



**OPERATION  
BBQ RELIEF**  
VOLUNTEER HANDBOOK  
of  
POLICIES & PROCEDURES

**OBR Charitable Mission Statement**

*Operation BBQ Relief provides comfort to those in need by connecting, inspiring, serving, and educating in communities far and wide.*

**February 2021**

**1. Welcome**

We are thrilled to have you as part of the Operation BBQ Relief (“OBR”) team, and we hope your involvement with OBR will be rewarding and challenging. We take pride in our engaged volunteers, as well as in the meals, products, and services we provide to our charitable beneficiaries.

OBR complies with all federal, state, and local laws, and this Handbook generally reflects those laws. While OBR does comply with all laws, there may not be an expressed written policy regarding those laws contained in this Handbook.

Please take the time to read this Handbook carefully as it sets out the basic policies and procedures related to your OBR volunteer services. This Handbook supersedes any previously issued handbook dealing with the subjects discussed herein. When there is a separate OBR written policy on a particular subject matter that contradicts or otherwise differs from this Handbook, the separate OBR written policy will be the controlling document. OBR reserves the right to unilaterally interpret, modify, or supplement the provisions of this Handbook at any time. Neither this Handbook nor any other communication by anyone associated with OBR, whether management, employee, director, volunteer, representative, or anyone else is intended in any way to create a contract of any kind between you and OBR. Please understand that no handbook can address every possible situation. Violation of the policies in this Handbook may result in your expulsion from OBR, legal action, civil liability and/or injunctive relief, equitable relief, and any other legal remedy available to OBR.

We wish you success in your OBR experiences!

The OBR Management Team

**2. *Welcome Message from the Head of Volunteer Services***

Welcome to OBR! OBR’s successes are due in large part to the skills, talents, and dedication our volunteers provide. As an OBR volunteer, you are joining with thousands of others who desire to positively impact communities far and wide by serving hot meals to those in need in a variety of circumstances. I want your time as a volunteer to be a valuable experience from which you derive a great deal of personal satisfaction. Your participation as a volunteer can be as significant as you make it. There are opportunities to learn new skills, use existing skills, and develop your leadership abilities. On behalf of the entire Volunteer Services team, we look forward to engaging with you, getting you involved in events and deployments, and are here to serve. Please don’t ever hesitate to contact us via email at [volunteer@obr.org](mailto:volunteer@obr.org) with questions.

Brian Polak - Head of Volunteer Services

**3. *At-Will Volunteer Services***

**Your experience with OBR, as a volunteer, is voluntary and is on an "at will" basis.** This means you may be asked to cease any volunteer services at any time, with or without cause or notice. On the other hand, we respect your right to end your volunteerism with OBR at any time, with or without cause or notice.

Nothing in this Handbook, or any other OBR document, should be construed or interpreted to create a contract with any volunteer for guaranteed employment, a right to cease volunteer services only "for cause," or any other guarantee of continued benefits.

**NOTHING IN THIS HANDBOOK CHANGES YOUR STATUS AS A VOLUNTEER INTO AN EMPLOYEE OR CONTRACTOR.**

**4. *About OBR***

OBR was founded in May 2011, in response to a need for relief efforts in tornado-stricken Joplin, Missouri, a community of about 50,000 residents. Volunteers from competition BBQ teams from eight states answered the call to help feed displaced families, police officers, fire fighters, National Guard soldiers, and other emergency personnel. Those folks were able to serve over 120,000 meals in a thirteen-day period. Food was delivered to shelters, hospitals, senior living communities and the Humane Society. The operation was made possible by all the Volunteers that loaded food into vehicles and delivered it to families in the impacted areas.

While OBR continues to respond in the aftermath of natural disasters to help feed displaced residents and

emergency personnel, OBR has also implemented “The Always Serving Project<sup>®</sup>” as a means of giving back to our communities, Armed Forces personnel, Veterans, First Responders, sponsors, essential front-line employees, and others unrelated to disaster deployments. All OBR events and deployments (disaster and non-disaster) are governed by the same policies and the terms “events” and “deployments” are used interchangeably in this Handbook and, more generally, at OBR.

## **5. Ethics Code**

OBR conducts its operations honestly and ethically. We strive to improve the quality of our services, products, and operations, and will strive to maintain our reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our volunteers are expected to adhere to high standards of business and personal integrity as direct representatives of our business practices.

We mandate that all OBR volunteers not knowingly misrepresent OBR. Furthermore, OBR volunteers are never to speak on behalf of OBR, unless they have received specific authorization to do so from a site lead, the OBR marketing team, or a member of the OBR Management Team. The confidentiality of trade secrets, proprietary information, and similar confidential or commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, beneficiary, donor, supporter, or customer lists, patents, trademarks, etc.) about OBR’s operations, or that of our beneficiaries, customers, sponsors, donors, fund-raisers, or partners, is to be treated with the utmost discretion and only disseminated on a need-to-know basis (see policies relating to privacy and confidentiality in this Handbook).

## **6. Organization Structure & Management**

OBR has a Board of Directors that governs and oversees its practices. The directors are listed on the OBR website. OBR has employees. The majority of OBR personnel are volunteers. From time to time, OBR may engage 1099 Independent Contractors via written agreement.

