

The Gift of Giving Back – Team Code of Conduct

Representing Your Team, Your Community, and The Gift with Pride

Our store canvassing events rely on the kindness of our partner businesses and the generosity of their customers. Every team represents not only *The Gift of Giving Back*, but also your hockey organization and the spirit of our community. Please follow these guidelines to ensure a positive experience for everyone involved.

Professional Behaviour

- Please greet customers politely and thank them for their time, regardless of whether they donate.
- Follow all directions from store staff and volunteers.
- Always maintain a professional attitude, as you are ambassadors for your team and The Gift.
- No eating, gum-chewing, or phones while engaging with customers.

Team Placement & Store Flow

- Respect store rules about how many team members can be at each event/shift.
- Limit the number of players stationed at a door to avoid blocking entrances or interfering with customers.
- Always keep clear pathways for shoppers and carts.
- Always stay in designated areas provided by the store or event lead.

Noise & Atmosphere

- Keep noise levels low; avoid yelling, chanting, or playing loud music.
- Use encouraging voices but stay calm and courteous — we want shoppers to feel welcome, not pressured.

When Inside the Store

- If your team is helping bag groceries or restocking donation bins, use extra care and professionalism.
- Follow all instructions from store staff regarding customer interaction and safety.
- Handle all food and products with care and respect.

Appearance & Representation

- Wear your **team jerseys** proudly, they show unity and represent both your organization and *The Gift of Giving Back*.
- Be neat, polite, and ready to help.
- Remember, your behaviour reflects on your entire team and the cause we serve.

♥ Above All

Be kind. Be respectful. Be grateful.

Your energy, enthusiasm, and care make *The Gift of Giving Back* something truly special.

Thank you for your continued dedication! Together, we're building something truly special — a community experience that makes a lasting difference.

Kind Regards,

Deb Hawke Wende

Managing Director,

