

## Volunteer Responsibilities

- ✓ Act as a representative of Habitat for Humanity and our ReStore
- ✓ Wear appropriate clothing for attire and warehouse conditions
- ✓ **Closed toed shoes are required**
- ✓ Please sign up ahead of time
- ✓ If you are unable to make it to your shift, please let Mackenzie know ASAP
- ✓ Follow safety guidelines

## General Safe Work Practices

- ✓ Practice good housekeeping at all times
- ✓ **Cell phone use is strongly discouraged**
- ✓ Work at a safe speed
- ✓ Learn the right way to do your job
- ✓ Follow directions of ReStore staff carefully
- ✓ Get first aid for any for any injury, even a small one.
- ✓ Never work while you are ill or fatigued
- ✓ Horseplay, running, or playing around in not permitted
- ✓ **Report to work in a fit condition : no alcohol or drugs**
- ✓ Report unsafe acts or conditions to your supervisor

## Customer Service Excellence

- ✓ Join the ReStore staff in creating a welcoming and helpful atmosphere
- ✓ Greet customers with smiles and ask if they need assistance
- ✓ If you do not know the answer to a question, seek out a ReStore staff member
- ✓ Treat all staff, customers and fellow volunteers with care and respect
- ✓ **Smile and laugh frequently!**

## ReStore Safety Hazards

- ✓ Lifting and moving heavy and/or large merchandise
- ✓ Tripping and obstructed walkways
- ✓ Merchandise falling from racks or not stowed properly
- ✓ **Being distracted by using a cell phone or misplacing a cell phone**
- ✓ Check ladders for defects before use
- ✓ Have staff train you before starting any electrical testing or repair project
- ✓ Be wary of objects falling from shelves or from the shelves falling or collapsing
- ✓ **Utilize personal protective equipment as needed**

## Summary of Responsibilities and Safety

- ✓ Enthusiastically support the mission of HHHV
  - ✓ Wear appropriate clothing and footwear
- ✓ Treat all staff, customers and other volunteers with respect
- ✓ Cell phone use is permitted in emergency situations only
  - ✓ Follow ReStore staff directions carefully
  - ✓ Smile and have fun!