



**Volunteer Policies and
Procedures Handbook**

Last updated October 2011

GREETINGS

October 2011

Welcome and thank you in advance to all the Volunteers for the 2012 National Western Stock Show!

Another year for the National Western Stock Show is upon us. We would like to take this opportunity to thank you for joining the volunteer staff if this is your first year, and to express our gratitude to you for your continued support if you are a returning volunteer. The volunteer program is cherished by senior leadership at National Western and we sincerely appreciate all your commitment to this iconic brand.

The commitment you show helps all of us together accomplish the following goals of the NWSS:

- providing education opportunities
- producing the world's premier livestock show, horse show, rodeo and trade show each January;
- offering a full-time service center for year-round events.

Each and every one of you as a volunteer contributes to the success of the National Western Stock Show and helps attain the goals above.

Again, we welcome and thank all of the volunteers to the 2012 Show and we look forward to having your assistance in creating another great event!

Sincerely,

Paul Andrews, President and CEO

Ron Rohr, Staff Vice-President of Administration

Jeff Childs, Staff Vice-President and Controller

John Ellis, Staff Vice-President of Partnership Marketing and New Business Development

Marv Witt, Staff Vice-President of Operations

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About the Handbook

This handbook is designed to introduce you to the National Western Stock Show and to provide a basic overview of the policies and procedures which provide all of us – paid and volunteer staff – with guidance and direction. Much of the information contained here is identical to the information contained in our Employee Information Handbook. As a volunteer staff member we extend to you many of the same rights as paid staff with regards to work environment, necessary job training, supervision, evaluation, and recognition.

In return, we expect you to honor your commitments to the National Western Stock Show, respect other staff members – both paid and volunteer – and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify the policies, practices and other information described in this Handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook please contact the Staff Volunteer Coordinator. Please read the NWSS Association Volunteer Agreement and Handbook Receipt of Knowledge and return to the NWSS at credential pick on December 10th to receive your credentials.

Communication **IS THE KEY TO SUCCESS!**



SERVICE - Make people happy!
(Customer service)



ATTITUDE - Positive attitude.
(Customers are the bosses).



HIGH STANDARDS - Be consistent.



TEAM WORK - Cannot be done alone.

Volunteer Mission

To be spokespersons for the National Western Stock Show and to act as leaders by fulfilling the duties as stated in the Volunteer Policies and Procedures Handbook.

1. The NWSS Volunteers are a group of people who give freely of their time and talents to help make the NWSS the premier livestock show, horse show, rodeo and community event of the American West.
2. Volunteers aid and assist the staff, the exhibitors, and the visitors at the National Western Stock Show.
3. Volunteers assist the NWSS management in making the show bigger and better each year.

NWSS Mission Statement

NWSS Vision: The National Western aspires to be the world's premier center for America's western heritage.

NWSS Mission: The National Western, inspired by our non-profit and charitable purpose of providing educational opportunities, commits to serving producers and consumers throughout the world by being the premier Stock Show, Rodeo, Horse Show, and center for year-round events.

NWSS Values

- A commitment to both Quality and Superior Service.
- Partnering for Success through Respect for individuals and Teamwork.
- Honesty and Integrity in all that we do.
- Dedication to operating a Fiscally Responsible organization while achieving our charitable purpose.

Norms That Define Our Values

A commitment to both Quality and Superior Service

- Avoid hidden agendas.
- Think of the overall good of the National Western, our employees, and our customers; avoid thinking in silos.
- Take personal pride and show commitment to your job.

Partnering for Success through Respect for Individuals and Teamwork

- Treat each other with dignity and respect.
- Be genuine with each other when sharing ideas, challenges, and feelings.
- Practice a consistent commitment to sharing all the information you possess.
- Listen to understand and then to be understood.
- Don't be defensive with your colleagues.
- Support each other - don't throw each other under the bus.
- Problems and conflicts should be presented in a way that promotes mutual discussion and resolution.
- Be accountable and responsible to the team.
- Strive to continuously improve and achieve the team's strategic goals. Don't let ineffective relationships and interactions sabotage the team's work.
- Agree to disagree but always support the ultimate final decision.

Honesty and Integrity in all that we do

- Trust each other. Have confidence that issues discussed will be kept in confidence.
- Don't assume automatic fault, give your colleagues the benefit of the doubt.
- The discussion of issues, ideas, and direction will not become a personal attack or cause for retaliation.
- Be open, communicative, and authentic with each other and with their team members.
- Be devoted to keeping your word and honoring your commitments.

Dedication to operating a Fiscally Responsible organization while achieving our charitable purpose

- Thoughtful and prudent decision making is expected by each team member.
- Each leader and team member must take ownership of the whole, not just your portion; recognize that you are part of something larger than yourself. Take ownership of the whole picture.

Consistently demonstrate commitment to practice all agreed upon norms and to always care about the team. Challenge each other, with care, compassion, and purpose in order to assist each other to learn.

Leadership

Ron Rohr

NWSS Staff Vice President of Administration

As VP of Administration since 2005, Ron Rohr's areas of responsibility include building and grounds, parking, insurance, HR, risk management, volunteers, security, Denver Police, Denver Fire Department, ushers and ticket takers.

Ron joined the staff of NWSS in 1993 as HR Coordinator, coming from Interim Personnel Services, where he worked on the National Western account. He quickly moved up to Assistant Director of Operations and then to Vice President of Administration. Throughout Ron's tenure, he has developed efficient and cost saving programs throughout several departments.

Ron led the reevaluation and implementation of new hiring procedures that save NWSS over a quarter of a million dollars every year. He oversees the employment office which hires 700 employees during Stock Show alone. Ron also oversees the volunteer program consisting of 588 volunteers. In 2011 volunteers put in over 34,000 hours which would otherwise be 34,000 hours of labor costs. By bringing security in house, Ron has been able to save the company one third of the cost it was previously spending. By restructuring the building and grounds department and utilizing employees more efficiently, NWSS has seen a huge decrease in hours and labor costs as well.

Under Ron's management, the parking department was restructured to strategically review National Western parking demands. Throughout the years, his creative strategies have helped redesign the parking lots and pricing structure creating immense revenue. In 2011, parking revenue increased by 16%.

A fourth generation Denver native, Ron is a graduate of Wheat Ridge High School and attended Metro State College. He got his first job at the age of 14 as a dishwasher at Jenny's Pizzeria in Wheat Ridge and has worked steadily since at various jobs including head of casino finance in Blackhawk. He and wife, Robin, also a Denver native, have two children and one grandchild.

Kellie Lombardi NWSS Staff Volunteer Coordinator



The National Western Stock Show Staff Volunteer Coordinator coordinates, evaluates and is responsible for the overall direction of the National Western Stock Show program. In 2011 alone, over 500 volunteers contributed a grand total of over 32,000 hours to the show.

Kellie has provided more than 22 years of continuous “productive and valuable” communications between NWSS executives & staff, temporary employees, interns, and volunteers. 2012 will be her 23rd National Western Stock Show.

The National Western has always had volunteers, yet it wasn’t until 1990 when an official volunteer program was established in order to improve communications and to build a successful working relationship between staff and volunteers.

Kellie assisted the NWSS management in growing and maintaining a volunteer organization based upon the NWSS’s agricultural mission of public education and rich traditions. She has worked to establish top leadership, with whom she worked with to create a series of successful processes such as improving communications, technology, performing background checks, conducting interviews, developing training content, creating follow-up questionnaires, and delegating responsibility to members of the NWSS staff for training volunteers to perform volunteer duties or lead fellow volunteers.

Today she continues to develop and encourage staff/volunteer relationships by matching staff needs with the talents of the volunteers. Working hard to develop a role enrichment program ensures that the work of volunteers is significant, meaningful to the volunteers, and important to the organization. Kellie provides ongoing education regarding the NWSS Volunteer Program to the full and part time - staff therefore bringing a continuity and experience to all NWSS departments. She maintains an ongoing and continuous relationship with the volunteer leaders and volunteers they oversee.

Kellie started out working for NWSS under the direction of Pat Grant, President & CEO. Prior to that, they worked together on the City and County of Denver Bond Campaign in 1989. That campaign helped the NWSS build a world class horse show facility known today as The Events Center. In 1990, she officially joined the National Western staff.

A native of Sioux Falls, South Dakota and a Utah State University Aggie Alumni, Kellie welcomed the opportunity to work for a non-profit and in agriculture. Kellie and her husband Matt have two daughters, Lauren and Jackie.

Donna Devine NWSS Volunteer chair



Donna has been in a Volunteer Leadership position since the fall of 2005 and a volunteer since 1997.

As Volunteer Chair, Donna provides over-site and leadership for over 500 Volunteers in partnership with the Volunteer Vice Chair, Volunteer Staff Coordinator and Service Area Captains.

Over the course of her 16-year volunteer career, she has held a number of leadership roles including Service Area Captain, Assistant Volunteer Director and Director.

Donna brings volunteer experience from the Denver Zoo where she is a Docent, Volunteer Liaison for On-Site School Programs, Volunteer Events Captain and Zoo hospital Keeper Assistant. She also volunteers at the Downtown Aquarium as an Animal Care Assistant and has received 2 Volunteer of the Year Awards.

Donna works full time at CenturyLink. During her phone company tenure, she has earned a trip to President's Club and the Leadership Council for Project Managing Process Improvements. Her current job is System Support Program Manager.

Donna was instrumental in suggesting a change for what used to be the daunting task of manually creating and assigning over 5000 volunteer shifts for the National Western Stock Show volunteers. Once the change was implemented, volunteers signed up for their own shifts saving not only 32 plus hours of management scheduling time but also a decrease in over 500 schedule mailings. The sign-up process has progressed to on-line.

Donna is not afraid of continuous improvements! She recommended modeling the Volunteer Recognition Event after the Coors Western Art Red Carpet Reception implemented a Volunteer Interview Process, and became the producer of the Volunteer Newsletter. She is a proactive thinker and makes decision using facts and data.

Donna hails from Winterset IA and remembers spending many weekends on her grandparent's farm. She has a bachelor's degree in Business Administration from Regis University.

Bob Burrell
NWSS Volunteer Vice Chair



Bob has been a volunteer at the National Western Stock Show for 16 years with most of that time in various leadership roles.

As Vice Chair of the Volunteers, Bob partners with the Chair, Staff Coordinator, VP of Administration and various other NWSS staff, Volunteer Captains, Assistant Captains and Team Leads for the fifteen areas of support we provide to the National Western. He works year round planning and preparing for each show. With his abundant experience in all service areas, Bob has been instrumental in introducing a lot of time saving technology to the NWSS Volunteer organization including Volgistics.

Bob's previous over 30 year career as a teacher, technical support lead, principal, and school administrator with Jefferson County Public Schools brings a wealth of leadership & technical knowledge to the National Western Stock Show.

Battalion Chief Bob also has over 35 years of exemplary volunteer service for the Golden Fire Department and received the 2010 Golden Mayor's Awards for Excellence.

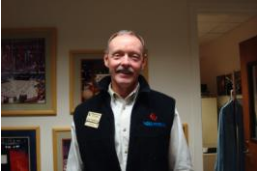
His positive, supportive, and calming attitude helps us keep an even and balanced keel during our planning sessions and discussions.

In his "spare" time, Bob is also a Docent and Liaison Team Lead for Events at the Denver Zoo, a diver for the Deep Blue Sea Foundation at the Downtown Denver Aquarium, extensively involved in lead positions at the American Red Cross, Civil Air Patrol, Jefferson County Incident Management Team and serves in the Jefferson County, Denver and DIA Emergency Operation Centers and enjoys sailing and flying his plane.