The term OBR Management for the purposes of this Handbook, is defined as these positions:

- (CEO) Chief Executive Officer: Stan Hays.
- (CPO) Chief People Officer / Head of Finance: Will Cleaver.
- (CLO) Chief Legal Officer / Head of Compliance: David P. Rosen, Esq.
- (CoP) Chief of Programs Officer: Jarrid “Jay” Collins.

## **7. Training**

OBR strives to ensure all volunteers receive adequate training. All training is done on an individual or group basis either virtually through the OBR Academy or onsite at deployments. Even if you have had previous experience, it is necessary for you to learn OBR’s specific procedures, as well as any responsibilities of specific volunteer roles. If you ever feel you require additional training, please say something. You can tell a supervisor, OBR employee, or the deployment site lead. During the onboarding process, you may receive various training documents and be expected to watch training videos.

While on deployments, volunteers must attend safety briefings and be trained on any equipment they are asked to use. If you are not comfortable doing something, feel you lack the proper training, or do not know how to use equipment – DO NOT DO IT.

As an OBR volunteer, you should strive to be familiar with the products and services we offer. Take every opportunity to learn the interrelationship between your department/division and the others of OBR. We consider our volunteers to be the best reflection of our business, brand, and successes.

## **8. Scheduling.**

OBR volunteers are scheduled via the volunteer app/website, which you will use to sign up for events and volunteer shifts.

## **9. Attendance Policy.**

If you know ahead of time that you will be absent or late for a volunteer shift, please let us know by emailing [volunteer@obr.org](mailto:volunteer@obr.org).

## **10. Personal Data Changes**

You must maintain your current contact information, including current mailing address and telephone number in the OBR system. To change this information update your profile in the OBR app/website.

### ***11. Volunteer Expenses Are Not Reimbursed***

OBR volunteers are not reimbursed for any expenses they incur related to the performance of, preparation for, or travel to and from any location where they perform volunteer services. In the rarest of cases, due to extenuating circumstances as solely defined by OBR Management, a volunteer may have his/her expenses reimbursed on a case-by-case basis and only with written pre-approval from a member of the OBR Management team or their delegate.

### ***12. Use of OBR Credit Cards***

In some cases, an OBR volunteer may be given an OBR corporate credit card. All OBR volunteers in possession of an OBR credit card must adhere to the proper use of that card as per the OBR accounting department. With the exception of fuel, credit card purchases related to OBR vehicles and/or equipment over \$25 must receive prior approval from your supervisor, department head, or OBR Management.

Submit all sales receipts generated by use of the OBR credit card to the Head of Finance via the approved expense reporting system (i.e., Expensify). Your OBR credit card may not be used for personal purchases. Any unauthorized purchases made with an OBR credit card will be the cardholder's responsibility and may result in forfeiture of the OBR credit card. **Immediately report lost or stolen OBR credit cards to the accounting department by emailing [accounting@obr.org](mailto:accounting@obr.org).**

### ***13. Non-OBR Related Employment***

It is understood that OBR Volunteers may have non-OBR related employment and that your non-OBR employment will supersede your OBR responsibilities. OBR will not knowingly ask any volunteer to do anything that may negatively affect or impact a volunteer's non-OBR employment. If you, as a volunteer, are asked to do something that will have a negative effect or impact on your non-OBR employment, please report this to your OBR supervisor, deployment site lead, or any member of OBR Management.

**DO NOT EVER JEOPARDIZE YOUR NON-OBR EMPLOYMENT STATUS IN THE FURTHERANCE OF YOUR OBR VOLUNTEER SERVICES.**

### ***14. Problem Solving Procedures***

OBR strives to provide a comfortable, productive, legal, inclusive, and ethical environment for all volunteers and personnel. To that end, bring any problems, concerns, or grievances you have about OBR to the attention of your supervisor, deployment site lead, Head of Volunteer Services, OBR Management, or the CLO.

Most problems can be resolved informally through dialogue between you and your immediate supervisor. If you have already brought this matter to the attention of your supervisor before and do not believe you have received a sufficient response, or if you believe that person is the source of the problem, present your concerns to the OBR CLO by emailing [legal@obr.org](mailto:legal@obr.org). You may then be asked to fill out an OBR incident report form.

### ***15. Gift Policy***

OBR volunteers and their immediate family members may not give or receive anything of value, including, but not limited to, cash, meals, gift certificates, favors, services, investment advice, special allocations of securities in initial public offerings and/or promises to do something in the future, that could unduly influence or appear to influence the business decisions of the recipient. OBR must avoid actual or perceived conflicts of interest.

OBR volunteers may receive items of "nominal value," such as items with a fair market value of less than \$50 from OBR or OBR sponsors that further their volunteerism. In no case, however, should OBR volunteers accept any gift or invitation that could be deemed to constitute a bribe, kickback or a corrupt offer of a quid-pro-quo made to affect the judgment of OBR personnel in any matter related to OBR, or that OBR personnel would feel uncomfortable discussing with fellow OBR personnel, with OBR's CLO, a newspaper reporter, or government official.

