



EXPERIMENTAL AIRCRAFT ASSOCIATION, INC.

VOLUNTEER OPERATION HANDBOOK



2020

Table of Contents

Thank you Statement.....	4
About the Volunteer Handbook.....	5
EAA Vision and Mission Statement.....	5
History.....	5
Importance of Volunteerism.....	6
Volunteer Pledge.....	7
Code of Conduct.....	8
Roles and Responsibilities.....	15
Volunteer Opportunities.....	15
Volunteer Recognition.....	16
Communication.....	18
Oshkosh Rules.....	19
Volunteer Hours.....	20
Minor Volunteer Guidelines.....	20
Volunteer Benefits.....	20
Audrey's Park	21
Youth Protection Policy and Program.....	21
Accommodations.....	21
Participation in Scheduled Events.....	21
Escalation Process.....	21
Separation.....	22
Emergency Procedures and Weather Alerts.....	22
Income Tax Information.....	23

Other Policies.....	23
Americans with Disability.....	23
Anti-harassment and Bullying.....	23
Violence Free Environment.....	24
Safety and Security Goals.....	24
PCI Compliance.....	26
Investigation.....	26
Environmental Awareness.....	26
Tobacco, Smoke, and Vapor Free.....	26
Drugs and Alcohol.....	27
Dress Code.....	27
Tattoos.....	27
Confidentiality.....	28
Use of Company Vehicles.....	28
Building Access and Key Fobs.....	28
Concealed Weapons.....	28
Video Surveillance.....	29
Thank You.....	29

Thanks for being part of EAA!

Hello!

Thanks for being an EAA volunteer, an important part of the Experimental Aircraft Association – a passionate community of aviation enthusiasts that supports and promotes recreational flying. The work you do makes it possible for our 220,000 members to pursue their dreams of flight.

In the years since I first became aware of EAA, when attending EAA Chapter 1 meetings in Riverside, California, with my dad, I noticed one thing — our interests may vary, but the common bond and camaraderie we share shape our vision to be a vibrant and growing aviation community. You'll quickly notice that as you meet EAA members, staff, and fellow volunteers throughout the year and during EAA AirVenture Oshkosh. It's an opportunity to make a true difference in the lives of people who can't imagine their lives without the possibility of flight.

EAA's mission is to grow participation in aviation by sharing "The Spirit of Aviation." There are many, many ways we do that, from local fly-ins to the amazing EAA AirVenture Oshkosh, and from Young Eagles flights to building and restoring aircraft. We're happy to have you as a part of it.

Thanks for doing your part for EAA!

A handwritten signature in black ink, appearing to read "Jack Pelton". The signature is fluid and cursive, with the first name "Jack" being more prominent than the last name "Pelton".

Jack Pelton

EAA CEO Chairman of the Board

About the Volunteer Handbook

The Volunteer Handbook is a resource to provide you with information regarding EAA's guidelines and procedures to help you better understand EAA as an organization. As EAA continues to grow, so may information within this guide. Please check with your Volunteer Chairman or EAA Staff Liaison if you have any questions regarding the information in this Volunteer Handbook

EAA Vision and Mission Statement

We are

A community of passionate aviation enthusiasts that promotes and supports recreational flying.

Vision

A vibrant and growing aviation community

Mission

To grow participation in aviation by promoting the "Spirit of Aviation."

EAA Values

- **Spirit** – We have a great love of aviation. Together we will inspire you to take the next step, enrich your experience, connect you with a passionate community, and share the freedom of flight.
- **Community** – We are a family of passionate individuals that come together to promote the "Spirit of Aviation." We are welcoming and inviting, value diversity, offer support and challenge, and always remain positive and helpful.
- **Ethics & Integrity** – With great courage, honesty, and integrity we embrace our role in conducting all matters of business with the highest standards of ethical behavior, objectivity, openness, and respect.
- **Leadership** – We have earned our reputation as the historian, innovator, and evangelist in aviation. We are ambitious and visionary and strive for excellence in everything we do. We embrace the opportunity and responsibility for setting the direction to inspire, enrich, and promote aviation to our members and aviation enthusiasts around the globe.

History

People have wanted to fly for as long they have been able to see the birds in flight, but it's only been for little more than a century that it has been possible. The Experimental Aircraft Association (EAA) captures that Spirit of Aviation – the joy, fascination, and accomplishment that comes with flight – through more than 220,000 members in more than 100 countries around the world.

EAA was founded in January 1953 by Paul H. Poberezny (1921-2013), who gathered about three dozen of his Milwaukee-area friends to form a club of those who were interested in building and restoring their own airplanes. It quickly grew and became a place where everyone

with an interest in aviation was welcome. Within the organization's first year, aviation enthusiasts in other cities were interested in joining EAA, so the first local chapter was created in Riverside, California. Today, approximately 900 local EAA chapters provide support and promotion of grass-roots aviation in their own hometowns.

The association was run for its first decade out of Paul and Audrey Poberezny's home, then in a facility built in the Milwaukee area. In the early 1980s, the EAA headquarters and its museum moved to Oshkosh, Wisconsin. The name "Oshkosh" has become synonymous with sport aviation because of EAA's growth and influence. As EAA has grown, its mission has remained the same – growing participation in aviation in all of its forms.

EAA is perhaps best known publicly for its annual convention, EAA AirVenture Oshkosh, which has become the World's Greatest Aviation Celebration. Started with just 21 airplanes and 150 people in Milwaukee in September 1953, this aviation family reunion moved to Rockford, Illinois from 1959 through 1969 before coming to Oshkosh. It now sees an annual attendance of 500,000 people and 10,000 airplanes for a weeklong celebration of flight. It welcomes everything that flies, from the smallest ultralight to such mammoth aircraft as the Concorde, Airbus A380, and U.S. Air Force C-5 cargo aircraft.

Importance of Volunteerism

EAA was built on a culture of volunteerism, powered by the ability of people doing their part to accomplish something great for everyone. That spirit goes back to Paul and Audrey Poberezny, EAA's first family, who created something that gave grass-roots aviation enthusiasts a place to gather, enjoy, and innovate. The existence and growth of EAA can be directly credited to the dedication of tens of thousands of volunteer through the years.

That spirit of volunteerism continues today. It shows in the thousands of volunteer leaders in EAA's local chapters, the 50,000 EAA-member pilots who have contributed their time and airplanes to fly young people through the Young Eagles program, and in those who help guide and review aircraft projects for others. The biggest showcase of that spirit comes at Oshkosh each year, when more than 5,000 volunteers make EAA AirVenture Oshkosh possible, doing everything from painting picnic tables to parking airplanes to bringing food to other volunteers. Here in Oshkosh, the volunteer spirit continues year-round through EAA's museum docents, pilots and staff at Pioneer Airport, and those who assist in aircraft maintenance projects. The shared passion for aviation and people make EAA unique among associations, as it becomes "our" organization in a way that brings people together. Just here in Oshkosh, more than 250,000 volunteers' hours are logged at AirVenture and throughout the year.

