long as it does not interfere with your scheduled duties.

Personal Telephone Calls and Cell Phone Use

Volunteers should do their best to take care of personal business outside of volunteering; however, we realize there are times when this is not possible. To minimize the disruption to the workday we ask you to make prudent use of organization telephones for personal reasons. Personal calls, when necessary, should be made during lunch or break periods when possible. Use of organization telephones for personal long-distance calling is not allowed.

Termination or Resignation

We hope your volunteer time with us is personally and professionally rewarding; however, we recognize that either you or the organization may terminate the volunteer relationship at any time, for any reason. If you decide to leave, a minimum of a two (2)-week written notice would be appreciated. Upon termination, all organization property must be returned.

SECTION V: SAFETY

Bloodborne Pathogens

RZS believes that, as part of providing and maintaining a safe place to volunteer, it is necessary to communicate and train volunteers who may be exposed to blood or bodily fluids and/or who may have the possibility of contracting blood borne diseases.

RZS volunteers who are trained in first-aid procedures are provided with education on the prescribed process for properly disposing of contaminated waste. Special first aid and biohazard clean-up kits are provided in the janitorial closet in the basement of the Vanishing Kingdom to protect volunteers when administering first aid and in cleaning up blood or bodily fluid spills.

In the event of a volunteer exposure incident RZS offers post-exposure evaluation and follow-up to the exposed volunteer as outlined in the OSHA Bloodborne Pathogen Standards.

Cell Phone Use While Driving

The safety and well-being of our volunteers is important. We have a responsibility to protect ourselves and others when driving. Volunteers who drive on organization business (whether in an organization provided vehicle or personal vehicle) are expected to adhere to all laws and RZS policy regarding the use of electronic communication devices while driving. We encourage the use of hands-free devices.

When operating a vehicle while at work, volunteers must not operate a handheld cell phone or electronic texting device (use of two-way radios is permitted on the Zoo campus at low speeds). The use of hands-free devices is acceptable. Volunteers that need to initiate and/or receive a call or text message should locate a lawfully safe location to stop. Use of other communication devices should only be done in emergency situations as provided by law.

Hazard Communication

In their jobs, some volunteers may need to use or be exposed to hazardous substances. RZS is responsible for ensuring that you have information regarding the proper handling of these materials. Some volunteers are required to attend a training program on using and understanding the hazardous materials to which they may be exposed in the routine performance of the job. All containers of hazardous chemicals are labeled and marked with warning labels. Do not remove any labels.

A list of all hazardous materials, Safety Data Sheets (SDSs) describing these materials, safe practices for using them and our Hazard Communication Program can be obtained from your manager.

Lockout/Tagout

RZS is committed to maintaining a lockout/tagout program for the protection of its volunteers. This program covers servicing and maintaining machines and equipment where unexpected starting or unexpected release of stored energy could cause injury to volunteers.

Anyone who operates equipment is to be protected by personal protective gear and by safety guards on the equipment itself. However, once the equipment is shut down for maintenance or repair, the protection of safety guards is usually removed. The only way to ensure that volunteers can protect themselves from unexpected operation of a piece of equipment is to lock it out or tag it out.

RZS's Safety Lockout/Tagout Policy provides clear direction to volunteers on prescribed procedures for using safety tagout devices. RZS will communicate and train volunteers in compliance with appropriate OSHA standards.

On-the-Job Injury and Illness

If you become ill or sustain an injury while at work, promptly report this to your manager. Minor injuries too often become major problems. If medical help beyond first aid is required, you may be sent to a doctor, provided the illness or injury is a qualified work-related incident.

Volunteers must inform their manager and the Bookkeeper that the injury was work-related and complete an incident report **within 24 hours of the incident**. The incident report is provided to you by your manager. Working together, RZS can then ensure the injured volunteer receives proper treatment, the manager completes the appropriate paperwork, and the volunteer returns to work as soon as possible

Personal Protective Equipment

RZS evaluated and identified applicable workplace hazards which are capable of causing injury or impairment. Volunteers will be trained in the use of and will be required to wear appropriate personal protective equipment consistent with the type of work performed and type of potential hazards they are exposed to.

Questions about RZS's policy on personal protective equipment (PPE) should be directed to your manager.

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Tobacco-Free

To encourage a safe and healthy work environment volunteers are prohibited from using tobacco on the Zoo campus or in or on any RZS vehicle or equipment.

Those who do use tobacco are permitted to do so only during breaks and off of the Zoo campus. Out of respect for Zoo guests and neighboring properties, volunteers should not use tobacco in areas adjacent to RZS property. Volunteers are expected to dispose of tobacco products cleanly and safely.

