

# WORLD STAMP SHOW – NY2016

## Volunteer Handbook

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## 1. INTRODUCTION

- **Welcome from the leadership team**

The Officers and Operating Committee Chairs welcomes your participation in **World Stamp Show-NY 2016**, the once-a-decade philatelic event that will take place May 28 through June 4 at the Javits Center in New York City.

- **Information about the organization**

New York Philatelic Exhibition, Inc., doing business as World Stamp Show – NY2016 (NY2016) is incorporated in the State of New York and has received 501(c)(3) recognition from the U.S. Internal Revenue Service, Management of NY2016 is vested in a Board of Directors, Officers and an Operating Committee comprised of volunteers.

- **Our Mission**

We anticipate over 250,000 people will pass through the show doors over the eight days. Featuring about 200 dealers selling and buying philatelic material of all kinds, dozens of postal administrations, 3,800 frames of competitive exhibits, a Court of Honor displaying priceless stamp rarities, auctions, seminars, youth and beginner activities, and first day ceremonies sponsored by the U.S. Postal Service and other nations, everyone attending will have plenty to do and see.

- **Organizational chart**

The current Board of Directors, Officers and Operating Committee Organizational chart is outlined on the NY2016 Organization/Personnel webpage.

## 2. JOINING WORLD STAMP SHOW – NY2016

- **Signing up – forms to complete**

Signing up to be a volunteer is done through the NY2016 volunteer webpage. All volunteers are required to review this Volunteer Handbook and click the box on the volunteer webpage to indicate that they have done so. Clicking this box constitutes acceptance of all terms and conditions listed in this Volunteer Handbook.

## 3. CODE OF CONDUCT

- **Dress code**

During show hours, NY2016 operates a smart casual dress policy.

- Men and boys must wear slacks, shirts with collars and sleeves (long or short) are required. Shirts must be tucked into pants. No hats to be worn indoors, except for medical or religious reasons.
- Women and girls must wear slacks, capris, skirts, or dresses that are no shorter than 3-inches above the top of the knee. Shirts with sleeves and collars are preferred; however, women may wear a round neck collarless shirt with sleeves, or a shirt with a collar and no sleeves. No clothing is allowed where the midriff is visible.
- Scouts and Scout Leaders may wear scout uniforms.

The overriding consideration is that you look smart and professional at all times and that you dress appropriately for the occasion.

- **Conflict of interest**

While you are a NY2016 volunteer, you must not undertake any activity or have any interest with any person or in any organization which may constitute a conflict of interest with NY2016. You must notify your Volunteer Chairperson immediately upon becoming aware of any potential or actual conflict of interest during your volunteer period

- **Confidentiality**

While you are a NY2016 volunteer, you may come in contact with or have access to confidential information. Such information is strictly confidential and must not be used or divulged (directly or indirectly) by you, either during or after your volunteer period with NY2016. A breach of confidentiality is a very serious matter and may be grounds for your dismissal.

- **Dealing with media/giving interviews**

The approval of the Volunteer Chairperson must be obtained before any written or electronic material is submitted to the media or any interview given.

- **Privacy relating to the treatment of personal information**

A summary of the information held is kept on a confidential database. Access to this information can be obtained through the Volunteer Chairperson.

- **Personal effects**

NY2016 is not responsible for personal effects.

#### 4. PERKS & EXPENSES

- **Volunteer Perks**

Volunteers may receive perks, such as food, beverages, articles of clothing, and souvenirs. All volunteers will receive special show badges.

- **Expense reimbursement**

Expenses will only be reimbursed if the purchases were pre-approved by the appropriate committee chairperson. All expense claims must include all relevant invoices and must be forwarded to the appropriate committee chairperson for their review and approval. In no event will expenses submitted after June 30, 2016 be paid.

#### 5. DISCIPLINARY PROCEDURES

- **Disciplinary / Dismissal action**

As the NY2016 show time is limited, if serious misconduct is deemed to have occurred you may be dismissed without notice. Examples of serious misconduct may include, but are not limited to:

- (a) Any material breach of the terms of the volunteer agreement or volunteer handbook;
- (b) Any dishonesty or theft;
- (c) Any situation where you behave in a manner likely to bring you, or NY2016, into disrepute;
- (d) Falsification of NY2016 records;
- (e) Willful damage of NY2016 property;
- (f) Any situation where you take unauthorized absence from work;
- (g) Any acts of violence, threatened violence or harassment against another person whilst in the course of duties for NY2016.
- (h) Being drunk or using illegal substances or drugs whilst on NY2016 business;
- (i) Wrongfully disclosing NY2016 information; and
- (j) The inappropriate use of electronic media, including PCs or the Internet.

- **Notification of Absences**

If you are unable to perform assigned volunteer responsibilities, for any personal or physical reason, you are expected

to contact the Volunteer Chairperson as soon as possible. If you are absent from assigned volunteer responsibilities without notifying the Volunteer Chair, you are deemed to have abandoned your volunteer service.