EAA's volunteers bring enthusiasm, dedication, and knowledge to make their organization a success. That shows through many EAA-member families where there are second- third- and even fourth-generations of volunteers. Along with making great things in aviation happen, EAA volunteers find their own aviation family and lifelong friends.

Volunteer Pledge

The EAA Volunteer

EAA was created by volunteers, and
They are essential to EAA's success.
Volunteers are our ambassadors.
Above all, the volunteer is the
"heart" of our organization.

The Volunteer Pledge

*I will maintain the high standards set
forth by our Founder
I will be respectful to members, guests, staff
And other volunteers
I will volunteer where I am needed
I will do my job to the best of my ability
I will offer helpful suggestions to improve the
Over-all volunteer experience
I will pass my knowledge and experience on
To other volunteers
I WILL HAVE FUN!*

Who is an EAA Volunteer?

A volunteer is an individual who freely commits time, talent, and effort to support the mission and needs of EAA. These efforts are not done for pay, but for the success of the effort and satisfaction of a job well done.

As a Volunteer, I commit to:

- Support the mission and goals of the organization
- Positively represent EAA through words and actions
- Welcome everyone into our community to participate
- Treat fellow volunteers, members, staff and guests with dignity and respect
- Accept assignment(s) with an open mind and a willingness to learn
- Be dependable, recognizing the commitment and responsibility

EAA Code of Conduct

Code of Conduct

Philosophy

Experimental Aircraft Association Inc. (“EAA”) serves the needs and interests of its members and other aviation enthusiasts by providing opportunities for participation, advocacy, inspiration, information, and education. At the heart of EAA’s operation is a commitment to excellence, professionalism, and integrity.

Scope

This Code of Conduct applies to all EAA volunteers, and supersedes previous revisions. **It includes a section entitled “Whistleblower Protection” (page 13) that has been approved by EAA’s board of directors. This section provides protection to you if you have information that should be reported regarding violations of laws, regulations or this code, and/or financial irregularities.**

Reporting of Violations

Any volunteer who believes that this code may have been violated must report the incident as promptly as possible to his/her staff liaison, who will report the incident to the vice president of risk management and human resources. If for any reason a volunteer finds it difficult to report his/her concerns to a staff liaison, the incident should be reported directly to the vice president of risk management and human resources. **If you wish to be protected by EAA’s Whistleblower Protection Policy, you must follow the procedures described on page 13 of this code.** EAA will normally maintain the confidentiality of any disclosures, to the extent possible, but volunteers must recognize that enforcement actions arising from a whistleblower complaint, or other legal requirements, might impact this.

Enforcement

All EAA volunteers are expected to comply with this code; it will be vigorously enforced. Failure to comply with the standards of this code will result in appropriate sanctions, which may include termination of volunteer status. In some cases, EAA may have an obligation to bring violations of this code to the attention of appropriate law enforcement authorities where a violation of this code may also be a violation of the law.

Not a Contract

This code is not intended to and does not create an employment contract, express or implied; it does not alter a volunteer’s at-will volunteer status or the right of EAA to modify terms and conditions of volunteer status. Both EAA and the volunteer shall continue to be free to terminate volunteer service at any time, for any reason, with or without cause.

EAA may amend this code in its sole discretion from time to time in writing, with or without prior notice.

Ethical Business Practices

EAA volunteers must not engage in any activity in connection with their relationship with EAA that is unlawful, unethical, or that degrades the integrity or reputation of EAA. The following standards are specific examples of this requirement.

- **Fraud:** EAA volunteers shall not participate in dishonest practices or schemes for the purpose of obtaining personal or business advantage or reward, including practices

involving fraud, deceit, or theft, or practices that depart from fundamental standards of honesty and good faith.

- **Bribes and Kickbacks:** EAA volunteers shall never offer or accept, directly or indirectly, anything of value (such as a bribe or kickback) to or from a supplier, vendor, customer, member, sponsor, exhibitor, or government official to influence or reward an action. (AirVenture passes given in the ordinary course of business to business partners are not considered bribes or kickbacks.) A business courtesy, such as a gift, contribution or entertainment, should never be offered or accepted under circumstances that might create an appearance of impropriety.
- **Political Contributions and Lobbying:** EAA funds or other assets shall not be offered or contributed to candidates for public office or used for political purposes, in compliance with federal, state and local laws, including EAA's obligations under Sec. 501(c)(3) of the Internal Revenue Code. EAA facilities may only be offered to elected officials and political candidates on the same basis as they are made available to outside persons or groups in the ordinary course of EAA's business, and without showing favoritism to any official, candidate, or political party. Meetings and tours with public officials, legislators, and candidates are permitted; however, any questions or matters that might be considered lobbying should be referred to the legal department.
- **Records Retention:** EAA volunteers shall retain records in accordance with EAA's record retention policy as it may be revised from time to time. The policy is maintained by the legal department. All documents and other records concerning matters that are the subject of litigation or government investigation shall be retained and not destroyed while the matter is pending, regardless of whether a particular document appears to be helpful or harmful to EAA. "Documents" includes paper files, electronic data such as emails and computer files, microfiche, tape, CD-ROM, flash drives, CAD, images, audio and video recordings, and physical artifacts.

Conflicts of Interest

A conflict of interest may arise in any situation in which a volunteer's loyalties are divided because of personal or business interests that, to some degree, may be, or appear to be, in conflict with EAA's interests. All such conflicts should be avoided.

All EAA volunteers have a duty of loyalty requiring them to conduct themselves in the best interests of EAA. While EAA recognizes and respects the right of volunteers to take part in financial, business, and other activities outside of EAA, these activities must be free from real or apparent conflicts with their responsibilities as EAA volunteers.

EAA seeks to secure the best service, equipment, and supplies at the best prices, through honest competitive bidding wherever practical, and/or fair business practices, without any possibility of undue bias by EAA volunteers. Volunteers may not use their position, or knowledge gained from their position, for their own advantage, nor may they permit themselves to be placed in such a position as to create a conflict of interest or the appearance of a conflict of interest between personal interests and those of EAA.

The following conflict of interest situations are prohibited unless approved in writing, prior to any action being taken, by the CEO of EAA, who shall notify the audit committee of the board of directors of such conflicts.