He was raised in a suburb of Detroit and now calls Golden his home.

NWSS Volunteer Service Area Captains

Ames Activity Pavilion	Keith Chamberlain
Coors Western Art Exhibit and Sale	Julie Baxter
Coliseum Support	Michelle Dovrovolny
Horse Shows	Jack McCall
Incident Reporting	JoEllen Francis
Information Booths	Ann Ritacco
Livestock Barns/Yards	Brent Pick
Local Rodeo Royalty	Priscilla Schnell
Marketing Outreach	Barb Pick
NWSS International Agri-Business Center	Jim Berger
NWSS School Tour Program	Glenn Sanger
NWSS Ticket Takers	Sue Young
Photography	Cathy Walp
VIP Pick-Up	Jerry Cour
Volunteer Center	Bobby Condron



Service Area Job Descriptions

Ames Activity Pavilion

Captain: Keith Chamberlain

STAFF SUPPORT TO THE VOLUNTEER CAPTAINS: Dana Porter, Account Manager, Partnership and Business Development/Trade Show/Education

LOCATION & CHECK-IN: Check-in and check-out at the Volunteer Center located at the southwest upper part of the Events Center/above the Horse Warm-Up Arena. Report to the Volunteer Leader in the Activity Pavilion.

WORKS WITH: The general public, NWSS school tours, and NWSS staff.

DESCRIPTION OF ROLE: Volunteers assist in the Ames Activity Pavilion, one of the National Western's newest venues, where numerous activities for children and families are held. NWSS volunteers in this service area will help direct school groups and families to the Backstage with Rodeo Clown performances and conduct activities such as the Stick Horse Grand Prix, Stick Horse Rodeo and Pedal Tractor Races. Other activities include Super Dog Meet and Greet and Dancing With Dogs performances, the Wild West Show Preview and evening social events.

We spend our days making kids (and their Moms and Dads) happy. Volunteers will have lots of fun putting on the liveliest events at the Stock Show! We guarantee you'll be active, you'll be busy and your smile and your muscles will be aching at the end of every shift.

PRIMARY RESPONSIBILITIES:

Activity Pavilion:

- Work in the Ames Activity Pavilion to help set up and take down the stage area for the Backstage with a Rodeo Clown performances, the Stick Horse Grand Prix and Pedal Tractor Race courses and the Stick Horse Rodeo Arena.
- Conduct the Stick Horse Grand Prix, Stick Horse Rodeo, and Pedal Tractor Race events.
- Work in the Expo Hall/Hall of Education to promote events in the Ames Activity Pavilion and help guests find their way there.
- Help direct arriving guests to the Ames Activity Pavilion for events like the Super Dog Meet and Greet and Dancing Horses performances, the Wild West Show Preview and evening social events.

Stick Horse Rodeo Duties:

- Help organize and conduct outreach events (i.e. Girl Scout Expo, Children's Hospital).
- Help organize and conduct Stick Horse Rodeos in the Ames Activity Pavilion, which includes setting up the arena, registering children and helping them with hats and chaps.
- Organize children into event groups and help them in the arena.
- Coordinating with the announcer so that the events go smoothly.
- Help give out trophies and ribbons.

- Have a great time and spread good will!

SECONDARY SKILLS:

- Work in the Expo Hall/Hall of Education to promote events in the Ames Activity Pavilion and help guests find their way there.
- Help direct arriving guests to the Activity Pavilion for events like the Super Dog
- Meet and Greet and Dancing With Ames Dogs performances, the Wild West Show Preview and evening social events.

SKILLS NEEDED:

- Enjoy working kids and families.

DESIRED EXPERIENCE:

- Know how to have fun.
- Educational experience is helpful.

TIME COMMITMENT:

Able to work short shift hours and proceed on to assisting in other areas to make your day full and complete.

Coors Western Art Exhibit and Sale



Captain: Julie Baxter

STAFF SUPPORT: Andrea Miller, Scholarship Coordinator

LOCATION & CHECK-IN PROCEDURE: Check-in and check-out at the Volunteer Center located at the southwest upper part of the Events Center. Then proceed to the Coors Western Art Room, which is located on the third floor of the Expo Hall at the end of the red carpet. Report to the Art Room Captain for shift assignment. Check off your name on the shift schedule located in the art storeroom by the sales desk and put on the Art Room Volunteer Ultra suede collar. Remember to take off the collar and leave it on the coat rack in the storeroom at the end of the shift.

WORKS WITH: Artists, NWSS staff and the general public.

DESCRIPTION OF ROLE: The purpose of this volunteer group is to assist NWSS staff and consultants with the day-to-day functions of the art room and the Red Carpet Reception and sale. Volunteers assigned to this area greet and work with the artists and public, and process art sales. The Art Room Volunteer Captain is the liaison between volunteers, NWSS staff and NWSS consultants. Details of the day-to-day functions will be covered during volunteer training sessions. Extra training will be required for volunteers working in this area.

PRIMARY RESPONSIBILITY:

- Welcome guests to the show.
- Count guests as they enter.
- After training, be familiar with the artists and their work to assist with questions about artwork, art mediums and how proceeds benefit the NWSS Scholarship Trust.
- Be trained in all Art Room areas (except computer, which is optional) and expect to rotate between the various positions.
- Complete art and poster sales transactions (computer training required).
- Assist with school tours in the art room.
- Manage the Southwest Art computer kiosk and assist guests with People's Choice voting and guest book entry.
- Assist captains at closing and remember to clock out.
- Assist at the Red Carpet Reception: register and greet guests, provide directions, explain sales process, assist with the bid and drawing process for art sales, complete sales transactions, and hand out posters as guests leave.
- Provide assistance to the NWSS staff and consultants.

SECONDARY SKILLS: Do your best to fulfill your time commitment and let your captain and volunteer center know if you cannot be there and/or find a suitable substitute agreed upon by your captain.

SKILLS NEEDED:

- Greet all volunteers and the public as you would if you had invited them into your home for a visit.
- Be prepared to assist in the protection of the art room exhibits and explain, when necessary, proper art gallery etiquette.

DESIRED EXPERIENCE:

- The desire to work with people from all backgrounds with varied talents.
- The desire to assist the public resulting in an enjoyable experience in the art room.
- Be unafraid to ask for assistance if any situation warrants.

TIME COMMITMENT: The Coors Art room needs volunteers to assist especially at night and during the 2nd and 3rd week of the show. Please sign up to volunteer for at least one night shift. The training date for the art room is January 2nd, 2012 @ 5:30 PM – 6:30 PM for volunteers assisting with the Red Carpet and 7:00 PM – 8 PM for general art room training.



Coliseum Support

Captain: Michelle Dovrovolny

STAFF SUPPORT: Leon Vick, Rodeo Coordinator.

LOCATION & CHECK-IN PROCEDURE: Check-in at the Volunteer Center located in the southwest corner of the Events Center. Then report to the Cowboy Check-In Trailer located outside on the west side of the Denver Coliseum for Cowboy Check-In, or kitchen area in Hospitality for Food Service Assignments.

WORKS WITH: Rodeo contestants and their families, stock contractors, judges, Mutton Busin kids and their parents, rodeo secretary, security, rodeo staff, and Cowboy Hospitality Food Sponsors.

DESCRIPTION OF ROLE: Coliseum Support volunteers are the welcome and support team to the rodeo contestants and to Mutton Busters and their families. They check in, verify forms, offer food service and provide an overall welcoming atmosphere in the contestant area as well as coordinate the Mutton Busters for each performance in a strict time frame. The Cowboy Check-in Area includes filing, computer entry, at times need to multi-task, and work in a fast environment.

PRIMARY RESPONSIBILITIES:

Cowboy Check-In Area

- Greet & welcome via Check-In Trailer
- Confirm forms are completed – waivers, 1099's and verification of horse health certificates as appropriate and directed by management.
- Distribute back numbers as assigned.
- Distribute parking and contestant companion passes per management directive.
- Assists rodeo secretary when requested.
- Watches each performance and tracks scores/times on Excel spreadsheet.

Cowboy Hospitality Area

- Coordinate food (pick-up and delivery) and food prep for contestants and their families, judges, stock contractors, limited NWSS staff and media, visiting state queens, and specialty acts for each performance (average 150)
- Keep area clean, maintain beverages and snacks during all open hours
- Be prepared to provide information about the NWSS and metro area
- Report to NWSS security anyone that should not be allowed in the area
- Greet Mutton Busters and their families prior to each performance. Collect waivers, suit up kids, get check in list of kids each performance to announcer, organize trophies and manage parents. Must be done within specific time constraints

SECONDARY SKILLS:

- Check-in with captain or assistant captain for duties.

SKILLS NEEDED:

Hospitality Area - Notary (mutton busters), flexibility in assignments, willingness to clean as needed and without direction, discretion in dealing with contestant and their families. Positive and accommodating (within reason) attitude of guests.

Check-in trailer – Rodeo knowledge and Excel software experience for rodeo results tracking.

DESIRED EXPERIENCE: Rodeo background preferred for **Check-In Trailer** (understanding of events, stock requirements, etc...)
Hospitality background preferred for food service area.

TIME COMMITMENT:

Ideally, the same 3 or 4 people for check-in for the entire run. Cuts down on confusion of pass and ticket distribution and consistency in enforcing check-in procedures. Open 4-6 hours prior to perf. Close trailer at end of performance in evenings.

Hospitality area requires shorter shifts and more flexibility in staffing. Most staff (4-6) needed 2 ½ hours prior to each performance for service line and clean up. Two to three volunteers designated for Mutton Bustin check in and managing beginning ½ hour prior to each performance. One to two staff during performance to continue clean up and maintenance of area.

Horse Show Department



Captain: Jack McCall

STAFF SUPPORT: Lora Richards, Horse Show Manager.

LOCATION & CHECK-IN PROCEDURE: Check-in and Check-out at the Volunteer Center located in the southwest corner of the Events Center. Then report to the Events Center "Volunteer Horse Show Office" located on the east side of the Events Center on the upper concourse of the Events Center for assignment information.

WORKS WITH: Exhibitors, Staff, Horse Show superintendents, interns, Public

DESCRIPTION OF ROLE: Provide information and hospitality to promote the goals of the NWSS. Horse Show volunteers work closely with the NWSS Staff and exhibitors in the Events Center with all equine shows and events. They are committed to education of youth in agriculture and help the general public better understand the equine-related events occurring during the National Western. Volunteers will help provide a positive and safe experience for all participants and visitors.

PRIMARY RESPONSIBILITY:

- Attend gates, doors, and paddock areas for all horse classes as needed.
- Office assistance in stalling and entry office.
- Pony Trails assistance/
- Move-in and move-out of all breeds.
- Gator drivers and helpers for move-in and move-out. (Gator Drivers must be pre-approved and some lifting will be required).
- Present ribbons to classes when royalty or NWSS Staff are not available to do so (Dress Appropriately).
- Jump crew works with the show manager and the contract jump crew, including the course designer in setting up and taking down a hunter or jumper course.
- Maintain horse show volunteer office.
- Assist, as needed in the production of non-ticketed events.
- Help set obstacles and trail and/or obstacle classes for different breeds.
- Pre-Denver (Quarter Horse Show starting the week prior to the NWSS) – Assist with varied duties as assigned by the show manager.
- Direct pedestrian traffic during the draft and mule show, and as needed.
- Computer operating – including entry for scoring when necessary.
- Cattle crew: back-up timers, managing cattle movement for events, ranch horse classes and other events as needed.
- PLEASE NOTE: Volunteers are not to intervene in the handling of animals for it will interfere with the exhibitor's responsibility and may jeopardize their show.