Any gift made to OBR volunteers in excess of a fair market value of \$50.00 will be deemed to be a gift to OBR, will be owned by OBR, remain in the command and control of OBR, and it will be used to further

OBR's charitable mission.

**OBR volunteers shall:**

1. Keep records of the receipt of gifts and invitations permitted by this policy.
2. Report to the CLO the receipt of any gift, offer of a gift, or invitation that is not permitted under this Gift Policy.
3. Report to the CLO the receipt of any gift with fair market value in excess of \$50.00.

OBR volunteers having any questions regarding the interpretation of this Gift Policy may seek guidance from the CLO by emailing [legal@obr.org](mailto:legal@obr.org).

**16. Operating OBR Vehicles while Volunteering for OBR**

From time to time, OBR volunteers may be asked to drive OBR vehicles. If you are asked to do this, you will receive an additional written policy, information, rules, and regulations that govern your doing so from the OBR Operations team. You must comply with these rules and regulations and supply any requested documents and information or forfeit your ability to operate OBR vehicles.

OBR vehicles are to be used for OBR business only. Unless the use of the vehicle has been approved for personal use, personal or outside business use is strictly prohibited. When an OBR vehicle cannot be operated, is unsafe for use, or has been damaged, notify the OBR Operations team immediately by emailing [operations@obr.org](mailto:operations@obr.org). As the driver of an OBR vehicle, you are responsible for the vehicle while it is in your charge. You must not permit unauthorized persons to drive it. You are also responsible for the daily housekeeping of the vehicle; it is to remain clean and uncluttered.

**17. Operating Personal Vehicles while Volunteering for OBR**

All volunteers operating a personal motor vehicle as part of their volunteer services must maintain a valid driver's license, a clean driving record, and full auto-insurance policy with a minimum of \$100,000/\$300,000 coverage. OBR may run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license and insurance coverage for your file upon request. Any changes in your driving record, including, but not limited to, driving infractions or changes to your insurance policy, must be reported to OBR. You may be asked to log your driving hours by your supervisor to ensure compliance with this policy.

Whether you use your personal vehicle or an OBR vehicle in the course and scope of volunteer services, you may not:

1. Drive for more than 10 total hours in any one 24-hour period without written permission during an emergency disaster deployment or response.
2. Drive under the influence of drugs, alcohol, or any other substance that might impair your judgment or ability to drive; or
3. Drive while texting, emailing, or otherwise using a handheld device in your hands, regardless of whether prohibited by local laws.

**OBR explicitly prohibits anyone from driving a motor vehicle while texting, emailing or otherwise using a cell phone or other mobile device in your hands while operating the motor vehicle.**

**18. GPS Monitoring of OBR Vehicles**

Due to safety, efficiency, and other business purposes, OBR may use GPS technology to track the location of OBR vehicles. OBR may advise law enforcement officials of any illegal conduct and use the GPS information for any purpose in its sole discretion.

**19. Privacy and Right to Inspect**

OBR property, including but not limited to OBR facilities, event/deployment sites, lockers, phones, computers, tablets, desks, workplace areas, vehicles, or machinery remain owned by OBR, under the control of OBR, and are subject to search and/or inspection at any time, without notice or your presence. **You should have no expectation of privacy in any of these areas.**

OBR assumes no responsibility for the loss of, or damage to, your personal property on OBR deployments or premises, including that kept in lockers, vehicles, offices, storage areas, and desks.

## **20. *Non-solicitation/Non-distribution Policy***

OBR has implemented a Non-solicitation/Non-distribution Policy. For purposes of this policy, "solicitation" includes, but is not limited to, selling items or services, requesting contributions, and asking or seeking to obtain membership in or support for any organization. Solicitations performed through verbal, written, or electronic means are covered by this Non-solicitation/Non-distribution Policy. You are hereby prohibited from soliciting other OBR personnel during your assigned "volunteer time" while on OBR premises. **Volunteers are strictly prohibited from engaging in solicitation on OBR premises.**

## **21. *Off-Duty Use of OBR Property or Premises***

You may not use OBR property for personal use without prior approval from OBR Management. You are responsible for returning OBR property in good condition and repairing or replacing any property damaged as the result of your personal use. This includes use of facilities, copy machines, computers, equipment, and products, or office supplies used for personal use without prior authorization. You are prohibited from using OBR facilities during off duty or non-volunteering hours without the consent of OBR Management. If you are permitted to use OBR facilities during off-hours, you may be required to sign a log-in and log-out sheet.

## **22. *Personal Appearance***

Your personal appearance reflects on the reputation, integrity, and public image of OBR. All volunteers are required to report to OBR neatly groomed and dressed appropriately for the task to be completed. This may include wearing uniforms (OBR shirts or aprons) or protective safety clothing and equipment. Do not wear anything with profanity or inappropriate content on it. Use common sense and good judgment in determining what to wear. For example, do not show up to deployments wearing open-toed shoes or tank tops. Fragrant products, including but not limited to perfumes, colognes, and scented body lotions or hair products, should be used in moderation out of concern for others with sensitivities or allergies. Failure to comply with personal appearance standards may result in you being denied entry to OBR premises.