- **Gifts.** Volunteers are not permitted to accept gifts with a retail value of more than \$100 from vendors, suppliers, customers, members, sponsors, or exhibitors. Such a gift to a volunteer is to be forwarded to human resources, who will explain this Conflict of Interests policy to the vendor, supplier, customer, sponsor, member, exhibitor, or competitor and dispose of the gift in an appropriate manner. (A competitor is any organization that provides services, publications, or merchandise similar to EAA's, and specifically includes aviation-related member organizations.) Volunteers must bear in mind that any appearance of impropriety may be very harmful to EAA. Gifts with a value of less than \$100 must be disclosed to the volunteer's staff liaison who will forward the information to human resources.
- **Cash or Cash Equivalent.** In no instance may any volunteer personally accept cash or an equivalent from a current or potential vendor, supplier, customer, sponsor, member, exhibitor, or competitor in return for actual or apparent preferential treatment, or tips for services from a member of the public, such as at an event.
- **Computer Assets.** All computer software and hardware, mobile devices, and related items given to volunteers by staff, members, vendors, suppliers, customers, sponsors' members, exhibitors, competitors, or donors become the property of EAA.
- **Ownership.** Volunteers who are officers of the company (and are subject to the provisions of the Board and Principal Officers Conflict of Interest Policy) are not permitted to have any ownership interest (other than nominal amounts of stocks in publicly traded companies) in any business that is an EAA vendor, supplier, customer, sponsor, exhibitor, or competitor. Principal officers (CEO, vice presidents, treasurer, secretary, and controller) may have ownership interests approved pursuant to the Board and Principal Officers Conflict of Interest Policy.
- **Business Opportunities.** Volunteers are not permitted to take advantage of opportunities discovered in the course of employment or service with EAA that may be to the detriment of EAA, such as acquiring property of interest or potential interest to EAA.
- **Personal Use.** Volunteers are not permitted to use EAA assets (funds, facilities, property including credit cards, know-how or personnel) for other business or personal endeavors, except for recognized programs specifically authorized by EAA management and generally available to many volunteers (or, in appropriate cases, all volunteers who have the necessary training, skill, physical ability, and any professional qualifications required to use such assets properly and safely).

These standards are intended to protect volunteers against conflicts of interest and divided loyalties.

Activities of members of a volunteer's immediate family (for this purpose, spouse and children, and other family members or domestic partners who live in the same household as the volunteer) should normally be attributed to the employee or volunteer in determining whether a conflict exists.

Any time a conflict appears, or a volunteer is concerned that a conflict exists or might develop, the volunteer must promptly discuss the matter with the vice president of risk management and human resources.

Financial Controls and Records

EAA is responsible to its members, sponsors, and donors for properly recording financial information, for maintaining accurate, reasonably detailed records that accurately reflect EAA's transactions and dispositions of assets, and for maintaining a system of internal financial controls. EAA record-keeping and reporting must be consistent to provide a uniform basis for measuring, managing, and reporting EAA operations.

- **Records.** Volunteers shall maintain complete and accurate financial records and accounts to reflect transactions and the disposition of assets;
- **Procedures.** Volunteers shall follow all accounting, reporting, and control procedures established by EAA;
- **Approvals.** Volunteers shall obtain and document all required management approvals before involving EAA in any transaction;
- **Security.** Volunteers shall keep records secure, including computer-based information resources; and
- **Cooperation.** Volunteers shall give EAA auditors and other authorized individuals accurate and complete information along with access to supporting records.

Volunteers who believe that these financial controls are not being observed must report the circumstances in accordance with the section of this Code of Conduct titled "Whistleblower Protection."

Confidential Information, Trade Secrets, and Proprietary Information

EAA volunteers, employees, directors, vendors, sponsors, members, and donors provide EAA with private information about themselves and trust EAA to keep this information confidential. Volunteers are not permitted to sell, transfer, or otherwise disclose identification or other personal or business information obtained from such parties without the express written approval of the CEO, except where the person has given his or her consent to the disclosure.

EAA volunteers shall safeguard EAA's trade secrets and proprietary and confidential information. Proprietary and confidential information includes any information that is not generally known to the public, or that might be legally privileged. Examples include financial data; revenue figures; proposed new member offerings, programs, and strategies; vendor, supplier, and donor lists; information concerning business affiliations, capital investment, or other business plans; and members' personal information. Volunteers who are aware that information that they might receive is subject to an EAA confidentiality or non-disclosure agreement shall either decline to receive such information, or, if they do receive such information, shall hold all such information strictly confidential, understanding that violating such confidentiality could put EAA in breach of contract

Volunteers are expected to exercise mature judgment with respect to any EAA-related file material, incident, anecdote, situation, or other information relating to EAA members, operations, plans, activities, programs, policies, work environment, staff, or similar matters. Volunteers should not disclose, paraphrase, or hint at any such information that is not generally known to the public, and should not make personal comments on such material (even when the subject matter is not personally identifiable). This includes without limitation oral conversations, written comments, and postings on Facebook, Twitter, Instagram, LinkedIn, and other social media (except where such postings are part of a volunteer's job description).

Trade secrets and proprietary or confidential information shall not be disclosed to anyone outside EAA except in conjunction with a written non-disclosure agreement approved in writing by the CEO, or a vice president. Volunteers with access to such information should only disclose it to others within EAA on a “need-to-know” basis and must be careful to avoid inadvertent disclosures that may arise in social conversations.

Volunteers shall not solicit or receive any trade secrets and proprietary or confidential information of other companies or vendors unless there is a commercial reason for doing so and then only under the terms of a written confidentiality agreement signed by the CEO, or a vice president. If a volunteer receives any such information that may have been obtained improperly, he or she must immediately disclose the matter to his or her staff liaison or the vice president of risk management and human resources.

EAA’s trademarks are important business tools and valuable assets that require care in their use and treatment. No volunteer may negotiate or enter into any agreement with respect to any EAA trademarks, service marks, or logos without first consulting with the legal department. Volunteer, employees, members, chapters, and all others are prohibited from the unauthorized use of any EAA trademarks or marks or logos similar to EAA trademarks.

Use of EAA Property

Company owned equipment including vehicles, tools, and photo/video equipment are property of EAA. Unauthorized use is prohibited unless approved by the vice president of risk management and human resources.

Electronic Communications Tools

Computers, computer files, mobile devices, the email system, internet access, and software furnished to volunteers are EAA property intended for business use. These tools are provided for business-related purposes only, such as to communicate with other volunteers, employees, members, and suppliers; to research relevant business topics; and to obtain useful business information. EAA recognizes that volunteers may occasionally need to use EAA email and the internet for important non-EAA matters: (a) that can only be handled during business hours, or (b) while using an EAA computer off-site primarily for business. This is permitted provided that such use is kept to a minimum and does not interfere with a volunteer’s duties and responsibilities to EAA, and is subject to supervisors’ discretion.