SECONDARY SKILLS:

- Familiar with Horses

SKILLS NEEDED:

- Enjoys working with people.

DESIRED EXPERIENCES: Horse Show hours begin earlier and shifts run later than other volunteer areas.

TIME COMMITMENT: Volunteer hours may start as early as 7:00 AM. Mandatory training is required and will be held during credential pick-up day on Saturday, December 10, 2011. The volunteer newsletter will list the times.

Incident Reporting



Captain: JoEllen Francis

STAFF SUPPORT: Ron Rohr, Vice President of Administration.

LOCATION & CHECK-IN PROCEDURE: Check-in and Check-out at the Volunteer Center located in southwest section of the Events Center.

DESCRIPTION OF ROLE: The incident reporting group provides assistance to the NWSS staff by responding to and preparing reports on incidents, which include personal injury, property damage, vehicle accidents and theft. Information for the reports is obtained from commercial vendors, livestock owners, the public, employees and volunteers.

PRIMARY RESPONSIBILITY:

- Pick-up report forms, radio and camera from the Incident Reporting Office located on the third floor in the Administrative Offices in the Expo Hall at the beginning of the shift.
- Promptly respond to requests from the Command Center and others who report an incident.
- Obtain information from involved parties and witnesses to the incident; and as appropriate, from the Denver Police and Denver Fire personnel, NWSS Security staff and medical personnel. Work with the Command Center dispatcher, as well as the Volunteer Center dispatcher.
- Take photographs of incident scene and involved vehicles, as needed.
- Prepare reports on incidents.
- If needed, request assistance from Incident Reporting Captain/Assistant Captain on duty to complete report.
- Often there will be available time to provide assistance to other service areas. Volunteers may assist in other departments as long as they can leave immediately if an incident report is needed.
- Be alert for any safety concerns and report them to appropriate NWSS staff.
- Provide a change-of-shift report, as appropriate, to oncoming incident reporters.
- Secure all completed incident reports in the locked Incident Reporting Office at the end of shift.
- This job involves responding to incidents in the entire NWSS Complex as well as the Coliseum in a timely manner, therefore may involve extensive walking.

SKILLS NEEDED: Strong verbal and written communication skills. Must be able to interact with individuals in stressful situations and write accurate reports. Extensive walking may be required. Interaction with multiple agencies, departments and individuals is also required. Occasionally required to work in inclement weather for short periods.

DESIRED EXPERIENCE: Attention to detail, good listener, empathic.

TIME COMMITMENT: Saturday, December 10, 2011 at 12:00 PM/Noon. Tag-a-long training during the show is provided for those new to the Incident Reporting group.

Information Booths



Captain: Ann Ritacco

STAFF SUPPORT: Julie Nielsen, Trade Show Coordinator, Angie Cue, Senior Manager, Dana Porter, Account Manager, Partnership and Business Development/Trade Show.

WORKS WITH: General Public and with the volunteer radio dispatch.

LOCATION & CHECK-IN PROCEDURE: Check-in and check-out at the Volunteer Center located at the southwest upper part of the Events Center/above the Horse Warm-Up Arena. Assignments and any updates or event changes will be posted daily in the Volunteer Center.

DESCRIPTION OF ROLE: Volunteers that work in the Information Booths get to help visitors attending the NWSS find activities, trade show vendors and events throughout the entire complex. Volunteers are provided a notebook containing information, vendor details, and maps which facilitates their responding to untold questions asked by the guests to the NWSS and which enables them to guide the guests to their destination. These positions also act as ambassadors for the NWSS and Denver by also providing information on the metro area & reflect positively on Colorado's Western hospitality. If you like to visit with people and help them to find their destinations, answer questions and just have a fun time, this is the area for you.

INFORMATION BOOTH LOCATIONS

1. National Western Expo Hall 2nd floor in the southeast corner.
2. National Western Expo Hall 2nd floor in the northeast corner.
3. National Western Hall of Education 2nd floor along the south wall.
4. National Western Stadium Hall in the southwest corner.
5. Events Center located in the Lobby.
6. Coliseum northeast corner, door 2.
7. Livestock Center located in the Yards.

PRIMARY RESPONSIBILITY:

- Feel comfortable giving directions.
- Ability to obtain the information from the books that list vendor information, maps, schedules and other miscellaneous information.
- Knowledge of how to use a radio.
- Passion for talking to people.
- Ability to have a positive impact on guests who are tired and frustrated and need help with a smile.

SECONDARY SKILLS

- Loan out wheel chairs
- Manage daily lost and found items
- Loan out wheel chairs and manage lost and found items.

SKILLS NEEDED

- Patience
- Sense of humor
- Ability to work with a wide variety of people
- Good sense of direction
- Flexibility
- Ability to live without a cell phone for the duration of the shift.

DESIRED EXPERIENCE

- Outgoing
- Good people skills

TIME COMMITMENT

Volunteers have the opportunity to assist with up to 3 shifts every day between the hours that the trade show floor is open to close. There are 2 people per booth times 7 booths. There are also 2 floaters per shift to help with breaks and crowd control when busy.

Mandatory training is on December 10th, 2011 during credential pick-up day. Time and place will be announced in the fall volunteer newsletter.

Livestock Department



Captain: Brent Pick Captain

STAFF SUPPORT: Marshall Ernst, Livestock Manager and Erin Dorsey Livestock Secretary

LOCATION & CHECK-IN: Locations of specific volunteer assignments vary, but are primarily located in and around the livestock barns and Stadium Arena in the lower level of the Hall of Education, the Livestock Yards, and Livestock entry offices.

Volunteers must check-in and check-out at the Volunteer Center located in the Southwest corner of the Events Center Building. After checking-in at the Volunteer Center, proceed to the Livestock Volunteer Office located in the lower level of the Hall of Education, under the stairway between the cattle barn and the exhibitor entryway to the Stadium Arena. PLEASE NOTE: Livestock volunteers should plan their arrival and check-in at the Volunteer Center in sufficient time so they are present and ready to begin their shift when it begins. (For example, if the shift starts at 9:00am the volunteer should plan to check-in at the Volunteer Center no later than 8:45am to allow sufficient time to arrive in the livestock area by 9:00.)

WORKS WITH: Exhibitors, NWSS Staff, livestock superintendents, and the general public.

DESCRIPTION OF ROLE: These positions provide vital assistance to the many show and sales held for livestock from all across the U.S.A. and Canada to provide the best livestock exhibition events held anywhere in the world.

PRIMARY RESPONSIBILITIES:

- Assist staff, exhibitors and superintendents in the livestock barns, yards, livestock entry offices, and Stadium Arena, as requested.
- Provide information to guests and exhibitors
- Assist with processing of livestock, including but not limited to Junior Market Swine, Junior Market Lambs, Junior Market and Boer Goats, Catch-A-Calf, Llamas, Alpacas, Sheep, Dog Agility, various cattle breeds, and Stock Dogs.
- Assist exhibitors upon arrival and departure with their unloading of animals, tack and feed, and escort them to their assigned stalling and pen locations.

PLEASE NOTE: Volunteers are not to intervene in the handling of animals for it will interfere with the exhibitor's responsibility and may jeopardize their show.

SECONDARY RESPONSIBILITIES:

- See issues before or as they occur and take the necessary action to resolve.
- Work with other volunteers to provide a smooth running event.

SKILLS NEEDED:

- Open and friendly personality
- Ability to stand and move around for extended periods of time
- Some bending and lifting is required during livestock move-in and move-out
- Ability to work with a variety of personalities
- Ability to be sensitive toward youth exhibitors and guests, especially during junior market shows
- Ability to remain flexible
- Ability to work in a variety of weather conditions outdoors as well as indoors

DESIRED EXPERIENCE:

- Experience in dealing with people and maintaining a friendly persona.
- Not afraid to ask questions.
- Being flexible to the situation at hand.

TIME COMMITMENT: Volunteers are needed during the days, afternoons and evenings throughout the Stock Show. Shifts are usually four hours long, but their length may vary depending on the specific show or event. Breaks will be given, as appropriate. Unless otherwise excused by the Captain, volunteers are expected to be on time for their shifts and remain until the shift is over. Training for the livestock volunteers will be held on Saturday, December 10th during credential pick-up. Times of the training will be announced in the volunteer fall newsletter.

Local Rodeo Royalty

Captain: Priscilla Schnell

STAFF SUPPORT: Tara Spencer, Office Manager and Assistant to the President and CEO

LOCATION & CHECK-IN PROCEDURE: Check-in and check-out at the Volunteer Center located at the southwest upper part of the Events Center/above the Horse Warm-Up Arena. After checking in go to the Local Rodeo Royalty (LRR) office located to the south of the Paddock Arena.

WORKS WITH: NWSS volunteers, NWSS staff, and the general public.

DESCRIPTION OF ROLE: Local Rodeo Royalty (LRR) volunteers are a valuable part of upholding the values of tradition, education and agriculture that the National western Stock Show exemplify. LRR volunteers are "goodwill ambassadors" for the sport of rodeo and our western tradition. The primary goals of this program are to promote the National Western Stock Show, promote rodeo and promote youth development. These young ladies assist at several prestigious events throughout the Stock Show. Their duties vary from assisting at children's activities, presenting horse show ribbons, meeting and greeting NWSS guests and more! In addition to their primary task of promoting the NWSS, LRR volunteers will also have the opportunity to invite NWSS guests to their home rodeos, county fairs and riding clubs. These ladies also volunteer at promotion venues before and after the Stock Show.

PRIMARY RESPONSIBILITIES:

Goodwill Ambassadorship through:

- Promoting the National Western Stock Show.
- Promoting rodeo, equine and agricultural industries.
- Promoting youth development.

SECONDARY RESPONSIBILITIES:

- Meet and Greet National Western Patrons.
- Set a shining example for other generations.
- Promote hometown event that you represent.

SKILLS NEEDED:

- A sparkling personality, friendly attitude and warm heart.
- Volunteer spirit.
- A willingness to develop yourself by being knowledgeable, courteous, kind and helpful to others.

DESIRED EXPERIENCE:

Must be a 2011-2012 current titleholder.

TIME COMMITMENT: Hours are determined by the NWSS Royalty Volunteer Captain. The required volunteer 30-hour minimum rule does not pertain to Local Rodeo Royalty.

Marketing Outreach



Captain: Barb Pick

STAFF SUPPORT: John Ellis, Staff VP of Partnership Marketing and New Business Development; Angie Cue or Senior Manager.

LOCATION & CHECK-IN PROCEDURE: Check-in and check-out at the Volunteer Center located at the southwest upper part of the Events Center/above the Horse Warm-Up Arena. Assignments and any updates or event changes will be posted daily in the Volunteer Center.

WORKS WITH: The general public and NWSS staff.

DESCRIPTION OF ROLE: The duties for this service area have been expanded to include functions that will appeal to a wide volunteer base. Marketing Outreach volunteers will assist the NWSS HR Department with both the Returning Employees Job Fair in November as well as the New Employees Job Fair in December. Volunteers with an HR background will be especially needed. Hours accumulated during these fairs can be added to total hours spent volunteering during the show.

Volunteers will play an important role part in determining both the short and long range goals of the National Western Stock Show by greeting guests and gathering information that will be used by the NWSS and its sponsors. Four volunteers will be needed inside the Coliseum and the Events Center for every ticketed event to accomplish this very valuable task

Each year, the NWSS holds Family/Senior Days; the morning PRCA rodeo will be a very busy time for this service area. Volunteers should be prepared to assist with a large number of shuttles and vans arriving with seniors and handicapped guests. Additional training will be provided to volunteers signing up for this day.