## **23. *Personal Cell Phone/Mobile Device Use***

While OBR permits volunteers to possess personal cell phones and other mobile devices (i.e., PDAs, tablets, laptops), you must not allow the use of such devices to interfere with your volunteer services nor impact safety, security, and health.

Use of personal cell phones and mobile devices can be distracting and disruptive, and it may cause a loss of productivity. Thus, you should primarily use such personal devices during non-volunteer time, such as breaks and meal periods. During this time, use devices in a manner that is courteous to those around you. Outside of non-volunteer time, use of such devices should be minimal and limited to emergency use only. If you have a device that has a camera and/or audio/video recording capability, you are restricted from using those functions on OBR property unless authorized in advance by OBR Management.

You are always expected to comply with policies regarding the protection of confidential and proprietary information when using personal devices.

## **24. *Security***

OBR strives to maintain a safe operating environment where trustworthy, non-violent personnel can join together in the furtherance of OBR's charitable mission. As such, all OBR personnel are required to participate in a third-party background check process prior to their initial accessing an OBR site. This process requires your consent and action. All volunteers are required to have a background check completed prior to participating in their first OBR event, and, from time to time thereafter, maybe required to repeat the process upon request.

All volunteers are responsible for helping to make OBR sites secure and safe environments. Upon leaving an OBR facility, lock all desks, lockers, and doors protecting valuable or sensitive material and report any lost or stolen keys, passes, or similar devices to your supervisor immediately. Refrain from discussing specifics regarding OBR security systems, alarms, passwords, code words, etc. with those outside of OBR.

Never discuss confidential, trade-secret, or proprietary OBR business or information in a restroom or elevator, or anywhere else where others might be listening.

**If you see something, say something!** Immediately alert your supervisor, site lead, or OBR Management, of any known or potential security risks, dangers, or suspicious conduct. Safety and security are the responsibility of all OBR personnel. We rely on you to help us keep our premises secure.

## **25. Social Media Policy**

At OBR, we recognize the internet provides opportunities to participate in interactive discussions and share information using a wide variety of social media platforms. However, use of social media also presents certain risks and carries responsibilities. To minimize risks to OBR, you are expected to follow guidelines for appropriate use of social media as it relates to your OBR volunteerism. As a general rule, do not be first to put something about OBR on social media. Instead, follow the OBR marketing department's lead. Allow OBR to be the first to publish pictures, stories, news, wins, etc. on official OBR social media channels and then support OBR's marketing efforts by sharing OBR posts. If you have an idea for a post or content (videos, pictures, etc.) you feel would make for a great post, please send it to the OBR marketing team by emailing [marketing@obr.org](mailto:marketing@obr.org). While we cannot guarantee that your post ideas or content will be used, we certainly appreciate your engagement in the process.

OBR principles, guidelines, and policies apply to online activities just as they apply to other areas of volunteer services. Ultimately, you are solely responsible for what you communicate on Social Media. You may be personally responsible for any litigation that may arise should you make unlawful, defamatory, slanderous, or libelous statements against any other volunteer, employee, corporation, sponsor, beneficiary, customer, supervisor, director, officer, donor, fund-raiser, or anyone else connected to OBR. Postings that include discriminatory remarks, harassment, threats of violence, or other unlawful conduct are strictly prohibited and will not be tolerated

## **26. Email and Internet Policy**

This Email and Internet Policy is intended to provide OBR volunteers who have been provided with an "obr.org" email address and/or access to OBR provided internet/intranet with the guidelines associated with the use of the OBR Email and Internet System (the "System"). This policy applies to all volunteers accessing and/or using the System whether onsite or remotely.

### **General Provisions**

1. The System, and all data transmitted or received through the System, is the exclusive property of OBR. You should not have any expectation of privacy in anything over this System.
2. OBR explicitly reserves the right to monitor, intercept, and/or review anything transmitted, received, or downloaded over the System. Any individual who is given access to the System is hereby given notice that OBR will exercise this right periodically and without prior notice. OBR does not require your prior consent to access or search the System.
3. You should not interpret the use of password protection as creating a right or expectation of privacy associated with your use of the System. You have no right to privacy when using the System. To protect everyone involved, no one can have a right or expectation of privacy regarding the receipt, transmission, or storage of anything on the System. This means that OBR can share anything you have done, written, shared, used, or published on the System with anyone it wants, for any reason, in its sole discretion.
4. In its sole discretion, OBR may advise appropriate law enforcement officials of any illegal conduct and may share with law enforcement anything on the System.

## **27. Communications Etiquette**

As an OBR volunteer, you should be mindful of communications. That is to say, both how you communicate substantively (the message) and the manner and process by which you communicate.

**Email:** Email is OBR's preferred method of communication. If you have an OBR issued email account, use it. By using email, OBR maintains a record of all communications. Volunteers in key roles who have been assigned OBR email accounts must regularly check their email once every 48 hours. Volunteers in Key Roles should try their best to respond to all incoming emails within 48 hours of receiving them.

**Phone:** Phone communications are a preferred method of OBR communication. All OBR personnel are requested to return missed phone calls (voicemails) within 12 hours. If it will not be possible for you to return a missed call within 12 hours, send another form of communication to let the person know your

response will be delayed. For example, if you miss a call and will not be able to call back the person back within 12 hours, send them an email letting them know that your call back will be delayed.