## 6. RELATED POLICIES

### • **Discrimination and harassment policy**

Volunteers need not tolerate harassment in the workplace. If any volunteer feels they have been subjected to any form of harassment (sexual, racial, political, social, or religious) it may be discussed (confidentially) with the President, Vice President or the Volunteer Chairperson. Harassment is not condoned or tolerated in any way and may lead to dismissal or to other appropriate action being taken in respect of the person conducting such behaviour.

#### ***How to deal with discrimination or harassment***

Any person who is being discriminated against or harassed has the right to complain and take action to stop this behaviour. If you experience harassment or discrimination you should:

- complain about the behaviour: this can include telling the person(s) discriminating against you or harassing you that the situation is unacceptable; and
- report the matter to your Volunteer Chairperson or to any other member of management, if you feel that you are unable to speak to the person yourself. Your complaint will be attended to in a completely confidential manner.

### • **Health and safety**

NY2016 will take all steps necessary to ensure that your health and safety is protected at all times.

It is NY2016's responsibility to:

- identify, manage and control hazards to establish safe work practices;
- provide information, training, and protective equipment as required to foster awareness of health and safety;
- record all accidents and "near misses" to ensure future accidents are avoided;

As a volunteer it is your responsibility to:

- contribute to the process of hazard identification, and report all work accidents and illnesses
- use any protective equipment provided;
- not undertake any work which is unsafe;
- look out for the safety of fellow volunteers; and observe all safety rules

Any accident or injury at work should be brought to the attention of your manager or supervisor, and reported to the Volunteer Chairperson.

In the event of a fire or emergency at the Javits Center, you must follow announced evacuation procedures.

### • **Alcohol and drugs policy**

Volunteers under the influence of drugs and alcohol can cause injury to themselves and others. NY2016 has a responsibility to ensure the health, safety and welfare at work of their staff, volunteers and visitors. A volunteer whilst at work is prohibited from:

- possessing or using illegal drugs at the workplace; and
- being under the influence of drugs or alcohol

A volunteer who is using legally prescribed medication that may impair performance is required to advise the Volunteer Chairperson.

It is every volunteer's responsibility to take reasonable care of the health and safety of others in the workplace and ensure that their performance and actions are not impeded by the use of drugs (either legal or illegal) or alcohol. If you suspect that any staff member, or volunteer is under the influence of drugs or alcohol, it is your responsibility to communicate this to the Volunteer Chairperson.

- **Internet, email, and phone policy**

***Misuse of Internet, email and phones***

NY2016's electronic media are not to be used for any unauthorised purposes, including;

- The transmission of abusive, defamatory, obscene or racist communications
- The searching for, perusal of, and /or downloading of pornographic or other objectionable material
- Offensive material through the internet
- The transmission of sensitive information about an individual or client
- Where such transmission would, or would be likely to, place the company in breach of the Privacy Act 1993

Vandalism is any malicious attempt to harm or destroy data of another user or any other agencies or networks that are connected to the system. This includes but is not limited to, the uploading or creation of computer viruses.

***Security***

Users should never share access with someone else by giving him or her, your password. If this does occur, then you should alert system support, or change the password, to ensure that your computer files are not exposed to abuse.

You should ensure that NY2016 electronic equipment is shut down correctly and turned off when you leave the Javits Center. This ensures unauthorised persons do not have access to the network in your absence.

***Physical Security of Equipment***

You are asked to take reasonable steps to ensure the protection of NY2016 equipment including damage from improper use, food and drink spillage, and good housekeeping procedures.

***Software Purchases and Copyright Infringement***

All software used on NY2016 computing systems is copyrighted. All purchases of new software must be approved by the President or Vice President. Software must not be copied unless the relevant license agreements allow it. You will not infringe the Copyright Act 1994. If you do, you will be held personally responsible for any such infringements.

This Internet, email and phone policy may be amended or revised from time to time. You will be given written copies of all amendments and revisions to this policy. A breach of this policy may result in disciplinary action which could result in dismissal.

## 7. LEAVING PROCEDURES

- **Return of company property**

When you leave NY2016 we ask that you:

- return all company property including mobile phones, computers, access cards and keys, company records, paperwork and documents, identification cards and any other relevant property;
- hand over all current work to the appropriate people/person in order to ensure continuity and/or closing of business/service; and
- hand over to someone duly authorised to receive them all notes of confidential information which you may have acquired during your volunteer service.

- **Exit Interviews**

When your NY2016 volunteer serviced is over, you will be invited to complete an exit survey to evaluate the show and offer suggestions. This information is confidential and aimed at helping us to understand how we can improve future APS and FIP exhibitions. We aim to learn from your comments and use these to make improvements where appropriate.

- **References**

NY2016 will not provide references but will provide a record of service, signed by the Chief Executive.