



CAPTAIN MANUAL







Dear Team Depot Captain,

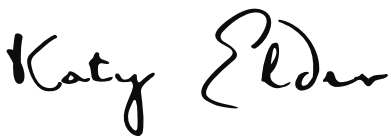
I would like to be the first to say congratulations and thank you! Congratulations on your appointment as Team Depot Captain and welcome to the team! Thank you for your ongoing commitment to community service. You are about to embark on an adventure this year as Team Depot Captain. You will have the ability to grow personally, challenge fellow associates to give back and impact the community in ways you never expected.

As you know, "Giving Back" and "Doing the Right Thing" are core values at The Home Depot, and you will do an excellent job sharing these values with your local community. By actively engaging in your store's community, you are not only adding value to associates, the neighborhood in which our associates and customers live and work, you are also adding considerable value to The Home Depot.

You will bring leadership and enthusiasm to the Team Depot program. Being a part of your local community, reaching out to the nonprofits that need our support not only demonstrates our values, but creates a strong bond with customers, old and new. I hope that your leadership within Team Depot serves as a great example for the rest of your store, district and division, and as a great motivator for increased participation. The Team Depot program, which helps thousands of communities every year, would not be nearly as successful without the passion and commitment from associates like you.

Once again, thank you for taking the time to make a difference in your local community and for representing The Home Depot so admirably.

Sincerely,



Katy Elder
Senior Manager, Community Affairs, The Home Depot Foundation

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TEAM DEPOT INTRODUCTION

Overview

Giving back. Taking care of one another. Doing the right thing. These values drive volunteer and philanthropic efforts in our communities, and these are the values that drive The Home Depot. Giving back is a fundamental value of The Home Depot and a passion for our associates. Volunteerism is embraced collectively and individually, as associate-volunteers collaborate to build community. We believe in the power of “serving others,” which creates life-long relationships between Home Depot store associates and the neighbors who shop in our stores. Building healthy communities is the foundation upon which The Home Depot was built and it is what differentiates us from the rest of the field. You, as the Team Depot Captain, are fundamental.

BUILDING RELATIONSHIPS

We engage customers at all levels. To do this right, we need to go beyond the walls of our stores. Customer service is not just serving the customer, it is building a relationship between the associate and the customer, your store and your community, the company and communities across North America and beyond. Relationship building creates impact across our business, transforming our actions into long-term benefits for your stores, such as loyal customers and a supportive community. Through relationship building, your store will become more than just a destination, it becomes an integral part of your community and a way of life for your customers.

TEAM DEPOT

Team Depot is our associate led and managed volunteer force that meets community needs through hands-on service. The Home Depot provides opportunities for associates, vendors and community members to contribute their time, talent and resources to create impact locally and globally. Since Team Depot’s inception in 1992, associates have contributed millions of hours of volunteer service to communities throughout North America and has become a national best practice for corporate volunteer programming. Team Depot will continue to set the standard for corporate employee volunteer programs nationwide.



Outcomes of Team Depot Captain Training

This self-paced manual is intended to help all associate-volunteers run successful projects and become better leaders in their communities, as well as serve as ambassadors for change. After completing this training, you will be equipped with the right skills and tools to successfully plan, lead, execute and evaluate projects as a volunteer leader and Team Depot Captain.

It is our hope that you will encourage others to utilize this self-paced manual as it not only provides training for Team Depot Captains but the development of skills, which are also required in our business – servant leadership, organization, communication, precision and resourcefulness.

SERVANT LEADERSHIP – Servant leadership is very effective when leading a project. As a leadership style, servant leadership focuses on meeting the needs of those you are leading. Always demonstrate, or designate a task leader who can demonstrate, how a project should be completed. Always provide instructions and supplies for the designated task. Servant leadership emphasizes collaboration, trust, empathy, and leading in order to better serve. The objective is to enhance the growth of volunteers and increase teamwork and personal involvement. Also, don't ask volunteers to do something you would not want to do. Remember, volunteering is voluntary!

ORGANIZATION – Organization is key to a successful service project. Remember, the project is for a day, but it is the preparation beforehand and clean up after, that makes the project successful and more impactful. We want every volunteer and nonprofit to have a great experience – and organization ensures that.