Text: Text messaging (iMessage) is not a preferred method of communication. Nothing confidential, proprietary, or otherwise private should be transmitted via text message.

### **28. Computer Security and Copying of Software**

Software programs purchased and provided by OBR are to be used only for creating, researching, and processing materials for OBR. By using OBR hardware, software, and Systems you assume personal responsibility for your use and agree to comply with this policy and other applicable OBR policies, as well as federal, state, and local laws, rules, codes, ordinances, and regulations. It is OBR policy to respect all computer software rights and to adhere to the terms of all software licenses to which OBR is a party. You may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject you and/or OBR to both civil and criminal penalties under the United States Copyright Act. You may not duplicate, copy, or give software to any outsiders including clients, sponsors, donors, contractors, beneficiaries, customers, and others. You may use software on local area networks or on multiple machines only in accordance with applicable OBR license agreements.

All software developed by OBR volunteers during their volunteer service will be deemed OBR property.

### **29. Third Party Disclosures**

From time to time, OBR may become involved in potential or actual legal proceedings of various kinds. When that happens, lawyers, former volunteers, former employees, newspapers, media outlets, law enforcement agencies, and others may contact OBR volunteers to obtain information about the incident or the actual or potential lawsuit. Please let us know if this happens.

If you receive such a request for information, you should not speak on behalf of OBR. You should make it clear to the person asking you questions that you are not authorized to speak on behalf of OBR and never speculate, guess, or provide information you are not authorized to share. You should refer any call or email requesting the position of OBR to the CLO. If you have any questions about this policy or are not certain what to do when such a contact is made, contact the CLO at [legal@obr.org](mailto:legal@obr.org).

### **30. Your Personal Information**

OBR complies with all applicable federal, state, and local privacy laws. If you have any questions or concerns about the manner in which OBR uses your personal information please review the OBR Terms of Service and Privacy Policy on the OBR website ([www.obr.org](http://www.obr.org)) or reach out to Jeremy Bruce, OBR Head of Technology by emailing [jbruce@obr.org](mailto:jbruce@obr.org).

OBR may maintain personnel and/or medical files for volunteers. Medical records will be kept in a separate folder. Every effort will be made to keep your personnel and medical records confidential. Access is on a "need-to-know" basis only. If you wish to review your personnel or medical file, you must give the Volunteer Services team reasonable notice by emailing [volunteers@obr.org](mailto:volunteers@obr.org). Inspection must occur in the presence of an OBR employee. All requests by an outside party for information contained in your personnel or medical file will be directed to the OBR CLO, which is the only department authorized to give out such information.

### **31. Third Party Media Inquires**

If you are not explicitly authorized to speak on behalf of OBR, **do not speak to the media on behalf of OBR**. Direct all media inquiries to the deployment site lead or [marketing@obr.org](mailto:marketing@obr.org).

### **32. OBR Social Events**

OBR may hold periodic social events. If you choose to drink alcoholic beverages, you must do so in a responsible manner. Do not drink and drive. Instead, call a taxi or appoint a designated driver.

### **33. Prohibition Against Participating in Politics and Politicking**

OBR is expressly prohibited by the IRS Code from involvement, in anyway whatsoever, from politics, elections, campaigns, campaigning, and/or electioneering. The penalties for violating this prohibition can range from the application of excise taxes to the loss of OBR's 501(C)(3) tax exemption. The following rules apply to all OBR personnel and to OBR itself as an entity:

1. OBR is explicitly prohibited from participating in any political campaign or election.
2. OBR personnel are prohibited from using OBR equipment to participate in any political campaign or election.
3. OBR personnel are prohibited from participating in any political campaign or election on their own personal social media profiles, blogs, websites, or via any other means if that person has constructively turned their own personal profiles into an OBR profile.

### **34. Confidentiality and Nondisclosure of Trade Secrets**

OBR volunteers are required to protect OBR “Confidential Information.” The term “Confidential Information” means any and all information, technical data, or know how (including, but not limited to, information relating to research, products, services, development, processes, marketing, techniques, fund-raising, internal procedures, deployments, and 3<sup>rd</sup> party information) disclosed to an OBR volunteer, either directly or indirectly, in any form whatsoever (including, but not limited to, in writing, in machine readable or other tangible form, orally or visually). Confidential Information also includes OBR trade secrets, proprietary information, and confidential commercially sensitive information (i.e., financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) that are otherwise not known to the general public.

**It is the obligation of every OBR volunteer to make every reasonable effort to protect against a disclosure, whether intentional or accidental, of OBR confidential information.**

At all times, access to OBR Confidential Information should be limited to a "need to know" basis and should not be used for any personal benefit (whether monetary or otherwise), disclosed, or released to anyone without prior authorization from OBR Management.

If you are authorized to share OBR Confidential Information with someone you must alert them to the fact that the information you are disclosing to them is Confidential Information.

If you know, or suspect, that OBR volunteers, employees, sponsors, independent contractors, or anyone else are disclosing or obtaining OBR Confidential Information, you **must** immediately inform OBR Management, your supervisor, the site lead, or the CLO by emailing [legal@obr.org](mailto:legal@obr.org).