All data, messages, files, software, or other material composed, sent, received, or stored on EAA computer and communication systems and removable media are and remain the property of EAA, and are not the private property of any volunteer, provided, however, that EAA shall not assert an intellectual property right in any such material that a volunteer may own independently and only store temporarily on an EAA computer, communications system, or removable media. No volunteer shall have an expectation of privacy as to his or her use of EAA electronic communication tools. EAA reserves the right to monitor email and voicemail messages and internet use, including social media, and to access and inspect any and all files stored on individual computers, removable media, and the EAA network. Volunteers who leave volunteer service with EAA for any reason are not permitted to access or retrieve their personal or business emails from the EAA computer formerly assigned to them.

The use of user IDs and passwords is for security and volunteer identification and authentication only and does not grant any right of confidentiality or privacy to any volunteer nor prevent EAA access. Subject to the permission as stated above for occasional non-EAA use, non-EAA use of EAA's computer systems, including email and internet access, is strictly prohibited. Passwords are personal to each volunteer, and each volunteer should protect his or her own passwords and not obtain, use, or disclose any other volunteer's passwords, except for intentional sharing of passwords between a supervisor and his or her assistant for legitimate business purposes.

Volunteers should not access an EAA file or retrieve any current or stored communication without proper authority. Volunteers should not copy files or data except for EAA business purposes, and should not copy files and data onto removable media except for transfer purposes, and not for long-term storage.

EAA prohibits the use of EAA computers and the email and internet systems in ways that are disruptive, offensive to others, or harmful to morale. EAA email and its internet system may not be used to solicit others for commercial ventures, religious or political causes, or outside organizations.

EAA licenses computer software for use for business purposes and does not own the copyright to this software and its related documentation. Unless authorized in writing by the software intellectual property rights owner, volunteers are not permitted to reproduce or install such software for use on more than one computer.

Whistleblower Protection

All EAA volunteers must report information about suspected violations of laws, regulations or this Code of Conduct, and/or financial irregularities (i.e., act as a "whistleblower"). They may do so without fear of dismissal or retaliation of any kind. As noted below, the audit committee of the board of directors will investigate and take appropriate action regarding any substantiated allegations of retaliation.

Officers/employees/volunteers are expected to come forward with such information without regard to the identity or position of the suspected offender. EAA will treat the information in a confidential manner, to the extent possible, and will make all reasonable efforts to ensure that no acts of retribution or retaliation are taken against anyone for making a report. Any volunteer who has information about such possible violations must bring it to the attention of the vice president of risk management and human resources, preferably in writing. If for any reason a volunteer finds it difficult to report concerns to the vice president of risk management and human resources, then the volunteer should report those concerns to the chair of the audit committee of the board of directors. Contact information to report possible violations is available below as well as on EAA bulletin boards and the EAA's intranet site.

Vice President of Risk Management and Human Resources

Karen Kryzaniak: 920-379-4822 (cellphone),
kkryzaniak@eaa.org

Chair of the Audit Committee of the Board of Directors

Jim Phillips: 920-414-3795 (cellphone), jphillips@gklaw.com

All written and oral reports under this policy must include a clear statement that the volunteer is submitting information under the Whistleblower Protection Policy, to avoid any misunderstandings. Such reports can be submitted anonymously, but if so care must be taken to ensure that the report provides enough detail to permit follow-up. Staff liaisons are required to promptly advise the vice president of risk management and human resources or the chair of the audit committee of the board of directors of all reports they receive under this whistleblower policy and whenever possible should consult with the vice president of risk management and human resources before taking action. The vice president of risk management and human resources routinely advises the CEO and the chair of the audit committee of such reports and their dispositions.

Volunteers and employees may not retaliate against a whistleblower for reporting an activity that the whistleblower reasonably believes falls under this whistleblower policy. Reprisals or harassment of volunteers/employees who raise concerns or who assist in investigations of reported violations will not be tolerated. Volunteers who believe that they have been retaliated against for a whistleblower report under this policy should file a written complaint with the vice president of risk management and human resources or the chair of the audit committee. Any complaint of retaliation will be investigated and corrective and disciplinary measures taken if allegations of retaliation are substantiated.

Failure to comply with the policies outlined in this section will result in appropriate volunteer disciplinary action, which may include termination of volunteer service. Please contact human resources if you have any questions.

Roles and Responsibilities

Volunteer Roles:

Volunteer

Someone who contributes their time, effort, and talent to support EAA's mission of growing participation in aviation.

Volunteer Chairman/co-Chairman

A volunteer that assists and/or leads a key volunteer area. They assist with training, recruiting, and providing direction to other volunteers and work in partnership with their EAA Staff Support. Examples include EAA's AirVenture Oshkosh Volunteer Chairs, Chapter Leaders, etc.

Volunteer Advisory Committee

A group composed of volunteers who represent and promote the interest of EAA volunteers by seeking out avenues to recruit, train, support, appreciate, and to properly recognize volunteers.

EAA Staff Roles:

EAA Staff Liaison

An EAA staff member who oversees a key volunteer area and works directly with the Volunteer Leader on volunteer training, recruiting, and execution. Builds a relationship with the Volunteer Leader and partners on ideas, opportunities for improvements, and ensures all policies and guidelines are supported. Examples include Staff Liaisons, Chapter Office contact, Young Eagle Office contact, etc.

EAA Volunteer Program Manager and VP, Risk Management & Human Resources

Facilitates all communication, encourages collaboration, and builds relationship with EAA Staff Liaisons, Volunteer Advisory Committee and Volunteer Chairman/co-Chairman. Assists in building volunteer programs to ensure consistency and basic tools are in place across the organization.

Volunteer Opportunities

EAA Headquarters – Oshkosh, WI

EAA has a variety of year-round volunteer opportunities for everyone. Simply fill out a volunteer application and indicate the areas you are interested in. [Click here](#) to check out the website for Headquarter volunteer opportunities.

EAA AirVenture Oshkosh

EAA posts all EAA AirVenture Oshkosh volunteer opportunities on our website around mid-April. If you do not see something you are interested in, EAA's Volunteer Center is the perfect place for you to start! The Volunteer Center is the place to go for looking for volunteer opportunities during AirVenture Oshkosh. All you need to do is stop by and they will help match you with the

perfect opportunity. Click [here](https://www.eaa.org/eaasupport-eaa/volunteer/volunteer-opportunities-at-airventure) to see current opportunities. <https://www.eaa.org/eaasupport-eaa/volunteer/volunteer-opportunities-at-airventure>

Chapter

EAA's local chapters are about people, bringing together individuals interested in learning more about aviation as well as sharing their own knowledge. Join (or start) a local chapter and get involved in grassroots recreational aviation in your own backyard.