SECTION VI: ADDITIONAL INFORMATION

Employment of Relatives

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

The criteria for employment at RZS will be based on appropriate job-related factors and equal employment opportunity. Family relationships will constitute neither an advantage nor disadvantage in consideration for employment or volunteerism.

References of Former and Current Volunteers

The organization centralizes reference checks on former and current employees with the Bookkeeper. Only the Bookkeeper and the Executive Director, or his or her designee, are authorized to respond to reference checks.

RECEIPT/ACKNOWLEDGMENT FORM

RZS believes in the policies, practices, programs and procedures described in your employee handbook. However, RZS reserves the right to modify, revoke, suspend, terminate or change any of the policies, practices, programs, guidelines and employee benefits, in whole or in part, at any time, with or without notice. The language used in your employee handbook is not intended to create a contract between RZS and any one or all of its employees. The information contained in this employee handbook is presented in summary form as a matter of information only. It is your responsibility to be familiar with these policies and procedures. If questions regarding the application of benefit information in this employee handbook should arise, reference may be made to the appropriate unabridged plan document(s) given to you and/or maintained by the Bookkeeper. Any conflicts between the handbook and the formal plan documents, is governed by the plan documents.

The final decision on any question regarding interpretation of RZS's policies rests with the executive management of RZS. No person(s), other than the Executive Director, has authority to make any agreement for employment for any specified period of time or to make any agreement contrary to the foregoing. Further, any such agreement must be put in writing and signed by both the employee and the Executive Director.

We ask you to sign this form indicating you have received the handbook, you understand it will be used as a guideline only, and you understand your relationship with the organization is "employment at will." This means you may terminate your employment at any time for any reason and that the organization also retains the same right to terminate your employment at any time for any reason.

This employee handbook supersedes all previous written and verbal policies.

This will acknowledge that I have received a copy of the RZS Volunteer Handbook dated_____.

Name (Print) _____

Signed _____

Date _____

Emergency Contact Information

Last Name: _____

First Name: _____

Middle Name: _____

Medical History (please list any allergies or information we need to know in the event of an emergency):

**Note here if New Address:

Contact in the event of an emergency:

NAME: _____ Relationship: _____

Street Address:

City/State/Zip:

Home Phone:

Work Phone:

CELL Phone (required):

E-mail:

NAME: _____ Relationship: _____

Street Address:

City/State/Zip:

Home Phone:

Work Phone:

CELL Phone (required):

E-mail:

Volunteer Acknowledgement

Acknowledgement of Receipt of this Volunteer Handbook

Notice to Volunteer: A copy of this signed acknowledgement will be kept in your file.

I acknowledge that I have been given a copy of the Racine Zoological Society (RZS) Volunteer Handbook. I understand that this Handbook summarizes the program guidelines, and that it is furnished to me solely for my information.

I further understand that the statements contained in the Handbook are not intended to create any contractual or other legal obligations. I also understand that the Racine Zoological Society at any time has the unilateral right to modify or rescind any of its policies, benefits, or practices described in the Handbook, except for its policy of "at-will" and those policies required by law.

I acknowledge that it is my responsibility to read, become familiar with, and abide by the policies outlined in this Volunteer Handbook.

I have freely entered into my volunteer relationship with the Racine Zoological Society voluntarily and acknowledge that there is no specified length of time. Accordingly, either I or the Racine Zoological Society can terminate the relationship at-will, with or without cause, at any time, and without advance notice.

Name (printed): _____

Signature: _____ Date: _____

Racine Zoological Society Volunteer Program Agreement

As a Racine Zoo volunteer it is important that you are aware of both your obligations to the Racine Zoological Society (RZS) as well as the RZS's commitment to you. An RZS volunteer is defined as any active volunteer who has completed the RZS Volunteer Orientation and acts under the auspices of the RZS Volunteer Program in an official, assigned capacity, without financial compensation from the RZS.

The Racine Zoological Society will provide:

- Training courses and updates specific to assigned department to familiarize volunteers with their role within the Racine Zoo.
- On-going support of other Racine Zoo departments to assist in continued development of each volunteer's skills and expertise.
- Free admission to active volunteers.
- Official Racine Zoo identifying uniform shirt to be utilized ONLY during volunteer hours.
- First aid if injured on the job.
- A forum for presentation of related comments through the Volunteer Manager, who will channel information to the appropriate department.
- Evaluation of volunteer performance.