MARKETING OUTREACH LOCATIONS:

Pre-Show:

1. Returning Employees Fair will be at the Farm Credit Building.
2. New Employees Fair will be on the 3rd Floor, Expo Hall

During the Stock Show:

1. Inside the Events Center
2. Inside the Coliseum
3. Inside the Farm Credit Building

Service Area Job Descriptions (Cont.)

PRIMARY RESPONSIBILITIES:

- Assist the NWSS Human Resources Department at the job fairs in November and December. Volunteers will greet applicants, direct them to the appropriate areas for interviews, assist with filling out all required paperwork, and ensure all steps in the hiring process are completed from paperwork to getting their picture taken for their id.
- Gather information from our guests via easy, non-intrusive surveys prior to all ticketed events in both the Coliseum and Events Center.
- Enter the information into a database on the computers located in the Farm Credit building.
- Volunteers should be knowledgeable about the NWSS facilities and the events being held that day.
- Assist at the Family/Senior Day during the PRCA morning rodeo.
- Be familiar with the "Will Call" ticket procedures – particularly important when interacting with guests during the Family/Senior Day.
- Greeters should dress appropriately as this job will require volunteers to be outside at times walking to and from the different venues.

DESIRED EXPERIENCE: This service area is looking for volunteers that have experience working with the public in a friendly, non-confrontational way. Human Resources, Marketing, Computer, or Nursing Home/Occupational therapy skills are all a plus. Volunteers should be prepared to be flexible in all situations.

TIME COMMITMENT: Most shifts will be in four hour increments, and most will coincide with shows being held in the Events Center and Coliseum. Volunteers should allow enough time to check in at the Volunteer Center and review their shift locations PRIOR to their shift start. The shift times are set up to enable volunteers to have at least 90 minutes to assemble their supplies, walk to the venues, and take as many surveys as possible from the guests in attendance before the shows begin. After the shows start, volunteers will return to the Volunteer Center, prep their surveys, and enter the data they have collected into the computer system for the remainder of their shift. Data entry procedures and location are TBD. Marketing Outreach volunteers will also need to attend the 45 minute training session held during credential pick-up scheduled for Saturday, December 10, 2011. Times will be announced in the NWSS volunteer fall newsletter.

National Western International Agri-Business Center

Captain: Jim Berger

STAFF SUPPORT: Tara Spencer, Office Manager and Assistant to the President.

LOCATION & CHECK-IN PROCEDURE: Check-in and check-out at the Volunteer Center located at the southwest upper part of the Events Center/above the Horse Warm-Up Arena. The NWIABC is located in the Livestock Center located in the Yards.

WORKS WITH: NWSS International guests, exhibitors, NWSS Staff, and the general public.

DESCRIPTION OF ROLE: Volunteers provide a "personal touch" so critical to serving the international guest. Developing a professional staff of closely working volunteers can make a lasting impression on guests and members. The mission of the National Western International Agri-Business Center (NWIAC) is to encourage and foster international participation by providing a social and educational environment for trade development to occur.

DUTIES

- Welcome International visitors to the NWSS.
- Learn procedures for opening and closing.
- Register International guests.
- Provide all guests with foreign visitors pin.
- Maintain registration forms and other printed materials.
- Maintain and update information board.
- Maintain beverage and food service in NWIAC.
- Keep Center clean and neat.
- Don't impose but "glad hand" and don't hesitate to talk with our international guests.
- Assist in setting up and breaking down the Center prior to the opening and at closing of the Stock Show.
- Maintain and update materials on display from the Ambassadors.
- Assist International guests in making international and local telephone calls.
- Assist visitors in using Internet and fax facilities in NWIAC.
- When asked by visitors, give tours of the NWSS grounds.
- Assist the NWIAC Coordinator at the Center seminars, receptions, luncheons, etc.
- Be informed as to the location of the information booths, first aid, cafeterias, rest rooms, etc.
- Stay updated on NWSS judging events, shows, rodeos and special events.

SECONDARY RESPONSIBILITIES: Work with a CSU intern and NWSS Staff person.

SKILLS NEEDED: Other language(s) helpful, international travel, and good communication experience helpful.

DESIRED EXPERIENCE: TIME COMMITMENT: The International Room hours will be from 9:00 AM – 7 PM everyday with the exception of the last day as determined by the International Room Coordinator.

NWSS School Tour Program



Captain: Glenn Sanger

STAFF SUPPORT TO THE VOLUNTEER CAPTAINS:

Dana Porter, Account Manager, Partnership and Business Development/Trade Show

LOCATION & CHECK-IN PROCEDURE: Check-in and check-out at the Volunteer Center located at the southwest upper part of the Events Center/above the Horse Warm-Up Arena. After checking-in meet on the east side of the Events Center at the beginning of the shift.

WORKS WITH: Small school groups that come to the NWSS for the learning opportunities.

DESCRIPTION OF ROLE: Assist school groups with getting onto NWSS grounds. Give directions as needed to areas of NWSS that school tour groups visit. Assist school groups with leaving NWSS grounds in an organized manner.

PRIMARY DUTIES:

- Greeting school buses
- Assist with the flow of people through buildings
- Give directions as needed
- Assist groups getting to and from scheduled activities
- Assist groups with seating in the Events Center and direct them to their buses when leaving.
- 2 or more volunteers needed each day to tabulate attendance and assign schools seating areas in the Events Center.

SECONDARY SKILLS: Volunteers will also have the opportunity to help with visiting schools prior to their visit to the NWSS.

SKILLS NEEDED: Good people skills helpful. Willing to be friendly and helpful is desirable.

DESIRED EXPERIENCE: Willing to learn about how school tour program works. Have good knowledge of NWSS, especially as it would pertain to the school tour program. Be able to answer questions that students, teachers, and parents may ask.

TIME COMMITMENT: Volunteers are needed from 8:30 a.m. to 2:30 p.m. weekdays only (excluding Martin Luther King Day).



NWSS ticket takers

Captain: Sue Young

STAFF SUPPORT: Ron Rohr, VP of Administration, and Steve McCormack, Usher and Ticket Takers Superintendent.

DESCRIPTION: Ticket Taker volunteers must be outgoing, friendly and able to comfortably approach visitors to offer assistance. They also must become completely knowledgeable about every aspect of the Stock Show, particularly in the areas of tickets and admittance, and seating in the Events Center.

LOCATION & CHECK-IN PROCEDURE DUTIES: Check-in and check-out at the Volunteer Center located at the southwest upper part of the Events Center/above the Horse Warm-Up Arena. Assignments and any updates or event changes will be posted daily in the Volunteer Center.

WORKS WITH: Public, NWSS security, Denver Police, Denver Fire Department, and the NWSS staff.

DESCRIPTION OF ROLE: Ticket takers meet and greet everyone coming into the Stock Show through the North and South doors of the Hall of Education and the main entrance at the Event Center. We also get a chance to talk to them as they are leaving the grounds. Tickets are taken at special events in the Events Center (Wild West Show, Gamblers Choice, Super Dogs and An Evening with Dancing Horses to name a few). In the Denver Coliseum, we make sure the people sitting in the two rows of the "Gold Buckle" seating area have a "Gold Buck" ticket and are seated in the proper seats.

PRIMARY RESPONSIBILITY:

- Take tickets and monitor entrance of arriving guests to the Events Center and the Hall of Education. Welcome the guests and answer questions (if lobby is crowded, refer them to the Information Booths).
- At paid performance in the Events Center duties are 3-fold. First, assist with the "sweep" – asking all guests without a ticket to leave. Second, staff the ticket stations in the lobby until the performances begin.
- Help seat guests, monitor safety of aisles, keep guests away from yellow rails near arena.
- Event Center volunteers should be willing to take turns so that the ticket lobby always has 2 ticket takers during the performance.

SECONDARY SKILLS:

- Be the smiling face and friendly person by which guests will remember the Stock Show.
- Provide assistance for guests with special needs.
- Thank guests upon their departure at various entrances for visiting the NWSS. Offer a hand-stamp for re-entry.
- Since we are dealing directly with almost all of our guests, a neat,

professional appearance at all times is a requirement.

SKILLS NEEDED: Physical requirements for this position include the ability to stand as necessary, (although chairs should almost always be available) and endure varying temperatures. The ability to move comfortably between the Events Center, Hall of Education and the Coliseum is also required.

DESIRED EXPERIENCE: Must be able to work with surges of people and maintain a friendly persona.

TIME COMMITMENT: Our shifts are usually 4 1/2 hours to 5 hours long. The Stock Show requires a 30 hour commitment each year and we would like you for as many of those hours as possible but we are flexible and are happy to work with you for any hours you can give to the Ticket Takers.



Photography

Captain: Cathy Walp

STAFF SUPPORT: Angie Cue, Senior Manager

LOCATION AND CHECK-IN PROCEDURE: Check in at the volunteer center located in the Event Center. Then proceed to the photography office located on the first floor of the Expo Hall.

WORKS WITH: NWSS Staff particularly the trade show, sponsorship, maintenance and the parking departments as well as the general public.

DESCRIPTION OF ROLE: The photography group provides qualified volunteers to take photographs of specific service areas of each Stock Show for purposes of documentation. Those specific service areas include but are not limited to: Trade Show, Business Development & Partnerships, Parking, and Maintenance offices. One of the reasons the Trade Show office needs photographs is as a reminder of how a display looked when that particular exhibitor applies for space at next year's show. Business Development & Partnerships uses the photographs similarly to Trade Shows as a reminder of each year's sponsor displays and signage. Parking and Maintenance use the photographs to document general setups and equipment location in relation to infrastructure. Other assignments have included: photos to be used in either as a slide show or photo display to assist with sales of facilities for future shows, photos to enhance the volunteer section of the NWSS website, and photos to assist in the documentation of livestock exhibitors. All photos are the property of the National Western Stock Show.

PRIMARY RESPONSIBILITIES:

- Must own a digital camera and have knowledge of its operation.
- Work closely with Trade Show, Business Development & Partnership, Parking, and Maintenance departments.
- Take photos of every Trade Show booth during show as well as photos for Business Development & Partnership, Parking, Maintenance and other service areas as assigned.
- Create an album from hard copies of Trade Show photographs ? involves labeling and organizing photos.

SECONDARY RESPONSIBILITIES:

- Computer experience helpful.
- Capture a number, of events, sponsor boards, and general activities.

SKILLS NEEDED:

- Have general knowledge of photography, mainly; focus, composition, and lighting.

DESIRED EXPERIENCE:

- Digital camera operation

TIME COMMITMENT: Training will be held at 2 PM on Saturday, December 10th, 2011 which is also credential pick-up day. Working shifts are four hours long, morning and afternoon. There are some special assignments, which require flexibility of time. These will be determined during the show.

VIP Pick-Up



Captain: Jerry Cour

STAFF SUPPORT: Ron Rohr, VP of Administration, Leon Vick, Rodeo Coordinator

LOCATION & CHECK-IN PROCEDURE: The VIP Pick-Up Captain will make assignments.

WORKS WITH: NWSS Staff, judges, rodeo, livestock and horse superintendents (VIPS).

DESCRIPTION OF ROLE: This group assists staff and provides qualified volunteer drivers to pick up VIP's at the airport and transport other VIP personnel associated with the Stock Show.

PRIMARY RESPONSIBILITIES:

- Transport Stock Show judges, superintendents, and royalty, to and from the airport and hotel.
- A NWSS vehicle will be used for official transportation.
- Must be pre-approved to drive a NWSS vehicle.
- Each driver will need to have a good driving record verified with the Colorado Motor Vehicle Division.
- Transport volunteers and staff to and from the NWSS Parade.
- Make pickup and deliveries for NWSS Staff.
- Must know the airport arrangement.
- Confirm with a NWSS staff person to make sure the judges' hotel is confirmed before leaving.
- Assist judges, superintendents, and royalty by securing their credential packets upon arrival.
- Need to have a cell phone.
- Often there will be available time to provide assistance to other service areas. Volunteers may assist in other departments as long as they can leave immediately when a VIP driver is requested.