Volunteering with a Chapter starts with joining a Chapter. [Click here to find the nearest Chapter to you.](http://www.eaa.org/en/eaasupport-eaa/chapters/find-an-eaa-chapter) <http://www.eaa.org/en/eaasupport-eaa/chapters/find-an-eaa-chapter>

Young Eagles Program

The EAA's Young Eagles® program provides introductory flights to youth ages 8 to 17. [Click here to learn how you can provide your support.](https://www.eaa.org/eaasupport-eaa/youth/free-ye-flights) <https://www.eaa.org/eaasupport-eaa/youth/free-ye-flights>

EAA Eagle Flight Program

The EAA Eagle Flights™ program provides introductory flights to those who are at 18 years or older. [Click here to learn how you can provide your support.](https://www.eaa.org/eaasupport-eaa/learn-to-fly/introductory-flights-for-free/eaasupport-eaa-eagle-flights-program) <https://www.eaa.org/eaasupport-eaa/learn-to-fly/introductory-flights-for-free/eaasupport-eaa-eagle-flights-program>

Technical Counselors

EAA Technical Counselors are experienced airplane builders, restorers, and mechanics who volunteer their time to visit other EAA members who are in the process of building or restoring their own aircraft. [Click here to learn how to become a Technical Counselor.](https://www.eaa.org/eaasupport-eaa/aircraft-building/volunteer-assistance/eaasupport-eaa-technical-counselors) <https://www.eaa.org/eaasupport-eaa/aircraft-building/volunteer-assistance/eaasupport-eaa-technical-counselors>

Flight Advisors

The Flight Advisors program is designed to increase sport aviation safety by developing a corps of volunteers who have demonstrated expertise in specific areas of flying and making them available to EAA members who may be preparing to fly an unfamiliar aircraft. [Click here to learn how to become a Flight Advisor.](https://www.eaa.org/eaasupport-eaa/aircraft-building/volunteer-assistance/eaasupport-eaa-flight-advisors) <https://www.eaa.org/eaasupport-eaa/aircraft-building/volunteer-assistance/eaasupport-eaa-flight-advisors>

Volunteer Recognition

A volunteer is someone who willingly gives time, does a service or takes on an obligation. These selfless acts are done without expectation of reward or payment. As an EAA volunteer, you share your skills and knowledge to benefit others in an effort to help the aviation community grow. You make an intentional effort to share your passion of aviation so others may embrace this passion as well.

EAA is grateful to you for selflessly giving of your time and wisdom. In recognition of your support, Volunteer Chairmen and EAA Staff Liaisons work together to create rewards and recognition guidelines for their volunteer areas.

In addition, there are several other ways volunteers may be recognized:

EAA AirVenture Oshkosh Service Awards

EAA works with EAA AirVenture Oshkosh Volunteer Chairs to recognize a volunteer's years of service. This is done in five year increments. If you have questions about receiving your award, please work with your Volunteer Chair or EAA Staff Liaison.

Other areas outside of AirVenture may have their own service award process. Please speak with your Volunteer Chairman or EAA Staff Liaison to learn more.

Brown Arch Brick Award

In 2010, the annual Brown Arch Brick Award was created to recognize those who generously volunteer their time and talents to EAA AirVenture Oshkosh and who have made a tremendous impact on the organization. These prestigious volunteer award recipients are selected by EAA's senior leadership team and are presented with a Brown Arch Brick to represent the mark their support has left on AirVenture Oshkosh for years to come.

Volunteer Park Award

The annual Volunteer Park Award was created at AirVenture Oshkosh 2013 to recognize volunteers who made an impact to the organization. The brick provides an opportunity for volunteers to recognize and nominate each other and is selected by the Volunteer Advisory Committee.

Dorothy Hilbert Award

Dorothy Hilbert was a volunteer who gave a tremendous amount of time and support to AirVenture Oshkosh. In honor of Dorothy's volunteerism, her husband E.E. "Buck" Hilbert created the annual Dorothy Hilbert Award to recognize a female volunteer who exhibits the same passion, dedication, and devotion for volunteerism that Dorothy demonstrated in her lifetime.

The Henry Kimberly Award

The Henry Kimberly Award was created in 2000, when EAA President's Council member, Don Jones, made a donation to honor the spirit and volunteerism of Henry Kimberly, who was a major Oshkosh business leader and early EAA supporter to bring both the fly-in and EAA Headquarters to Oshkosh. The award shows the importance of local, year-round volunteers to the vitality of EAA.

Chapter Awards

EAA recognizes chapter members for their personal commitment and contributions to EAA, chapters, and their fellow members. Through these award winners, EAA members share qualities including a sense of volunteerism, accomplishment, creativity, professional achievement, and a dedication to their chapters.

To learn more about Chapter Awards, [click here](#).

<http://www.eaa.org/en/ea/ea-chapters/ea-chapter-awards>

EAA's Young Eagles Awards

EAA recognizes Young Eagles pilots based on the number the number of missions completed.

To learn more about pilot recognition, [click here](#).

<https://www.eaa.org/ea/youth/free-ye-flights/ye-volunteers/volunteer-recognition>

Volunteer Park:

EAA's Volunteer Park is located across from the Volunteer Kitchen, outside of the convention grounds so that volunteers can visit their park throughout the year. Volunteer Park is also the home of the annual Volunteer Park Awards. These brick awards are presented by the Volunteer Advisory Committee to several volunteers each year to honor their support and dedication to EAA. Make sure to stop by and visit the bricks that include Paul and Audrey Poberezny and Jack and Rose Pelton.

Volunteer Appreciation Month

During the month of April, there is a National Volunteer Appreciation Week. In honor of EAA's passionate and dedicated volunteers, EAA celebrates the whole month of April as Volunteer Appreciation Month.

Communication

The EAA Volunteer

The EAA Volunteer is an electronic newsletter that keeps current and prospective volunteers up-to-date on EAA AirVenture Oshkosh and year-round opportunities. This newsletter is perfect for current volunteers or those thinking about joining the EAA volunteer family.

To subscribe, [click here](#).

<https://www.eaa.org/ea/news-and-publications/ea-news-and-aviation-news/ea-aviation-newsletters/the-ea-volunteer-newsletter>

ChapterGram

EAA's *ChapterGram* is your chapter information source! *ChapterGram* is an electronic newsletter that is filled with activities and information of interest and benefit to EAA chapter members, including updates from EAA headquarters, upcoming workshops and events, news and tips from other chapters, and the latest on EAA Young Eagles, advocacy efforts, and various EAA departments.

To subscribe, [click here](#).

<https://www.eaa.org/ea/news-and-publications/ea-news-and-aviation-news/ea-aviation-newsletters/ea-chaptergram-chapter-newsletter>

Young Eagles Newsletters

Published quarterly, the *Chapter Coordinators & Field Representatives* electronic newsletter provides readers with updated information for chapter coordinators and field representatives.