### **35. Work Product and Inventions**

Any work product or invention created, in whole or in part, while you are engaged on behalf of OBR as an OBR volunteer, or from the use of equipment or facilities belonging to OBR, is a “work for hire” and therefore any such invention is the property of OBR. If you intend to develop and maintain property rights to any invention that relates in any way to products or services of OBR, you are required to obtain a written waiver of this policy, signed by both you and the OBR CLO.

### **36. Beneficiary, Sponsor, Volunteer, and Visitor Relations**

OBR strives to provide the best products and services possible. You are expected to treat every OBR beneficiary, sponsor, donor, partner, co-venturer, employee, director, officer, or visitor with the utmost respect and courtesy. You should never argue or act in a disrespectful manner towards or in the presence of an OBR beneficiary, sponsor, donor, partner, co-venturer, employee, director, officer, or visitor. If you are having problems with an OBR beneficiary, sponsor, donor, partner, co-venturer, employee, director, officer, or visitor notify your supervisor, the site lead, or OBR Management immediately. If an OBR sponsor, partner, customer, client, or visitor voices a suggestion, complaint, or concern regarding our products or services, inform your supervisor or OBR Management.

### **37. Inclusion**

**OBR IS A 100% INCLUSIVE ORGANIZATION.** OBR has a strict policy against all types of harassment, whether based upon an individual’s age, race, color, national origin, ancestry, religion, sex, sexual orientation, gender identity, pregnancy (including childbirth, lactation, and related medical conditions), marital status, physical or mental disability, genetic information (including testing and characteristics), association with anyone who is a member of a legally protected class, AIDS/HIV status, veteran status, uniformed service member status, or any other status protected by applicable federal, state, or local laws. All forms of harassment are strictly prohibited and will not be tolerated.

### **38. Policy Against Violence**

As the safety and security of our volunteers, employees, vendors, beneficiaries, contractors, sponsors, donors, and the general public is in the best interests of OBR, we are committed to working with our personnel to provide an environment free from violence, intimidation, and other disruptive behavior.

#### **Simply put, do not be a bully.**

OBR has a zero-tolerance policy regarding violence and will not tolerate acts or threats of violence, harassment, intimidation, and other disruptive behavior, either physical or verbal, which occurs in the workplace or other areas. This applies to OBR volunteers, employees, beneficiaries, sponsors, donors, contractors, and visitors. Any violation of this policy may be referred to the appropriate law enforcement agency. Violating this policy may subject you to criminal charges.

Violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm, damage to property, or any intentional behavior that may cause another person to feel threatened.

**Prohibited Conduct.** Prohibited conduct includes, but is not limited to:

1. Physically injuring another person.
2. Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.
3. Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
4. Possessing, brandishing, or using a firearm on Company property or while performing Company business except as permitted by applicable law.
5. Violating a restraining order, order of protection, injunction against harassment, or other court order.

### **39. Reporting Incidents of Violence**

Report any actual or threatened incidents of violence or physical/emotional harm to your supervisor, the site lead, OBR management, or email the CLO at [legal@obr.org](mailto:legal@obr.org). All reports will be investigated. You are expected to cooperate in any subsequent investigation.

### **40. Sexual Harassment is against the law and will not be tolerated at OBR.**

Sexual harassment is any unwelcome sexual advances, requests for sexual favors, or any conduct of a sexual nature when submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's role within the organization, submission to or rejection of such conduct by an individual is used as the basis for decisions affecting the individual, or such conduct has the purpose or effect of substantially interfering with a volunteer's performance or creating an intimidating, hostile, or offensive volunteer environment.

Sexual harassment is unacceptable misconduct, which affects both genders. Sexual harassment can involve a man's conduct directed at a woman, a woman's conduct directed at a man, or conduct between members of the same gender.

A volunteer who either observes or believes herself or himself to be the victim of sexual harassment should deal with the incident(s) as directly and firmly as possible by clearly communicating her/his position to the offending individual(s), supervisor, site lead, the OBR Human Resources Department ([HR@obr.org](mailto:HR@obr.org)), or the OBR CLO ([legal@obr.org](mailto:legal@obr.org)).

### **41. Disability Accommodation**

OBR will try, but is not required, to provide equal opportunities to qualified volunteers with disabilities. OBR may try to provide a reasonable accommodation to otherwise qualified volunteers unless doing so would create an undue hardship on OBR or, in OBR's sole discretion, is determined not to be feasible. This determination will be on a case-by-case basis. **OBR does not guarantee that you as a volunteer with a disability will be given an accommodation.**

If you wish to request a disability accommodation, it is your responsibility to notify your supervisor, the Volunteer Services team, or the site lead. If you make such a request, you must be willing to provide OBR with relevant information such as:

- a) A description of the proposed accommodation.

- b) The reason you need an accommodation.
- c) How the accommodation will help you perform your essential functions.

After receiving your accommodation request, OBR will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical provider. All medical information received by OBR in connection with a request for accommodation will be treated as confidential Information.