SECONDARY RESPONSIBILITIES: Be flexible

SKILLS NEEDED: Outgoing and enjoy talking to people

DESIRED EXPERIENCE: Knowledge of the Denver Metro Area and good driving skills.

TIME COMMITMENT: Be flexible. Don't have a definite shift and the VIP captain calls upon volunteers as needed.

Volunteer Center



Captain: Bobby Condron

STAFF SUPPORT: Kellie Lombardi, Staff Volunteer Coordinator, Donna Devine, Chair of Volunteers and Bob Burrell, Vice-Chair of Volunteers.

LOCATION & CHECK-IN PROCEDURE: The Volunteer Center is located in the southwest section of the Events Center above the Paddock Area. All volunteers are required to check in and out at this location on a daily basis.

WORKS WITH: Volunteers, NWSS Staff, and the general public.

DESCRIPTION OF ROLE: The Volunteer Center is a busy place during the NWSS, with volunteers coming and going at all times. It is the nerve center of the entire volunteer operation. Volunteers assisting in this area assist the volunteer program and NWSS Staff in keeping things running smoothly and doing a variety of functions. Duties also include Coliseum/Will call shuttle, Move-In/Move-Out and Package Delivery.

PRIMARY RESPONSIBILITIES:

- Greets volunteers, provides information and keeps the office neat, clean and orderly. Instruct new volunteers on proper check in and out procedures.
- Must be comfortable using a computer. Adds and corrects volunteer times to the computer. Answers phones answering general questions.
- Assisting the NWSS in answering phone calls.
- Assist the Parking department during staff turnovers, delivering water, coffee, and lunches when required.
- VOLUNTEER CENTER DISPATCHER position in the Volunteer Center is responsible for radio communications and dispatching volunteers as needs change. The dispatcher checks-in and out all radios.
- DRIVING the "Coliseum & Will Call Shuttle" before and after rodeos. This function assists Stock Show guests arrive to the Denver Coliseum and need a ride to and from the NWSS Will Call trailer (located in the southeast ticket office of the Hall of Education) to the rodeo located in the Denver Coliseum.
- MOVE-IN / MOVE-OUT: The Volunteer Center schedules volunteers to assist the commercial exhibits department during move-in and move-out.
- Volunteer Center volunteers will relay messages between volunteers calling via phone and volunteer service area captains through written messages placed in the Captains mailboxes located in the Volunteer Center.
- Deliver packages to the Trade Show vendors and staff.

SECONDARY RESPONSIBILITIES:

- Check in with the Volunteer Center Captain each shift and be prepared to do anything asked such as answering phones to assisting in another volunteer service area that is short on volunteers.

SKILLS NEEDED:

- Flexible
- Good communication skills
- Computer skills
- Good phone skills
- Able to answer the many phone calls coming into the NWSS.

DESIRED EXPERIENCE:

- Able to be able to jump from one job to another in emergencies or when filling in to assist in another area that may be short of volunteers.
- Good communication skills.
- Able to see where help is needed and jump in to assist.

TIME COMMITMENT:

- Anytime during the NWSS especially in the evenings.

Service Area Leadership Job Descriptions

Service Area Captain/Assistant Captains

Purpose

One Captain is assigned to each service area. Depending on the service area, multiple Assistant Captains may be assigned. Captains and Assistant Captains are responsible for training volunteers in their respective service area. The Captain interfaces with the Volunteer Chairs, and Staff Volunteer Coordinator depending who is on duty to implement the NWSS policies and procedures. A Captain or Assistant Captain will be available on a daily basis during the annual NWSS for each service area.

Responsibilities

1. Enforce the policies and procedures established by the National Western Stock Show and ensure consistency by monitoring volunteers in their assignments. Report violations to the Volunteer Chair and Vice-Chair.
2. Plan and conduct an orientation session for volunteer workers in cooperation with the NWSS Staff lead, Volunteer Chairs and Staff Volunteer Coordinator.
3. Become familiar with NWSS Volunteer Handbook and use's it in their training session for volunteers.
4. Arrange for any special training sessions if needed to inform the volunteers about their duties and responsibilities.
5. Request from the Staff Volunteer Coordinator and Chairs the number of volunteers needed daily to complete the daily workload.
6. Assign volunteers to a specific job and provide detailed instructions to the volunteer about the task to be done.
7. Assist the NWSS Staff in all ways to make the show run smoothly.
8. Attend Captains meetings during the show to work with other Captains and make any adjustments in the number of volunteers needed for the following day.
9. Be in constant communication in person, or by radio, with the Volunteer Center and Volunteer Chair and Vice-Chair to resolve any unusual incidents that might occur.
10. Communicate with the volunteers to work out any problems or special arrangements.
11. Work closely with all new volunteers. Assign a returning volunteer to help a new volunteer.

Service Area Leadership Job Descriptions (cont.)

12. Compliment the volunteers when an assignment has been successfully completed.
13. Captains and Assistant Captains are assigned radios. Check them in and out at the Volunteer Center.
14. Any requests for additional volunteers will be channeled through the Volunteer Center scheduler.
15. Report any volunteers, who may be disrespectful to other volunteers or the public, to the Volunteer Chairs or Staff Volunteer Coordinator.
16. Coordinate all daily activities in assigned volunteer service area.
17. Volunteer Captains and Assistant Captain Positions are evaluated annually.
18. Captain or Assistant Captain Positions are reevaluated each year. Reviewing past performance and the working relationship with staff as well as fellow volunteers are important to the quality of the communications of the program.
19. All volunteer Captains and Assistant Captains need to be familiar and abide to the NWSS Volunteer Disciplinary Guidelines.
20. When a Captains or Assistant Captain has completed their daily shift, they will inform the Volunteer Center.
21. Captain or Assistant Captains must communicate to the Volunteer Chair or Vice-Chair via email or in person if they have repeatable no show volunteers or other repeatable volunteer issues.
22. Captains must complete a written review of their volunteer service area within a month after the completion of the show.
23. Captains are responsible in training potential new leaders.

Volunteer "Shift/Team Lead"

PURPOSE

Shift/Team Leads are not permanent leaders; rather they are assigned one to several shifts during a specific Stock Show. Shift/Team Leads assist the volunteer service area leaders (captains and assistant captains) by serving as a shift leads. Team Leads need to have organizational skills, be flexible, have the ability to coordinate needs of volunteer service area with staff, captains and volunteers. Shift/Team leads are kept informed by their Captain / Assistant Captain but do not attend separate leadership meetings / events. Their primary role is to give the volunteer service area leaders relief during the horse preshow and 16 day stock show, horse show and rodeo.

RESPONSIBILITIES

Shift/Team Leads represent the Volunteer Organization in a positive manner.

Shift/Team Leads partner with Captain and Assistant Captains to assure;

1. Volunteers start their shift on time
2. Brief volunteers prior to start of shift and make sure the volunteers understand their roles.
3. Make sure the volunteer signs in under the appropriate service area on the vic
4. Documents "no shows" on the daily captain report. Contact "no shows" to find out their status and report on The Daily Captain Report.
5. Check on volunteers at least once during their shift.
6. Report concern on The Daily Captain Report.
7. If volunteers are moved to another service area note it on The Daily Captain Report.

Volunteer Responsibilities

Purpose

Each Volunteer is important to the success of the Show. Each Volunteer often makes the first impression on exhibitors and the general public.

Each volunteer must be:

- ◇ **Friendly** - Meeting and greeting the public and exhibitors with a smile and a willing hand.
- ◇ **Focused** - Knowing his or her job. Working and assisting the staff to continue to make the National Western the premiere livestock show in the world.
- ◇ **Flexible** - Knowing that changes are inevitable, be ready to help out where necessary.

Responsibilities

1. All NWSS volunteers serve at the request of the National Western Stock Show Management and that request can be withdrawn at any time for any reason.
2. Leave children at home when volunteering.
3. Stick to your commitment; show up on time, on the day you have agreed to volunteer.
4. Do your best to fulfill the commitment by letting your captain know if you cannot be there and/or find a suitable substitute agreed upon by your captain.
5. Take a volunteer tour and training provided during the first weekend of the show. **This is mandatory for all new volunteers.**
6. Know the facilities: the locations of rest rooms, phones, entry and satellite office, eating areas, commercial exhibit booths, fire exits, Children's Ranchland, lost & found, elevators, and first aid stations.
7. Check in and out of the Volunteer Center each day. NWSS needs to know the amount of volunteer hours recorded. It is the responsibility of volunteers to turn in their off-season hours to the Volunteer Center or Staff Volunteer Coordinator by the January 22nd deadline.
8. Wear your NWSS uniform with a name badge while on duty.
9. Dress neatly, dress western.
10. Take off your coat, jacket or vest when not on duty. If wearing a NWSS shirt and you are not on duty please cover it.
11. Inform the Volunteer Center Dispatcher when you witness an incident. The Volunteer Center will notify security and the Incident Reporter.
12. Report and communicate with the Captains, Volunteer Chairs, or the Staff Volunteer Coordinator if problems arise.

Volunteer Responsibilities (Cont.)

13. Mailboxes for Captains are in the Volunteer Center if you need to leave a message.
14. Fulfill the 30-hour minimum requirement of the program.
15. Never wear your volunteer uniform while consuming alcoholic beverages. Do not report to your scheduled volunteer shift after consuming alcoholic beverages.
16. Handling of livestock or horses is the responsibility of the exhibitor; otherwise NWSS could be liable.
17. Never engage in any form of confrontation. Always be pleasant and friendly and be a "helping hand".
18. Never assume any assignment you feel you are unable to handle.
19. Never make commitments or purchases for the NWSS. Must have prior approval from the Staff Volunteer Coordinator.
20. Do not ask commercial exhibitors or fellow volunteers for merchandise, discounts, rodeo tickets, or other items and do not accept tips.
21. Volunteers are requested to fill out the NWSS Volunteer Evaluation form covering the volunteer service areas in which they assisted. Return with the Volunteer Party reservation form or to the Staff Volunteer Coordinator.
22. Volunteers unable to fulfill a shift must contact the **Volunteer Center** between the hours of 7:00 AM –8:00 PM by calling **303-299-5534** between the dates of **January 7 – January 22, 2012**. A message will be placed in the Captains mailbox.
The **Horse Show volunteer office in the Events Center** can be reached during the pre-show through the Stock Show switchboard during operating hours (before the Volunteer Center opens on January 7) by calling **303-297-1166** and asking for extension **5199**.
The telephone number for the Staff Volunteer Coordinator is **303-299-5562** which is operational throughout the year. Messages are checked once a day during the show.
23. Know the person to whom you report to when a problem arises, and let that person know as soon as possible. If the captain is not available contact one of the Chairs, or the Staff Volunteer Coordinator.
24. Do not interpret or enforce rules or regulations. Direct questions or persons to the proper individuals (Volunteer Captains, Volunteer Chairs, or the Staff Volunteer Coordinator).