To subscribe, [click here](#).

<https://www.eaa.org/eaanews-and-publications/eaanews-and-aviation-news/eaanewsletters/chapter-coordinators-and-field-rep-update-newsletter>

Published quarterly, the *Pilot Update* electronic newsletter provides readers with updates on EAA's Young Eagles program.

To subscribe, [click here](#).

<https://www.eaa.org/eaanews-and-publications/eaanews-and-aviation-news/eaanewsletters/pilot-update-newsletter>

Other Newsletters

EAA has a variety of other electronic newsletters to keep volunteers and members up to date.

To view all newsletters, [click here](#).

<https://www.eaa.org/eaanews-and-publications/eaanews-and-aviation-news/eaanewsletters>

AirVenture Oshkosh Volunteer Chairman Teleconferences

EAA's AirVenture Oshkosh Volunteer Chairman hold monthly Volunteer Chair Teleconferences with EAA Headquarters beginning in January up to the convention. These meetings provide updates on AirVenture planning, volunteer fulfillment processes, training, and more.

Webinars

These live multimedia presentations provide information on a variety of topics about EAA and aviation.

To learn more about EAA's webinars, [click here](#).

<http://www.eaa.org/en/eaanewsletters/aviation-education-and-resources/aviation-videos-and-aviation-photos/eaanewsletters>

Chapter Leadership Academy/Boot Camps

EAA hosts Chapter Leadership Academies at Oshkosh Headquarters or Boot Camps at Chapters across the country. These are interactive workshops focused on topics important to chapter leaders.

Oshkosh Rules

After the first EAA fly-in in 1953, Paul Poberezny found himself spending hours picking up paper cups, napkins and other garbage from throughout the grounds at Curtiss-Wright Airport in Milwaukee. He decided right then that the high standards aviators maintain when flying would apply to aviation events, too. That began what's evolved into the Oshkosh Rules – the small, simple set of rules to follow at EAA AirVenture Oshkosh that has made it remarkable for its cleanliness despite visits from hundreds of thousands of people. It's something for all of us to

remember as we gather at Oshkosh again this year, and to remember when hosting your EAA event back home...

OSHKOSH RULES – A good idea at every airport!

- Pick up all litter around you. Use the “one-plus-one” rule: Pick up your trash plus any stray litter you spot on the grounds. If you see it, pick it up.
- For safety and courtesy, NO SMOKING on the flight line or around any aircraft!
- Keep food and drink away from aircraft surfaces. Many surfaces don’t react well to chemicals in soda or acids in food.
- Ask before touching any airplane that doesn’t belong to you. Respect other people property as you would have them respect yours.
- Watch out for hanging camera straps, jewelry, or items that could fall out of your pocket when lean forward. An unintentional ‘ding’ can cause problems for an aircraft, too.

Volunteer Hours

Collecting volunteer hours provides a key insight into the needs of EAA’s community. Volunteer hours quantify the success of EAA programs, provide a snapshot of what is being accomplished, and provide EAA the opportunity to obtain critical funding through grants, sponsorships, and donations. These hours are valuable in detailing and highlighting how volunteers impact EAA, what they accomplish, and how critical they are to EAA’s success.

Volunteer hours at Headquarters are currently tracked; however, volunteer hours out in the field are not tracked by Headquarters. EAA encourages volunteers in the field to track their volunteer hours at a local level to celebrate the impact volunteers make to the organization.

Volunteer hours during AirVenture are tracked with the Chairman. Please check with your Volunteer Chairman or EAA Staff Liaison on how to track your volunteer hours.

Minor Volunteer Guidelines

EAA encourages family volunteerism and getting the next generation of aviation enthusiast involved. All youth under age 18 need written parental consent to participate in volunteer activities. All youth under age 14 must be accompanied by a parent or guardian.

Volunteer Benefits

EAA offers volunteers specific benefits. Volunteers should report all hours volunteered to their Chairmen in order to accurately track the hours. All volunteer hours that are logged during AirVenture will result in a volunteer patch being mailed to each volunteer.

The following are general guidelines that Chairmen should use in consideration for providing wristbands and camping to volunteers. Chairmen may decide to increase the requirements for their volunteers, but should not reduce the guidelines.

- Wristbands: For volunteers who volunteer during AirVenture for a minimum of 4 hours should be provided a daily wristband. Volunteer hours cannot be combined to gain wristbands for numerous individuals.
- Camping: Volunteers who volunteer for a minimum of 40 hours in year 1 should be provided comped camping in year 2. Volunteer hours cannot be combined for numerous individuals to gain camping.

If a volunteer works over the standard lunch hour during AirVenture, they will be provided a bagged lunch by Operation Thirst. If the volunteer was not scheduled in advance, a Chairman can contact Operation Thirst for an additional lunch order.

Audrey's Park

Volunteers may be eligible for additional camping accommodations in Audrey's Park. If you would like more information, please contact the Manager, Volunteer Programs for more information.

Youth Protection Policy and Program

EAA's Youth Protection Policy and Program sets basic requirements for EAA staff and volunteers who work with children under age 18. It includes online best-practices training and, for certain categories of volunteers, a basic background check. To learn more about this policy and program, [click here](#).

Accommodations

EAA is willing to make reasonable accommodations for any volunteers with differing abilities. Please speak with your Volunteer Leader or EAA Staff Support if you have any concerns or needs.

Participation in Scheduled Events

As a volunteer, EAA depends on you. We need you to complete your scheduled shifts. We do understand that, from time to time, certain situations may arise that prevent you from doing so. Please alert the Volunteer Leader or EAA Staff Support if you will no longer be able to volunteer.

Escalation Process

Conflicts may arise while volunteering at EAA. If addressing the situation with the other individual(s) does not resolve the situation, please discuss it with your Volunteer Chairman who will work in partnership with the EAA Staff Liaison to address your concerns. If you continue having difficulty with another volunteer, staff member, or with policies or decisions, please take your concerns to the Volunteer Program Manager or VP of Risk Management & Human Resources. All concerns or questions will be addressed with the individual who raises them.

If issues occur with the process or function of an area, please discuss these concerns with your Volunteer Chairman who will work in partnership with your EAA staff liaison to address your concerns. If the issue cannot be resolved at this level, it will be escalated to the Senior Leadership Team member that oversees the area.

Separation

Volunteers willingly and freely offer their time, talent, and effort to EAA. EAA requests that if possible volunteers please provide notice of their departure. Volunteer Chairmen and EAA Staff Liaison also reserve the right to dismiss a volunteer at any time for any reason, but especially for those who do not adhere to EAA's rules and procedures.