**42. Religious Accommodation**

OBR is dedicated to inclusivity and treating its volunteers equally. OBR volunteers may request an accommodation based on their religious beliefs by speaking with their supervisor, the site lead, the Volunteer Services department, or the CLO (legal@obr.org). OBR will consider the requested accommodation but reserves the right to reject the request, modify the request, or offer its own accommodation. At no time will OBR question the validity of a person’s belief. **OBR does not guarantee that you will be given a religious accommodation.**

**43. The OBR Cares Program**

Any volunteer can use the OBR Cares program by emailing OBRCares@obr.org. This program is free and utilizes the skills of Certified Incident Stress Management (“CISM”) professionals. The program is 100% anonymous. It exists to provide emotional support to OBR personnel. OBR volunteers can find themselves in extremely stressful situations such as maybe present in the aftermath of a disaster.

Overcoming a traumatic event whether it is a violence incident, accident, or natural disaster can result in personal trauma. This can leave you feeling unsafe and vulnerable. Not all stressful events are traumatic and not everyone will respond in the same manner to the same stressful event. People respond differently to trauma and it is hard to predict who will react strongly and who will show little reaction to a particular event. Research indicates that the way in which you care for yourself during the first few days following a traumatic event will help to minimize the development of future psychological reactions to the event. Although it may feel abnormal, it is very normal for people to experience emotional aftershocks following a traumatic event. Some common responses to traumatic events are:

Physical reactions.	Insomnia.	Fatigue, hyperactivity or “nervous energy”.	Pain in the neck or back.	Headaches.	Heart palpitations or pains in the chest.	Dizzy spells.
Appetite changes.	Emotional reactions.	Flashbacks or “reliving” the event.	Excessive jumpiness or tendency to be startled.	Irritability or anger.	Feelings of anxiety or helplessness.	Feeling vulnerable.

Operation BBQ Relief is committed to caring for the emotional wellbeing of its volunteers. The OBR Cares program is meant to help reduce the impact of stressful incidents and reduce the potential for traumatic stress disorders like PTSD.

There are many things that might trigger a volunteer’s need for the OBR Cares program. The following are examples:

Major disaster/mass casualties.	Serious injury, death, or suicide.	Serious injury or death of a civilian resulting from emergency service Operations.	Death of a child, or other incident involving profound emotional responses.
Any incident which attracts unusually heavy attention of the news media.	Loss of life following an unusual, or extremely prolonged expenditure of emotional and physical energy.	Any unusual incident which produces a high level or immediate or delayed emotional response.	Cumulative trauma syndromes from multiple incidents.

**44. Deployments and Events: Disaster & Non-Disaster**

At OBR, the terms “deployment” and “event” are synonyms of each other and are commonly used interchangeably. All of the policies in this Handbook are equally applicable to all OBR deployments and events. OBR deploys in various scenarios including, but not limited to:

- a) Disaster Relief: OBR deploys after natural disasters to provide hot meals to the victims, first

responders, utility workers, and other impacted by the disaster. These deployments can last many days or weeks.

- b) The Always Serving Project<sup>®</sup>: OBR non-disaster programs conducted throughout the year that educate, connect, inspire, and serve the military, veterans, first responders, front-line essential employees, health care workers, and those in need in communities far and wide. These deployments often are a few days.

#### **45. NEVER SELF-DEPLOY**

OBR will create all OBR deployments. No OBR volunteer should ever self-deploy without authorization.

#### **46. Deployment Management**

There will always be a Deployment “Site Lead” who is in charge of the deployment. This person is in command. There will also be various other OBR personnel on site assisting with the deployment. If anything goes wrong, you have a question, or you need to report something please see the deployment site lead, your supervisor, or an OBR employee.

#### **47. Injury, Incident, and Accident Protocols & Reports**

It is the responsibility of all OBR volunteers to maintain a healthy, secure, and safe environment. Report all safety hazards and occupational illnesses or injuries to your supervisor or OBR Management as soon as reasonably possible. If you are injured or in an accident during your volunteerism, you will be asked to complete an accident and/or injury form.

All OBR volunteers are required to report injuries, accidents, and incidents to the site-lead, their supervisor, or as otherwise stated in this handbook. If you are injured, witness an injury, are harassed or discriminated against, witness harassment or discrimination, feel unsafe, have an accident, or witness an accident, you have a responsibility to report it to the site-lead, your supervisor, an OBR employee, and/or directly to the OBR CLO (legal@obr.org). The person receiving the report will then fill out the appropriate OBR form: injury, accident, or incident.

If you would rather fill out the form yourself, you can request the form at the deployment command center. The forms should also be available in the OBR WebApp. If none of the above are accessible or available, please email HR@obr.org or legal@obr.org to request the forms.

#### **48. OBR General Standard of Conduct**

OBR wishes to create an environment that promotes satisfaction, inclusivity, respect, responsibility, integrity, and value for all our volunteers, beneficiaries, employees, sponsors, donors, customers, and anyone else receiving the benefits of OBR’s actions. **By deciding to volunteer for OBR, you agree to follow our rules.**

The following are examples of misconduct. This list merely provides some examples of possible misconduct and is not meant to be comprehensive. This policy is not intended to limit OBR’s right to discipline or expel volunteers.