Volunteer Uniform

The NWSS Volunteer Uniform is a recognizable symbol of the NWSS Organization. As a volunteer, one of your responsibilities is to ensure its proper use. Specific guidelines for the NWSS Volunteer Uniform are listed below. Please **dress neatly** and **dress western!**

1. The National Western Stock Show official volunteer uniform options for purchase are:
 - The NWSS long coat.
 - The NWSS shirt.
 - The NWSS fleece vest.
 - Former NWSS Volunteer uniform in good condition.
2. The uniform is to be worn only by current NWSS Volunteers.
3. The uniform must be kept clean and neat. Dry cleaning is strongly recommended for the coats and washing is not recommended. The shirts and vests are machine washable.
4. Wear your Volunteer uniform only while on duty during the NWSS and other special events. Remember the volunteer uniform is one of the best public relations items we have.
5. Never wear your volunteer uniform while consuming alcoholic beverages.
6. The current official NWSS badges shall be visible at all times and should not cover up any NWSS or sponsorship logos.
7. When the NWSS volunteer uniform becomes faded and worn, see the Staff Volunteer Coordinator to purchase a new one.

Recognition Policy

1. Participation in training sessions depending on volunteer service area.
2. By committing to 30 hours or more, volunteers have a choice of either 2 horse show tickets or 2 rodeo tickets on specific dates which will be issued during credential pick-up. (Volunteers with 30 hours or more will be invited to the following years NWSS.)
3. Volunteers receive a grounds admittance badge that allows you onto the NWSS grounds. This must be worn on the left side of your uniform at all times.
4. Volunteers will receive a name badge to be worn on the volunteer uniform at all times.
5. Volunteers receive years of service pin at 5-year intervals.
6. A parking permit is provided in designated lots during hours of volunteer service.
7. Discount meal coupons are available in the Volunteer Center.
8. Invitation to the Appreciation Party.
9. Captains will recognize deserving volunteers within their service area.

Fire Policies and Procedures

PURPOSE

Nobody wants to have a fire in any area of the stock show grounds or buildings; however, there is always a possibility of such an occurrence. A procedure must be established to provide the knowledge, confidence and direction for the volunteer, and the greatest amount of safety for all persons and animals in the area of a fire.

POLICIES & PROCEDURES

1. **All volunteers need to be familiar as to where the closest fire alarm pull station is located in conjunction with the area you are assigned.**
2. **Go to the nearest fire alarm pull station, which activates the nearby firehouse and the NWSS Command Center.**
3. After pulling the fire alarm pull, call the Volunteer Radio Dispatcher with location facts, your name and how you can be reached, and they will call security who will either call 911 or the Security Coordinator. Fire department personnel are on the grounds during public hours and the Fire Department is located one block east of the NWSS grounds. All fire department personnel on National Western Show grounds will be dispatched to the area and will assist in public evacuation and crowd control. Security and maintenance personnel will also assist in evacuating the general public. If time permits, show management and superintendents will assist in evacuating animals in this area. At no time will the general public be asked to assist in the evacuation of animals.
4. Last but not least, move the people back away from the area and be sure that doors and ramps are clear so that responding emergency personnel and equipment reach the affected area quickly. If there is more than one volunteer, have the other person continually move the people away from the area.

STAY CALM SPEAK SLOWLY

Barn Fire Policies and Procedures

The most likely problem will be a fire in straw or hay and will burn rather slowly and smolder, which creates a lot of smoke sometimes becoming a greater danger than the fire itself.

1. Go to the nearest fire alarm pull station and pull the alarm which activates the nearby firehouse and NWSS Command Center
2. Report the fire as soon as possible to the Radio Dispatcher in the Volunteer Center.
3. Warn other volunteers and get their help.
4. Go through the barn, rapidly but calmly, and warn others.
5. Ask all visitors to leave immediately, to clear the aisles so that exhibitors can remove their animals quickly.
6. Ask exhibitors to remove their animals until the danger is past.

Exhibit Hall Fire Policies and Procedures

The most likely problem will be an electrically ignited fire in an exhibitor booth or a cooking fire in one of the food service areas. These fires are usually localized, but can move quickly.

1. Go to the nearest fire alarm pull station and pull the alarm, which activates the nearby firehouse and NWSS Command Center.
2. Report the fire as soon as possible to the Radio Dispatcher in the Volunteer Center.
3. Volunteers should lead visitors to an exit that is not near the area of the fire and ask exhibitors to also exit.
4. Stay near the exit to keep people out until the fire department clears the facility for reentry.

Security Issues

PURPOSE

A volunteer may be the first person notified if someone is sick or injured, or if an animal is sick, injured, has escaped, or if there is a security problem such as a pickpocket or shoplifter, etc... Therefore, a procedure has been established to provide the knowledge, confidence and direction for the volunteer, and the greatest amount of safety for all persons and animals in the area.

POLICIES & PROCEDURES

1. Determine what and where the problem is located.
2. Call the Volunteer Radio Dispatcher in the Volunteer Center who will notify the proper authorities.
3. Talk clearly and calmly.
4. Do not panic. You have the greatest knowledge of whom to call and where to get help.

First Aid

PURPOSE

There are Denver fire fighters and St. Anthony's Paramedics on the National Western Stock Show Complex. These fire fighters and paramedics are trained in first aid procedures. In addition, there are three first aid centers:

Expo Hall (Hall of Education): First Aid station in the northeast corner of the Expo Hall. Open 9:00 AM - 9:00 PM (closes at 8:00 PM on weeknights including Sunday evenings.)

Coliseum: First Aid Station by portal seven (7) is open prior to and during ticketed events.

Events Center: First Aid Station on the west side of the upper concourse of the arena is open based on the activity schedule of the Events Center.

First Aid Stations are staffed by paramedics at the above stated times.

Emergency

POLICIES & PROCEDURES

Fire and Denver Police personnel are located on the NWSS Complex. We encourage volunteers to call the Volunteer Center Dispatcher, who will forward information to the Denver Police Dispatcher (Command Center) on grounds. The NWSS Complex is over 100 acres and the NWSS emergency dispatcher can locate and identify the location of an emergency much quicker than by calling 911.

Media Interviews

POLICIES & PROCEDURES

Television or radio interviews concerning both emergencies and non-emergencies will only be given by Paul Andrews, NWSS President and CEO.

Strollers

PURPOSE

WHY DO WE KEEP STROLLERS OUT OF THE BARNES?

1. Children are not safe in strollers in the barns since they are at a dangerous level where most animals are likely to kick.
2. Strollers take up exhibitor space, which is needed to prepare animals for show.
3. There is a great deal of animal traffic in the barns, and strollers present an added risk to the occupying child as well as to the handlers and their animals.

POLICIES & PROCEDURES

Animals are unpredictable by nature, which can create a dangerous situation for children in strollers.

National Western Stock Show volunteers can help both participants and exhibitors by explaining to people with strollers the dangers of having them in both the cattle and horse barns. Please suggest that they leave their strollers in their vehicles or in the designated stroller corrals. These corrals are located in the Hall of Education in the lower corridor between the Stadium and the barns. The other stroller corral is located outside or inside the Events Center (depending on weather) on the West Side.

If the person with the stroller does not want to take your suggestion they will do so at their own discretion. However, you should suggest they take the child out of the stroller while walking the barns. It is our obligation to inform the public of these possible dangers.

Lost Children/Person

Volunteers receiving information concerning a **lost child/person/or person with special needs** will adhere to the following procedure.

POLICIES & PROCEDURES

1. Call the Volunteer Radio Dispatcher in the Volunteer Center to report a lost child/person. If you do not have a radio you will find one at the nearest information booth. The Volunteer Office Dispatcher will call the NWSS Command Center with your information. The information should include: NAME, AGE, HEIGHT WEIGHT, and CLOTHING. Are they wearing a hat (give style and color of hat)? Other things to report are hair colors, length of hair, are they wearing glasses, and what color shirt, coat or pants are they wearing?
2. This information will be logged at the Command Center, and will be aired every fifteen minutes or until the child/person is located on the emergency and volunteer radio channels.
3. **The volunteer giving the report will detain the party giving the information making the report until the Police Personnel assigned to the area responds.** Detaining the person giving the report until the Denver Police arrive is important. The Denver Police need to meet up with the person reporting the missing child/person. The Police Officers will immediately institute a search.
4. Volunteers receiving information concerning a **found child/person** need to contact the Volunteer Center Dispatcher who will relay the information to the NWSS Command Center. Remember to give your location and stay with the child/person until the police arrive.
5. Be sure to **report when a missing child/person has been found** to the Volunteer Center that will inform the Command Center (police).
6. The Volunteer Center Dispatcher will be sure to announce when a lost child is found.
7. It is important to use this procedure. The Stock Show Command Center that is manned by the Denver Police needs to record all information.
8. Do not release a lost child to anyone except a Denver Police Officer.

Policy will be determined by The Denver Police Department.

Volunteer Radio Procedures

PURPOSE

Good radio procedures are needed to assure that the volunteers who use radio communications around the stock show grounds or buildings utilize them to the best advantage. Therefore, procedures must be established to provide knowledge, confidence and direction for the volunteer.

POLICIES & PROCEDURES

1. *Radios are to be used for NWSS business only. Not chatter.*
2. Do not use profanity, nor vent anger over the radio. The FCC will cancel the radio license issued to the NWSS if the use of the frequency is abused or in violation of the FCC rules and regulations.
3. The radios provided are multi-channel, hand held, portable radios (Walkie-Talkies). The multi-channel feature allows access to many different departments, such as volunteers, maintenance, security, exhibits, superintendent's office, and others.
4. The radios issued to the volunteers will be preset to the volunteer channel. Depending on the type of radio, it will be designated by "5" on the knob or "Volunteer" on the display. This channel is used for all volunteer communications unless working in the horse barns, package delivery or other areas that have a channel assigned for their use.
5. Radios are given to all captains and to volunteers designated by the captains. Each radio is required to be checked out and checked in by the person using the radio each day. Exception to this procedure is a radio assigned to an Information Booth. The radios are assigned to the booths and are checked in when the Information Booth is closed for the day.
6. Horse Barns and Livestock are issued radios for use in their areas and will be checked out and in with the respective captains.
7. Always check in the radio to the Volunteer Center when you have completed your shift. Do not leave them in a booth or other office.
8. Turn it on and set the volume. These radios do not have a squelch setting. It is automatic.
9. Turn the channel indicator switch to the channel on which you need to broadcast and receive. Listen to determine if anyone else is talking on that channel and wait until they have completed their business.
10. Press the talk button on the side of the radio and hold for 2 seconds before speaking, and then speak clearly and at a normal tone of voice while holding the radio at least 6 inches from the mouth - do not whisper or yell - into the speaker/microphone portion of the front of the radio. When initiating a conversation, remember to pause for 2 seconds before speaking while holding in the button. *Begin by stating the department and/or person that you need to talk to and then "this is" your name and department; such as "Volunteer Center, this is Mac at Information Booth 2" or "Security, this is Mac with Volunteer Group".*
11. Release the transmit switch and wait for someone to answer you. They will normally say - "This is Security - go ahead Mac."

Volunteer Radio Procedures (cont.)

12. Again press the transmit switch and state your message. Always release the transmit switch when your message is completed so that you can hear any answer or statement.
13. Normally keep the radio tuned to the channel assigned to the Volunteer Group frequency (channel 5 or "Volunteer") unless you are working in a specified area where contact with another department is necessary full time. If you must work temporarily on another channel, inform the volunteer dispatcher. Inform the dispatcher when you return to the Volunteer channel.
14. Fire and Denver Police personnel are located on the NWSS Complex. We require volunteers to call the Volunteer Center Dispatcher, who will forward information to the Denver Police Dispatcher (Command Center) on the grounds. The NWSS Complex is over 100 acres and the NWSS emergency dispatcher can locate and identify the location of an emergency much quicker than by calling 911. If 911 has been called either by a guest or if the above procedure was not followed by a volunteer, call the Denver Police Dispatcher (Command Center) on channel 16 and indicate the location of the life threatening emergency and that 911 has been called independently. Call the Volunteer Center Dispatcher to report that 911 has been called and that the Command Center was directly informed.