Emergency Procedures and Weather Alerts

While at EAA Headquarters, please follow the below fire and tornado procedures. Please speak with your Volunteer Leader in regards to procedures at off site areas.

Fire Procedures for EAA Museum

In the event of an emergency, alarms will sound. When this occurs, all employees and volunteers should exit the building immediately via the nearest exit. Under no circumstances is anyone to remain in the building. Treat all alarms as real!

In the event that you discover a fire, go to the nearest exit and pull the lever of the fire alarm pull station. You should then exit the building immediately and then call 911 and report the location in the building where the fire is. Do not enter the building until you have been notified that it is safe to return.

Tornado Procedures

In the event of threatening conditions, volunteers will be directed to the designated tornado shelter areas within their building.

If you are out on the EAA AirVenture Oshkosh grounds, please seek shelter in a sturdy building or inside a frame exhibitor tent. If you are at Camp Scholler, please seek shelter in your camper or vehicle. If you seek shelter in your car, crouch below the window line and turn your engine on. This will allow your vehicle's airbags to deploy. If shelter is not available, find a low spot away from trees, fences, and poles.

OSHALERT Text Messages

During AirVenture, text OSHALERT to 64600 to automatically sign up for any necessary weather alerts.

Income Tax Information

Whether you volunteer at EAA AirVenture Oshkosh, the museum, or other areas, your volunteer expenses may qualify you for federal and state income tax deductions.

Experimental Aircraft Association, Inc. ("EAA") is an educational and philanthropic organization under Section 501(c)(3) of the Internal Revenue Code. Therefore, expenses like transportation (including automobile mileage expense), lodging, and meals that you incur in connection with volunteer services performed on behalf of EAA may be fully or partially deductible as a charitable contribution on your personal income tax returns. To determine if you are allowed to deduct your expenses, EAA suggests that you consult with a qualified tax professional.

Other Policies

In order to ensure volunteers have an enjoyable and safe volunteer experience, several policies have been put in place. These include:

Americans with Disabilities Act

EAA complies with all applicable provisions of the Americans with Disabilities Act (ADA). This means the organization does not discriminate against qualified individuals based on a disability, or on a relationship with a person who has a disability, in any phase of employment.

Federal law requires employers to provide reasonable accommodation to qualified individuals with disabilities. Please contact your Human Resources Business Partner if you require a reasonable accommodation to perform your job.

Anti-Harassment and Bullying

It is the policy of EAA to maintain a working environment free from any unlawful harassment (including sexual harassment) or discrimination, bullying or any inappropriate behavior against employees, vendors, volunteers, guests, or members. All volunteers are expected to avoid any behavior or conduct that could reasonably be interpreted as harassment (including sexual harassment) or discrimination.

"Sexual harassment" is defined as any unwelcome sexual advances, requests for sexual favors, or other physical, verbal, or visual conduct of a sexual nature when:

- Submission to the conduct is an explicit or implicit term or condition of an individual's employment such as status or benefits;
- The conduct has the purpose or effect of unreasonably interfering with an individual's work performance; or
- The conduct creates an intimidating, hostile, or offensive working environment.
- The harasser can be a man or a woman, and can be the victim's supervisor, a supervisor in another area, an agent of the employer, a co-worker, volunteer, or a non-employee, and the victim can be anyone affected by the offensive conduct.

Sexual harassment may include such actions as:

- Sexual advances, flirtation, offensive kidding, teasing, jokes, slurs, epithets or name-calling, physical assaults or threats, intimidation, ridicule or mockery, insults of put-downs, and interference with work performance.
- Foul, obscene or suggestive language or gestures such as whistling, staring, or leering.
- Intentional physical contact including patting, pinching, or brushing against another person's body.
- Asking questions or making comments about another person's sexual activities, dating, personal or intimate relationships, or appearance.
- Sexually suggestive or flirtatious gifts, letters, notes, email, or voicemail.
- Displaying or circulating pictures, objects, or written materials (including email, photographs, pinups, calendars, magazines, figurines) that are sexually suggestive.

Please see your Volunteer Chairman or EAA Staff Liaison for a copy of the Volunteer Anti-Harassment Policy. If you have witnessed unlawful harassment, you must contact the Volunteer Program Manager or VP of Risk Management & Human Resources.

Violence Free Environment

EAA encourages a violence free environment. EAA also will not condone any acts or threats of violence against EAA employees, members, volunteers or guests while on EAA properties or while they are engaged in EAA business off of EAA properties.

Volunteers have a duty to inform their Volunteer Chairmen, EAA Staff Liaisons, security personnel, or other management entity of any suspicious workplace activity, situation, or incident they observe or are aware of, whether it involves other employees, former employees, volunteers, members, guests, clients, or customers. This includes, but is not limited to, threats or acts of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks, and the like. Employee and volunteer reports made pursuant to this policy will be held in confidence to the maximum possible extent. EAA will not condone any form of retaliation against any volunteer for making a report under this policy.

Safety and Security Goals

When required by EAA, volunteers will engage in proper safety training, receive necessary equipment, and adhere to all safety procedures in accordance with accepted regulations and requirements per governmental standards.

Every volunteer shares the responsibility of safety and security. Proper standards of conduct are necessary for the health and safety of all volunteers. Therefore, the following rules must be followed.

If you have questions in regards to any of the policies listed below, please see EAA's

Director of Safety & Security. Please also use the emergency placards located in EAA break areas and throughout the buildings as a reference.

Accident and Injury Prevention

- Ask your Volunteer Chairman about any additional safety policies that may exist that are specific to your area;
- Notify your Volunteer Chairman immediately of any unsafe conditions or procedures you may find, even if it has not yet caused a problem;
- Do not use equipment until you have received proper instruction/training on the correct operating and cleaning procedures;
- Use proper posture to prevent injuries, whether working at a computer, carrying items, or lifting heavy items;
- Use safe lifting practices such as lifting with your legs, team lifting, or using carts if you need to lift or move heavy items;
- Refrain from horseplay, throwing of objects, or any other destructive behavior that may be dangerous;
- Follow OSHA procedures including lock out/tag out, confined space, lift truck, blood borne pathogens, hazardous communication regulations, and personal protective equipment at all times; and
- Keep all workstations clean and clear of trip hazards.

Accidental Injuries at Work

All injuries or accidents involving an employee, volunteer, or guest must be reported to your Volunteer Chairman immediately, who will then notify the Director of Safety & Security. An Injury/Incident Report must be completed as soon as is permissible within 24 hours of the incident for the following:

- Accidents or incidents resulting in injury or illness, no matter how minor;
- Accidents or incidents that result in property or equipment damage; and
- Any near-miss incidents that could potentially have resulted in injury or illness to an employee, volunteer, or guest.

Any volunteer refusing necessary medical attention after an injury on the job may be suspended to prevent further injury to that volunteer and for the safety of others.