##### **Examples of inappropriate volunteer conduct include:**

- Any violation of this Handbook.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Possessing or using alcohol within 100 yards of the perimeter of the primary deployment area.
- Providing inaccurate, incomplete, or misleading information to OBR or when speaking, if so authorized, on behalf of OBR.
- Taking or destroying OBR property or any property that does not belong to you.
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization.
- Fighting with, threatening, or harassing any OBR employee, volunteer, beneficiary, donor, vendor, sponsor, contractor, or customer.
- Unauthorized disclosure of OBR trade secrets, proprietary information, or confidential information.
- Unauthorized disclosure of OBR’s beneficiary’s, contractor’s, supplier’s, sponsor’s, donor’s, or vendor’s trade secrets, proprietary information, or confidential information.

- Refusal or failure to follow directions or to perform a requested or required task.
- Refusal or failure to follow safety rules, protocols, and procedures.
- Excessive tardiness or absences.
- Smoking anywhere outside of designated smoking areas.
- Solicitation on OBR premises.
- Failure to dress according to OBR policy.
- Use of obscene or harassing language.
- Allowing unauthorized people to gain access to OBR property, facilities, deployment sites, or other such areas under the control of OBR.

### **OBR DEPLOYMENT SITE RULES:**

1. Never Self-Deploy. That means never show up to a deployment on your own without registering for the deployment and having been deployed by OBR.
2. Everything you do and say while engaged on behalf of OBR is a direct reflection on OBR. Be careful with regard to how you act and speak at deployments.
3. Every volunteer at an OBR deployment is responsible for his/her own behavior.
4. OBR's reputation is of the utmost importance. It is your responsibility to act in a professional, courteous, and exemplary manner. Do not spoil or ruin OBR's stellar reputation.
5. The way we communicate is important. Do not use foul language, profanity, or slang.
6. Anyone that is unable to represent OBR in the best light possible will be asked to leave the Deployment.
7. Always follow the instructions of the OBR Site Lead and your supervisor.
8. Report all injuries and accidents as set forth in this handbook.
9. Report all real, and potential, site hazards as set forth in this handbook.
10. Report any behavior prohibited in this Handbook as set forth in this handbook.
11. If you see something, say something. If you witness anything that makes you feel unsafe, report it as set forth in this handbook.
12. All on site safety briefings are mandatory. Show up, listen, pay attention, ask questions, and engage in them.
13. Wear appropriate clothing. Never wear open-toed shoes or tank tops.
14. Never touch or use equipment you are not authorized and trained to use.
15. Always ensure you have been properly trained on any equipment you are asked to use. If you do not think you are properly trained – DO NOT USE IT.
16. Never use/consume alcohol, drugs, or any other substance that will affect your ability to safely fulfill your volunteer services. This includes prescription and over the counter medication.
17. If you have consumed alcohol or drugs, you are prohibited from using or touching any OBR equipment for the remainder of that day.
18. Once you have had a drink, you are done for the day.
19. All OBR deployments are 100% dry – Alcohol is strictly prohibited within 100 yards of the perimeter of an OBR primary deployment area. The perimeter is established by the site lead.
20. Smoking is strictly prohibited except for in designated smoking areas as set up by the site lead. This includes cigarettes, cigars, pipes, vaping, electronic cigarettes, and all other smoking.
21. Smoking is only permitted in designated smoking areas and in accordance with local laws and regulations. Not all deployments will have a designated smoking area.
22. Smokeless tobacco use of any kind (including dipping, chewing tobacco, etc.) is strictly prohibited under any tent, in food preparation, storage, and service areas, and in the presence of OBR guests, beneficiaries, donors, sponsors, event participants, supporters, etc.
23. Always know the location of the OBR command center at a deployment.
24. Always know the location of the first aid kits and fire extinguishers.
25. Always ensure you are staying hydrated by drinking plenty of water.
26. Always ensure you take necessary breaks and rest in the shade.
27. If you do not feel well during a deployment, immediately report it to the site lead or your supervisor.
28. Ensure you are using the correct gloves for the task you are doing.
29. Ensure your hands and gloves are in good, clean, and hygienic condition.
30. Ensure OBR's high food safety practices by regularly washing your hands and changing gloves.
31. Change your gloves and wash your hands after you touch anything not food-related (i.e., your face, phone, money, equipment, etc.).
32. If you have any questions, ask the site lead or your supervisor.

33. Social Media: The OBR social media policy governs all social media usage while engaged on behalf of OBR. If you decide to make social media posts, ensure that your pictures and posts are professional.
34. Send pictures and event photos, including set up, service, cooking, competition prep, blind-box prep, etc. and provide context/captions in an email to [marketing@obr.org](mailto:marketing@obr.org).
35. **It is the marketing team's responsibility to represent OBR to the general public.**
36. Feel free to share any posts made on official OBR social media sites on your personal social media accounts.
37. If you post on your personal social media, please be careful not to include anything in pictures or text that could damage OBR's reputation.
38. Logos on your clothing, apparel, or personal equipment will be covered up or removed from public view for the duration of the Deployment.
39. **Leave it better than you found it.** What? Everything. If you see trash, a mess, or something unsightly, please clean it up or make a supervisor aware of the situation. We want to always leave our Deployment sites in better condition than when we arrived.