Wheelchair Check-out **AT THE NATIONAL WESTERN**

PURPOSE

Aiding the general public and making their visit a pleasant experience at the NWSS.

POLICIES & PROCEDURES

A limited number of wheelchairs can be checked out at the Guest Relations Information Booth located near the southeast ticket office in the Hall of Education on a first come first serve basis for use around the National Western. A Drivers License is required for the checkout.

The wheelchair is checked out and returned to the southeast Hall of Education Information Booth by leaving a Drivers License as a guarantee for the return of the wheelchair.

Wheelchairs checked out by a guest during the evening that are to be returned after hours need to return it to the southeast ticket office in the Hall of Education where a Security Guard is stationed in exchange for the Drivers License.

Open Door Policy

All volunteers need to be aware of the NWSS policies that will answer basic questions concerning complaints or problems related to work and volunteer environment. This includes the open door, anti-violence, weapons, drug and alcohol policy, receipts of gifts, gratuities and favors, check-in & out, computer usage, pets, safety, attendance and absenteeism, problem solving, disciplinary practices, discipline, ending your volunteer service, dismissal, notification of personnel, exit interview, and NWSS policies

NWSS believes that an important part of employment and volunteering with the NWSS is an ability to resolve complaints and problems proactively. We will try to give prompt review and an appropriate response to all job related complaints and problems submitted by volunteers, either verbally or in writing.

Complaints or problems should be submitted to your immediate captain. If you are not comfortable sharing your complaint with your immediate captain, you are encouraged to take the problem to a Volunteer Director or Staff Volunteer Coordinator, and then, if necessary the President and Chief Executive Officer. In those matters where there is a possibility of discrimination or harassment because of any characteristic protected under local, state, or federal law, the volunteer may request immediate review with the President and Chief Executive Officer.

NWSS's response to any complaint will depend on the nature of the complaint. We cannot promise any specific type of response. By providing a process for addressing grievances, we do not intend to alter the at-will nature of employment and volunteering at NWSS.

Anti-Violence

Our goal is to strive to maintain a work environment free from intimidation, threats, or violent acts. This includes, but is not limited to: intimidating, threatening or hostile behaviors; physical/verbal abuse; vandalism; arson; sabotage; use of weapons; carrying weapons onto our premises; or any other act, which in management's opinion, is inappropriate to the workplace in addition, bizarre or offensive comments regarding violent events and/or behavior are not tolerated.

Any behavior listed above should be immediately reported to a Captain, Chair, Staff Volunteer Coordinator or the NWSS Human Resources Representative. Complaints will receive attention and the situation will be investigated. Based on the results of the inquiry, action will be taken which management believe is appropriate. Employees and volunteers should directly contact law enforcement personnel if they believe there is an imminent threat to volunteer's safety and health of employees and volunteers or property.

Weapons

Possession of weapons, including concealed weapons for which a permit has been obtained, on company or customer premises, including parking lots, or in public while representing the company is strictly prohibited.

Drug and Alcohol Policy

To ensure a safe and productive work environment the NWSS prohibits the use, sale, dispensation, manufacture, distribution or possession of alcohol, drugs, controlled substances, or drug paraphernalia on any NWSS premises, NWSS or sponsor vehicles or work sites. This prohibition includes NWSS owned vehicles, or personal vehicles being used for NWSS business or parked on NWSS property. No volunteer shall use or possess alcohol or prohibited drugs during working hours or be at work while impaired by alcohol or prohibited drugs.

Safety is ALWAYS the number one priority of the National Western Stock Show.

Receipt of Gifts/Gratuities

In order to avoid a conflict of interest (or the appearance of a conflict of interest), gifts and gratuities received by you from suppliers, customers, sponsors, or other persons conducting business with the NWSS during the course of your volunteering are considered to be property of NWSS.

Exception: Incidental gifts of small value, not exceeding \$24, may in the discretion of the President and Chief Executive Officer, be accepted by employees or volunteers. However, employees and volunteers may not accept cash under any circumstances.

Exception: From time to time, a sponsor may offer gifts, gratuities, or products to a NWSS employee or volunteer, which are not provided for the benefit of NWSS. The receipt of gifts, gratuities, or products from sponsors (including payment of traveling and lodging expenses) is governed by the terms of the sponsorship agreement entered into between the sponsor and NWSS, as approved by the President and Chief Executive Officer.

Reporting: Employees and volunteers must report to their supervisor/Staff Volunteer Coordinator any instance in which they are offered and/or accept money, gifts, or anything worth value. In addition, employees and volunteers must submit a report in writing to the President and Chief Executive Officer of any instance in which they are offered and/or accepted money, gifts, or anything of value when such item is in excess of \$25. Similarly, employees and volunteers must submit a written report to the President and Chief Executive Officer if they are offered and/or accept money, gifts or things of value from a single donor in any given month which have a cumulative worth in excess of \$100.

Checking In and Out

Volunteers are required to give a minimum of 30 hours each year. Volunteers have the opportunity to volunteer throughout the year assisting other shows that rent the NWSS facility. If a volunteer forgets to punch out no hours are recorded. It is the volunteers' responsibility to contact the Volunteer Center to correct the volunteer hours due to a missed punch. Volunteers who assist during throughout the year are responsible for turning in their hours to the Volunteer Center during the month of January before the end of the show.

Computer Usage

The NWSS computer system is intended for business use. Personal correspondence should not be abused. Anything you put or receive on the NWSS computer is also company property.

When representing the NWSS in any medium you are obligated to keep the NWSS interest in mind.

Pets

Pets (dogs, cats, reptiles, birds, and any other type of live animal), although beloved, are not allowed in the workplace due to building regulations. This rule does not apply to service animals.

Safety

NWSS is committed to a safe work environment for employees and volunteers. Therefore, employees and volunteers are required to comply with all safety rules and regulations. Failure to do so will not be tolerated and could result in a reduction to workers' compensation benefits for volunteers.

If you are injured while volunteering, even slightly, you must immediately report this fact in writing to the Staff Volunteer Coordinator, Volunteer Chairs or Captain so you get first aid or medical attention for work related injuries are provided by a doctor designated by NWSS. Ask your Staff Volunteer Coordinator to provide you with an authorization slip to receive treatment. Failure to seek treatment from the designated physician may result in you becoming financially responsible for the medical care that is provided.

It is the responsibility of every employee and volunteers to avoid accidents and to eliminate unsafe conditions by reporting any hazardous conditions. Employees must immediately report any unsafe conditions (such as use of defective equipment, careless handling of equipment, or use and storage of combustible materials near open flames) to the Staff Volunteer Coordinator.

Your prompt reporting of the accident also enables your supervisor to conduct an investigation. Watch for accident hazards. Be careful with tools. Don not risk falls. Remove trash or other obstacles on the floor that may cause someone to trip or fall. Help make the National Western Complex a safe place to work.

Attendance and Absenteeism

As a NWSS volunteer member we depend on you to complete your schedule shifts. We do understand that from time to time certain situations may arise that prevent you from doing so. Please alert the Volunteer Captain or the Volunteer Center of any scheduled absences such as illness as soon as possible so that an appropriate substitute can be found. Feel free to use the NWSS Facebook group page to find a substitute if at all possible. If absenteeism becomes excessive your volunteer relationship with the NWSS will be reevaluated.

Problem Solving Procedures

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute, or misunderstanding that arises during the course of volunteering.

Step 1: You may submit a problem in writing to the Volunteer Captain or the Assistant Captain within (3) working days after the problem becomes known to you, he/she is interested in the solution of any NWSS problem you, as a member of the team, may have. He/she will attempt to resolve your problem at this initial meeting. If unable to reach a mutually agreed upon settlement the Captain or Assistant Captain will investigate the situation further, and within (3) working days, meet you to give his/her final answer in writing. If you still are not satisfied, then you may request a Step 2 meeting.

Step 2: This step consists of submitting, in writing the problem to the Volunteer Chair or Volunteer Vice-Chair within three (3) working days of receiving the Step One response. The Staff Volunteer Coordinator will schedule a meeting with you, the Captain or Assistant Captain and the Volunteer Chair or Vice-Volunteer Chair as soon as practicable. At this meeting the Staff Volunteer Coordinator will attempt to resolve the problem, if he/she is unable to do so, he/she will provide you with a written resolution within three (3) working days. This will be the final determination.

DISCIPLINARY PRACTICES

The following guidelines may be used in some instances at the sole discretion of the NWSS.

- Step 1: Oral warning with documentation in the individual's volunteer file.
- Step 2: Written warning to the individual and copy to volunteer file.
- Step 3: Written warning with suspension – documentation to the volunteer file.
- Step 4: Termination/Dismissal

The guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning.

The use of these disciplinary practices in no way alters the fact that your volunteering with the NWSS is "at-will".

Discipline

Good working relationships make demands on everyone; employees and volunteers have responsibilities to the NWSS, themselves and the people they work with.

Employees and volunteers must at all times comply with the NWSS expectations for work, performance and conduct. Failure to do so may result in any or all of the following actions, as NWSS deems appropriate in its sole discretion: termination, suspension, demotion, written warning, reprimand and counseling.

Management will decide in its judgment, which of these actions would most effectively take care of the problem.

NWSS evaluates each situation on a case-by-case basis; therefore the fact that NWSS has or has not utilized any of these actions does not set any precedent and should not be relied upon in future disciplinary by any employee or volunteer.

ENDING YOUR VOLUNTEER SERVICE

You may resign from your volunteer service with the Organization at any time. We request that you notify the Volunteer Chair, Volunteer Assistant Chair, or the Staff Volunteer Coordinator ideally two weeks prior to your departure.

DISMISSAL

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed attempts to reconcile the solution will be made including a meeting between staff and volunteer(s) involved, the Staff Volunteer Coordinator, Volunteer Chair or Vice Chair and, if appropriate, the VP of Administration. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, and disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of the NWSS.

NOTIFICATION OF PERSONNEL

The final decision regarding the proposed termination of any NWSS employee or volunteer rests with the President and Chief Executive Officer or Vice President of Administration.

Exit Interview Process

Volunteers may be asked to participate in an exit interview before leaving the Organization, regardless of your reason for leaving. You may also request a letter of reference or referral at this time.

The exit interview is your opportunity to communicate your views about the position, your department, management, the operations of the company, and any other relevant information you feel is important for us to know.

The appropriate persons will contact you to arrange an exit interview if requested.

Termination procedures are only guidelines and do not constitute a legal contract between the NWSS and the volunteer, as arrangement is by mutual consent.

**VIOLATIONS OR INFRACTIONS OF THESE POLICIES ARE
GROUNDS FOR DISCIPLINARY ACTION UP TO AND INCLUDING
TERMINATION.**

NWSS Employee, Volunteer, Judge And Superintendents Policies

As an employee, volunteer, judge, or superintendent of the National Western Stock Show (NWSS) it is important that each employee and volunteer take personal responsibility for their actions and behavior in an effort to continue our commitment to creating a positive working environment. Listed below are some of the policies that NWSS enforces to provide a quality experience for all the employees, volunteers, judges, and superintendents during stock show.