Accident Investigation

The manager of the department where the accident happens and the Director of Safety & Security shall be responsible for conducting the investigation. All volunteers must cooperate fully with any accident, incident, or follow-up investigation.

The purpose of the investigation process is to determine the following:

- How the incident or accident occurred;
- Special circumstances involved;
- Underlying, indirect, or associated causes; and
- Corrective actions or preventive measures and controls indicated by investigation results.

If you have questions in regards to any safety policies or concerns, please see speak with your Volunteer Chairman, Volunteer Advisory Committee, or EAA Staff Liaison.

PCI Compliance

To comply with the payment card industry, all volunteers who accept and handle credit card payments must sign off on EAA's Volunteer PCI Compliance Policy. Volunteers who have not signed off on the policy are asked to refrain from accepting credit card payments.

Please check with your Volunteer Chairman or EAA Staff Liaison if this is a requirement for your volunteer position.

Investigation

EAA's policy is to investigate each complaint and keep complaints and the results of our investigation confidential, to the extent practicable. If an investigation confirms that a violation of this policy has occurred, then appropriate corrective actions, including disciplinary measures, will be taken. In investigating complaints of harassment under this policy, EAA may impose discipline for inappropriate conduct without regard to whether the conduct constitutes a violation of the law and even if that conduct does not rise to the level of a violation of any EAA policy. EAA will advise interested parties of the outcome of an investigation, although not necessarily all details of the actions EAA has taken to maintain a safe and healthy environment free of harassment.

Environmental Awareness

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

Recycling receptacles for cans and plastic are located in EAA break rooms and receptacles for paper products are located in work areas. Shredding bins will also be provided for confidential materials.

EAA encourages reducing and eliminating the unnecessary disposal of reusable products.

Tobacco, Smoke, and Vapor Free

Volunteers may not use tobacco products in any EAA building or in any EAA vehicle. This includes, and is not limited to, cigarettes, e-cigarettes, vapor pens, cigars, chewing tobacco, etc. No tobacco use is allowed at any public entrance and should be avoided at main entrances. Please refrain from smoking within 15 feet of any entrance of a building.

Drugs and Alcohol

EAA is committed to providing a safe, efficient and productive environment. In keeping with that commitment, EAA has implemented an environment free of any unlawful drugs or alcohol. On volunteer time (on and off premises) volunteers are prohibited from selling, purchasing, manufacturing, distributing, dispensing, possessing, using, and being under the influence of any unlawful drugs or alcohol, including when using EAA vehicles.

EAA reserves the right to test for violations of this policy when behavior, appearance, or performance may indicate a volunteer is under the influence of a controlled substance. If a volunteer is injured as a result of an on-the-job accident and requires medical treatment away from the workplace, or is involved in an accident that results in injury to another individual or damage to EAA property and there is reasonable cause, EAA will send the volunteer for testing.

Any volunteer who is unable to perform his or her volunteer duties due to the lawful use and possession of prescribed medications or over-the-counter medication are encouraged to talk to their Staff Liaison and the Manager of Volunteer Programs. Volunteers must advise the Manager of Volunteer Programs when they are taking prescribed medications or over-the-counter medication that may affect their behavior or performance.

At times, alcohol may be present in the volunteer environment for social events. Volunteers are allowed to engage in consuming alcohol during these events. EAA asks that volunteers use their best judgement in these situations and remain in a professional state throughout the event.

Dress Code

Volunteers are required to present themselves in a neat and clean manner and use best judgment when determining appropriate dress in the volunteer environment. Clothing and footwear is required to be appropriate for the position and in good condition. Hair must be clean and neatly trimmed including sideburns, beards and/or mustaches. Volunteers are required to maintain appropriate levels of personal hygiene including natural and artificial scents.

Tattoos

EAA permits tattoos, however, we ask that tattoos are covered as much as possible. If the tattoo conflicts with the volunteers' ability to perform his or her position or it is regarded as offensive or harassing to other volunteers or others, then it must be covered.

Confidentiality

Due to the nature of EAA's business, confidentiality is imperative to support both internal and external customers. Secure confidential information when leaving your volunteer environment, including computer access. Be cautious of confidential information that you print and shred confidential documents after use. Refer to your Chairman or Staff Liaison to discuss what aspects of your work are confidential.

Use of Company Vehicles

EAA may issue vehicles to volunteers. These vehicles are to be used for business use only, unless there is prior approval from the VP of Risk Management & Human Resources. While operating EAA vehicles, volunteers are subject to local laws and customs. Failure to comply with applicable laws and customs or damage to vehicles, may result in discipline, up to and including termination of volunteer service. If there is any damage to the vehicle, the volunteer must report it immediately to their Staff Liaison. Gas pumps are located on EAA grounds, but should only be used for EAA vehicles. Any unauthorized use may result in termination of volunteer service.

Building Access, Keys and Key Fobs

EAA may provide volunteers with a key or key fob to access building doors that are necessary for their position. If you lose or misplace your key fob, please notify the Director of Safety & Security immediately. Key fobs are issued to a specific volunteer and therefore should only be used by that specific volunteer. Volunteers should not share/lend their key fob for any reason. All guests must enter through public entrances. Volunteers should not enter any buildings outside of normal business hours, as all buildings have security alarms that FOBs and keys do not deactivate.

Upon termination of volunteer service, volunteers will be required to return keys and key fobs to Human Resources or the Director of Safety & Security.

Concealed Weapons

EAA prohibits the possession or use of dangerous weapons on any EAA property. Weapons include firearms, explosives, knives, and other weapons that might be considered dangerous or that could cause harm. Volunteers are responsible for making sure that any item possessed by the volunteer is not prohibited by this policy.

EAA volunteers are not allowed to carry any type of concealed weapons onto any EAA property, even if the volunteer possesses a concealed carry permit. Volunteers are also not allowed to openly carry any type of weapon onto any EAA property. EAA bans the carrying of weapons, openly or concealed.

Video Surveillance

EAA has video surveillance in EAA buildings and on EAA grounds. The primary use of video surveillance is to record images for future identification of individuals and activity in the event of violations of law or safety.

To protect privacy, cameras will not be placed in private areas such as restrooms. Only authorized individuals will have access to surveillance video.

Thank You

Thank you to those who give their time, talents, and themselves to make their world a better place. We at EAA know the importance of volunteers. They make everything happen for our organization and for grassroots aviation throughout the country.

Every facet of EAA depends on volunteers to step forward with their knowledge and enthusiasm, whether that's on behalf of Young Eagles, in EAA chapter activities, as Technical Counselors and Flight Advisors, or as EAA representatives in local aviation committees. Each person and each hour dedicated to aviation makes EAA a better organization.