COMMUNICATION – Team Depot Captains make a concerted effort to involve and inform nonprofit partner representatives and volunteers.

PRECISION – Great Team Depot Captains are required to translate the vision of a successful project into a list of specific tasks and details in order to manage the project.

RESOURCEFULNESS – Every person who volunteers offers a unique skill set. Successful volunteer leaders recognize the unique capacity each individual volunteer brings and finds ways to maximize each person's contributions and effectiveness during a project.

Benefits of Being a Team Depot Captain

LEADERSHIP

Ability to work closely with Store Management, manage projects, forge relationships with current and existing nonprofit partners, and engage and lead peers.

RECOGNITION

Recognition within the store, by store management and your Community Affairs team as a leader in your store and in the community.

Roles and Responsibilities

TEAM DEPOT DISTRICT CAPTAIN ROLE

Each district has one Team Depot District Captain who is responsible for communicating Team Depot initiatives, and training and supporting Team Depot Store Captains. District Managers and DHRMs usually select the Team Depot District Captain with the divisional Community Affairs team. Each Team Depot District Captain is required to review the Team Depot Captain training manual and watch the Team Depot Captain DVD.

Team Depot Captain Manual (HDT-714) and the Team Depot Captain DVD can be ordered through eBay.

Team Depot District Captains are required to participate in a recurring call with their divisional Community Affairs staff as well as host meetings via phone or in person with their Team Depot Store Captains. We want to be sure that Team Depot Store Captains receive current information on projects and donation requests and the Team Depot District Captain plays an integral role in communicating this information. Team Depot District Captains should understand how stores or field leaders can request support from Community Affairs for Team Depot project funds or donations to local nonprofits. Captains also should have a working knowledge of the different types of support The Home Depot and The Home Depot Foundation provides to communities.

TEAM DEPOT STORE CAPTAIN ROLE

Every Home Depot location should have a Team Depot Captain who not only leads volunteer service projects and coordinates donations, but also serves as an ambassador to the community, working with local and national nonprofit partners to create positive change in their community. Team Depot Captains should be motivated associates with leadership potential who can rally associates as well as work well with the community. Captains should be given two hours each week "on the clock" to organize and lead their projects. Please work with your Store Manager to coordinate this time.

Team Depot Store Captains should meet with their Team Depot District Captains to hear the latest news on Team Depot programs and ways to receive support from The Home Depot or The Home Depot Foundation. Team Depot Store Captains should work with the Store Management team to handle all local donation requests that the store receives. Captains should be in charge of receiving, securing, and distributing the \$25 off Donation Coupons to nonprofit organizations seeking support.

RESPONSIBILITIES

- Review the Team Depot Captain training manual and watch the Team Depot Captain DVD.
- Plan, recruit for and lead volunteer projects throughout the year.
- Serve as ambassadors/liaison for Team Depot in the store, community and with The Home Depot Community Affairs team.

- Have a working knowledge of the ways nonprofit organizations can receive support from The Home Depot or The Home Depot Foundation.
- Receive, secure and distribute the \$25 Donation Coupons to nonprofits seeking local support.
- Keep a list of highly motivated and skilled associates for future projects.
- Report requested evaluation criteria and metrics after each project by completing a Project Impact Summary and submitting to your divisional community affairs manager.
- Keep volunteers motivated through rewards and recognition.
- Be on the look out for and help train the succeeding Team Depot Captain.
- Have fun!

TASK LEADER (OR BUILD CAPTAINS IN THE CASE OF KABOOM! BUILDS)

Some projects may require Task Leaders who are responsible for leading critical tasks of the project and a smaller group of volunteers. They are responsible for instructing and managing the volunteers working on their assigned tasks and supporting the Team Depot Captain. All large tasks of a volunteer project should be lead by a Task Leader. For example, if your project is refurbishing a community center, you can assign Task Leaders to lead smaller groups of volunteers to build the picnic tables, paint the interior, paint a U.S. mural on the blacktop, etc. It's a great idea to recruit and engage these Task Leaders early on in your planning process.

Basic Information for All Team Depot Captains and Store Associates

The Home Depot and The Home Depot Foundation can only provide support to registered 501(c)(3) charitable organizations or public schools, local fire or police departments, or city services like the Parks and Recreation Department. We **cannot** give to individuals, even though their stories may be compelling.