1. Employees, volunteers, judges, or superintendents of NWSS will maintain a profound level of respect for his/her peers, coworkers, vendors, concessionaires, patrons, supervisors, and guests. Employees and volunteers will recognize that individuals that participate in the NWSS come from a variety of backgrounds, cultural beliefs, and religious convictions and as an employee and volunteer of NWSS these differences will be respected.
2. Employees, volunteers, judges, or superintendents of NWSS will not discriminate against any individuals, sex, race, color, or religious beliefs.
3. Employees, volunteers, judges or superintendents of NWSS will walk the talk and be a good role model.
4. Employees, volunteers, judges, or superintendents of NWSS will recognize individual stereotypes of other people and work beyond these stereotypes.
5. Employees, volunteers, judges, or superintendents of NWSS understand that any form of employee harassment is strictly prohibited. Harassment, is defined as conduct relating to an individuals race, color, religion, sex, national origin, age, handicap disability, status as a Vietnam-era or special disabled veteran, or status in any group protected by state or local law which has the purpose or effect of creating a hostile, intimidating, or offensive work environment, or of unreasonably interfering with an individual's work performance. Harassment can occur as a result of a single incident or a pattern of behavior. Harassment encompasses a broad range of physical or verbal behavior, which can include, but is not limited to, physical or mental abuse, racial insults or insults relating to age, or religious slurs.
6. With respect to sexual harassment, NWSS prohibits the following:
 - A. Unwelcome sexual advances, requests for sexual favors, and all other verbal or physical conduct of a sexual or otherwise offensive nature, especially where: Submission to such conduct is made either explicitly or implicitly a term or condition of employment.
Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment.
7. Such conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment.
8. Offensive comments, jokes, innuendos, and other sexually oriented statements. Examples of the types of conduct prohibited by this policy, but are not limited to, the following.
9. Touching, such as rubbing or massaging someone's neck or shoulders, stroking someone's hair, or brushing against another's body.
10. Sexually suggestive touching.
11. Grabbing groping, kissing, fondling.

NWSS Employee, Volunteer, Judge And Superintendents Policies

12. Violating someone's "personal space".
13. Whistling.
14. Lewd, off-color, sexually oriented comments or jokes.
15. Foul or obscene language.
16. Leering, staring or stalking.
17. Suggestive or sexually explicit posters, calendars, photographs, graffiti, and/or cartoons.
18. Unwanted offensive letters or poems.
19. Sitting or gesturing sexually.
20. Offensive E-mail or voice-mail messages.
21. Sexually oriented or explicit remarks, including written or oral references to sexual conduct, gossip regarding one's sex life, body, sexual activities, deficiencies, or prowess.
22. Questions about one's sex life or experiences.
23. Repeated requests for dates.
24. Sexual favors in return for employment rewards, or threats if sexual favors are not provided.
25. Sexual assault or rape.
26. Any other conduct or behavior deemed inappropriate by NWSS.
27. NWSS strives to maintain a work environment free from intimidation, threats, or violent acts. This includes, but is not limited to intimidation; threatening or hostile behaviors; physical or verbal abuse; vandalism; arson; sabotage, use of weapons; carrying weapons onto our premises; or any other act, which in managements opinion, is inappropriate to the workplace in addition, bizarre or offensive comments regarding violent events, and/or behavior are not tolerated.
28. Possession of weapons, including concealed weapons for which a permit has been obtained, on NWSS or customer premises, including parking lots, or in public while representing NWSS is strictly prohibited.
29. To safeguard the property of employees, volunteers, customers, and NWSS, and to help prevent the possession, sale, and use of illegal drugs on NWSS premises. Entry onto the NWSS premises constitutes consent to searching and/or inspections. This process includes the inspection of items such as packages, parcels, purses, handbags, briefcases, lunch boxes, or other possessions or articles carried to and from NWSS property. In addition, NWSS reserves the right to search NWSS property that is used by the employees, such as an employee's locker, office, desk files, computer, E-mail, V-mail, and internet files. Inspections may be conducted at any time with or without notice, at the discretion of NWSS.
30. NWSS is committed to a safe, healthy and productive work environment for all employees and volunteers, free from the effects of illegal or non-prescription drugs and alcoholic beverages. Use of drugs and alcohol alters employee and volunteer judgment resulting in increased safety risks, employee injuries, and faulty decision-making. Therefore, the possession, use, and/or sale of controlled substances or alcoholic or illegal or non-prescribed drugs is similarly prohibited.

NWSS Employee, Volunteer, Judge And Superintendents Policies

31. In order to comply with Executive Order No. 99 of the city and County of Denver and in order to maintain a work environment that supports employee and volunteer productivity and well being, there will be no smoking in any of the NWSS facilities. The only exceptions are the National Western Club, the Bar and Grill, and any similar bar, lounge, or facility where smoking is permitted. Employees and volunteers may smoke outside NWSS facilities during their breaks. Employee and volunteers who chose to smoke outside are asked to be considerate of others and use ashtrays or otherwise keep the grounds clean.
32. The NWSS telephone communications system is for business purposes only. While the need for occasional personal calls is recognized, employees and volunteers are expected to keep these to a minimum.
33. Employees, volunteers, judges, or superintendents have a responsibility to show up for work and meet performance standards.
34. Employees, volunteers, judges or superintendents of NWSS have a responsibility to clock in at the beginning of the shift and to punch out on the time clock at the end of the shift. Not clocking in and out may result in loss of hours.
35. Employees, volunteers, judges, or superintendents who are hurt or injured while working at NWSS must notify their supervisor immediately. If the injury is not life threatening the employee must then report to the Volunteer Office after reporting to the supervisor/captain to fill out the appropriate paperwork.
36. A complete copy of the National Western Employee/Volunteer Policy Manual is available in the Employment Office for review by any employee, volunteer, judge or superintendent.

THE NATIONAL WESTERN STOCK SHOW ASSOCIATION, INC. VOLUNTEER AGREEMENT & HANDBOOK RECEIPT KNOWLEDGE

VOLUNTEER PRINTED NAME: _____

THE WESTERN STOCK SHOW ASSOCIATION, INC.
VOLUNTEER AGREEMENT
AGREEMENT, CONDITIONS AND BENEFITS

The VOLUNTEER agrees to undertake and perform the services required in this Agreement as a VOLUNTEER, and not as an employee of The Western Stock Show Association, Inc., d/b/a National Western. VOLUNTEER will not be entitled to any benefits offered to National Western employees. As a VOLUNTEER I acknowledge that I have read and understand the 2012 VOLUNTEER HANDBOOK. No personal motorized utility vehicles, such as 4-wheelers, golf carts, etc., will be allowed on the National Western Complex grounds without prior written approval. Upon such written approval, each driver of such vehicles must be a licensed driver with a valid driver's license and must provide proof of liability insurance. **AT NO TIME IS THE VOLUNTEER TO ASSUME THE CARE, CUSTODY OR CONTROL OF ANY HORSES, ANIMALS, LIVESTOCK AND/OR PERSONAL PROPERTY OF OTHERS ON BEHALF OF NATIONAL WESTERN, NOR FOR YOURSELF AS A VOLUNTEER, EXCEPT IN THE CASE OF AN EMERGENCY INVOLVING PUBLIC SAFETY.**

Liability Insurance

VOLUNTEER, as an individual only, and only during the performance of his/her duties under this Agreement, will have the protection for public liability under the National Western liability insurance policy, subject to all its terms, conditions, exclusions and limitations, with the exception of professional liability (see requirements below) outside of your duties under this contract and auto insurance on any vehicle not owned or controlled by National Western.

Accident Insurance

National Western will provide an Accident Policy in the amount of Ten Thousand Dollars (\$10,000.00), subject to its terms and conditions to cover the VOLUNTEER, only while he/she is performing his/her duties under this Agreement.

Worker's Compensation Waiver

The undersigned individual acknowledges that he/she has been authorized to perform designated activities on behalf of The Western Stock Show Association, Inc. He/she further acknowledges that such activities will be performed as an independent contractor volunteer, and that as such, he/she is not an employee of The Western Stock Show Association, Inc., and therefore is not provided Workers' Compensation Insurance. The undersigned acknowledges that Workers' Compensation benefits are not available for his/her activities and waives all rights to such benefits.

Signature of Volunteer: _____ Date: _____

PROFESSIONAL SERVICES VOLUNTEERS - VETERINARIANS/MEDICAL PROVIDERS

National Western will not provide Professional Liability, Malpractice, Error/Omission coverage, Copyright Liability or Pyrotechnic Liability insurance. When the above-titled description is applicable to the VOLUNTEER, he/she must have his/her own valid liability insurance policies and provide National Western with Certificates of Insurance for these coverage's thirty (30) days prior to the commencement of this Agreement. The Western Stock Show Association, Inc. must be added as an additional insured on these policies.

THE WESTERN STOCK SHOW ASSOCIATION,
INC., D/B/A NATIONAL WESTERN

VOLUNTEER

By: _____

(Signature)

Date: _____

Date: _____

**THE WESTERN STOCK SHOW ASSOCIATION, INC.
VOLUNTEER RELEASE AND COVENANT NOT TO SUE**

THE UNDERSIGNED person agrees to offer his/her service as a volunteer on behalf of The Western Stock Show Association, Inc., d/b/a National Western. In consideration of permission from The Western Stock Show Association, Inc., for the undersigned VOLUNTEER'S participation in the National Western Stock Show, Rodeo and Horse Show, the undersigned, on behalf of his/herself, personal representative, heirs, next of kin, spouse and assigns, does hereby:

1. Release, discharge and covenant not to sue The Western Stock Show Association, Inc., its officers, agents or employees, the City and County of Denver (collectively referred to as releasee) from any and all claims and liability arising out of strict liability or ordinary negligence of releasees, which causes the undersigned injury, death, damages or property damage. The undersigned covenants to hold releasees harmless from any claims, judgment or expenses releasee may incur arising out of any activities or presence in the releasees' volunteer program, in which the undersigned agrees to participate.
2. Understand that participation in volunteer program activities can involve danger and risk of injury, that animals can be dangerous and unpredictable and that there is inherent danger in rodeo and livestock activities, which undersigned appreciates and voluntarily assumes because he/she chooses to do so. Further, the undersigned has observed or has been made aware of the type of activities, which he/she seeks to participate in. Undersigned also understands that his/her participation and duties will be determined by The Western Stock Show Association, Inc., who will be responsible for assigning and supervising the activities of the volunteer. Undersigned further acknowledges that he/she will be performing duties in accordance with The Western Stock Show Association, Inc. volunteer program rules and regulations.
3. That the services of the undersigned are strictly voluntary and not as an employee of The Western Stock Show Association, Inc.

WARNING: Under Colorado law, an equine professional is not liable for an injury to or the death of a participant in equine activities, resulting from the inherent risks of equine activities pursuant to Section 13-21-119 Colorado Revised Statutes.

WARNING: Under Colorado law, a Llama professional is not liable for an injury to or the death of a participant of Llama activities, resulting from the inherent risks of Llama activities pursuant to Section 13-21-119, Colorado Revised Statutes.

The information contained in the Volunteer Handbook is intended only as a guide. I understand that these guidelines described in the handbook can be changed or terminated by the National Western at any time in its sole discretion without prior notice.

Further, I understand that the contents of this handbook are summary guidelines for volunteers and therefore not all inclusive. The volunteer handbook supersedes all previously issued editions. The organization reserves the right to suspend, terminate, interpret or change any or all of the guidelines mentioned, along with any other procedures, practices, benefits or other programs of the National Western Stock Show. These changes may occur at any time, with or without notice.

I HAVE READ THIS DOCUMENT AND UNDERSTAND IT IS A RELEASE OF ALL CLAIMS. I APPRECIATE AND ASSUME ALL RISKS INHERENT IN VOLUNTEER ACTIVITIES ON BEHALF OF THE WESTERN STOCK SHOW ASSOCIATION, INC.

**Signature of Participating
Volunteer**

Printed Name of Volunteer

Date

Signature of Witness

Printed Name of Witness

Date