The Racine Zoo Volunteer will provide:

- Fees or costs for extra uniform pieces.
- The minimum hours of service per year required for their volunteer assignment. Time will be recorded as the volunteer logs into and out of the volunteer computer touch screen system.
- Requests for change of assignment to the Volunteer Manager, Supervisor or Coordinator.
- Attendance at update training sessions as requested by area supervisors.

Return of name badge, staff ID, shirt and any other RZS property issued upon leaving the volunteer program.

NOTE: Misuse of any privileges can result in dismissal from Racine Zoo's Volunteer Program.

I have read the above information. I understand it and I agree to it. I also know that any of the information described herein is subject to change at any time. I acknowledge that I am always to refer to the Volunteer Handbook for further details and information outlining policies. I further understand that I may be released as a volunteer if I fail to follow any of the guidelines specified in this Handbook.

Name: _____
Address: _____
City _____ State _____ Zip _____
Home Phone _____ Alternate Phone _____
Email: _____
Signature _____ Date _____

Volunteer Acknowledgment, Waiver and Release of Liability

Volunteer Name: _____(hereafter "Volunteer")

Type of Volunteer Activity: _____ Racine Zoo Volunteering _____

Location of Activity: _____Varies according to assignment _____

Term of Volunteer Activity: _____On-going _____

Volunteer desires to work as a volunteer for the Racine Zoological Society and to engage in the above-described activities on behalf of the Racine Zoological Society and hereby freely, voluntarily and without duress executes this Release under the following terms:

1. Volunteer assumes all risks associated with participation in the above-described activities, including injuries or illness to person and damage or loss to property.
2. Volunteer understands and agrees that for any injury, illness, property damage or loss suffered or sustained by Volunteer which is in any way associated with participation in, travel to and from, or other activity associated with the above-described volunteer activities, Volunteer does hereby, for him or herself, his/her heirs, administrators and executors, forever WAIVE, RELEASE, DISCHARGE and HOLD HARMLESS the Racine Zoological Society and its directors, officers, employees, agents and representatives from any and all liability, claims and demands of whatever kind or nature, either in law or in equity, which arise therefrom.
3. Volunteer understands that the Racine Zoological Society does not assume any responsibility for or obligation to provide financial or other assistance, including but not limited to medical, health, or disability insurance in the event of injury or illness.

I hereby state that I have read and understand the above stated information.

Volunteer's Signature* _____Date Signed _____

*If Volunteer is a minor, a parent or legal guardian must sign as well:

Parent or Legal Guardian _____Date _____

Racine Zoological Society

MEDIA POLICY

Racine Zoological Society employees or volunteers shall not, under any circumstances, make statements or give interviews of any kind relative to the RZS or any of its operations or activities to the "media" without prior approval from an authorized Public Relations representative of the RZS. As used in this policy "media" includes, without limitation, television, radio, Internet, periodicals, newspapers, journals, public forums or any other type of media, in whatever form, now known or created in the future.

Employees or volunteers contacted by a media related individual or outlet should immediately refer the contact to the Public Relations department, which will determine the appropriateness of the request and arrange for any interviews or further staff contact.

This policy exists to help ensure that what appears in the media concerning the RZS is accurate, consistent and expressed in proper context.

Volunteers should be aware that, because of the serious implications to the RZS, its employees, and volunteers, any violation of this policy could result in appropriate disciplinary action.

Print Name:_____

Signature:_____Date:_____

Supervisor Signature:_____Date:_____

Volunteer Confidentiality Agreement

This agreement is made on _____, between The Racine Zoological Society and Volunteer _____. For valuable consideration, both parties agree as follows:

1. The Volunteer agrees to keep all of The Racine Zoological Society's business secrets and proprietary information confidential at all times during and after the term of Volunteers active service. The Racine Zoological Society's business secrets and proprietary information includes any information regarding The Racine Zoological Society's customers, volunteers, employees, supplies, finances, research, development, or any other technological, personnel or business information.
2. The Volunteer agrees not to make any unauthorized copies of any of The Racine Zoological Society's business secrets, files, proprietary documents or information without consent, nor to remove any of The Racine Zoological Society's business secrets, files, proprietary documents or information from The Racine Zoological Society facilities.
3. The Volunteer agrees not to use or share any personal volunteer and/or employee information they may be exposed to while working with or around to such information or documentation. The Volunteer will strictly adhere to ensuring all sensitive documents are dealt with using the utmost care and sensitivity, and that no such documents will be left where others can access and/or view them. All such information will be handled carefully and confidentially with no exception.

Volunteer Name (print) _____

Volunteer Signature _____

Witness Signature _____

Date _____