There are several ways stores can support local nonprofits:

- Twelve **\$25 off Donation Coupons** sent quarterly in the store communication kit.
- **Team Depot Projects**
 - To activate a Team Depot volunteer project in the community, Team Depot Captains can submit a donation request to their Divisional Community Affairs Manager. Your Community Affairs Manager will walk you through the information needed in order to submit a donation request. Please don't take markdowns or use your coupons to purchase tools and materials.
 - All donation requests must be reviewed and processed through several checks and balances by your Community Affairs prior to final approval. In other words, don't promise anything to the nonprofit organization that you may not be able to deliver!
- The **Framing Hope Product Donation Program** allows U.S. stores to donate products that would have previously been destroyed through the RTV or clearance processes to local nonprofits. Go to myApron > My Store > Store Donation Program for more information.

- **The Home Depot Foundation** – Requests for grants to support the construction or refurbishment of affordable housing using environmentally-responsible practices and materials should be referred to www.homedepotfoundation.org.
- Unsolicited donation requests can be directed to the **Building Healthy Communities** grant program online at www.homedepot.com/impactgrants. Guidelines and application cycles are clearly stated.
- **Sponsorship** requests should be referred to www.homedepotproposals.com.
- **Kids Workshop** information can be found on www.kidsworkshop.net. Your Regional Finance Manager may have funds for stores to order additional Kids Workshop kits for community projects. Nonprofit organizations can order kits directly from the vendor with The Home Depot's approval.

Note: *We leave a much larger impact on an organization and community when we give through **hands-on service**. Therefore, we try not to use our community affairs dollars for events like fundraisers, walks, runs, silent auctions, conference or golf tournament sponsorships, and scholarships even if they're for a great cause. A blood drive is not considered a Team Depot project and, due to liability and solicitation issues, should be approved through your field HR leaders.*

GETTING STARTED

Before starting, remember that a successful project incorporates the key interests, needs, and priorities of your community and your volunteers; the project should make a tangible impact and/or contribution and provide a positive experience for the volunteers.

It is important to assess the store associate's interests, needs and past experiences to ensure the project provides a positive experience for each volunteer who will be inspired to return. By utilizing the Team Depot Volunteer Interest Survey (located in the Appendix), you can understand the interests, community issues and past experiences that associate-volunteers have already seen in the community. Also be aware of or survey the community's needs. Consider developing a partnership with either a neighborhood or a nonprofit for the year to establish on-going relationships with the organizations and community.

Suggestion: Use an All-Store meeting or Town Hall to distribute the Team Depot Volunteer Interest Survey (located in the Appendix) to understand what interests your store or district has.

Select Your Nonprofit and Project

See Appendix for **Choosing a Nonprofit Partner and Project Guide**.

Keep in mind that all nonprofit organizations The Home Depot works with are required to have insurance coverage for volunteer projects in order for Team Depot to participate. Nonprofit partners must also provide a copy of their 501(c)(3) or W-9 form and proof of insurance prior to the site visit. These documents must be kept in the project file in the store.

Checklists and forms:

Throughout this manual, you will see references to forms that should be utilized during the planning, execution and evaluation phases of the project. Templates of the forms can be found in the Appendix.

Think of the many diverse cultures that represent your community. Are there any that are under-served that you'd like to help? Are there any that your store may have an interest in because of sales or recruitment? Your PRO Sales Manager may know of local nonprofit housing organizations that would love volunteer support from The Home Depot. They're purchasing from our stores already, why not lend a hand to help them achieve some of



their goals? If they're not already purchasing from our stores, what a great way to bring them to your PRO Sales Managers' attention! Great things are born from making smart connections and partnerships in your community!

What are the elements of a successful project?

- The project builds upon and promotes positive relationships within the community.
- The work makes a difference to the organization, the clients and/or the community.
- The community genuinely wants the project.
- Volunteers are utilized effectively during the project.
- Volunteers are safe throughout the project, and the appropriate supplies and safety plan is in place.
- There are appropriate skills and tasks, opportunities to be trained in new skills and leadership opportunities.
- Team building occurs.
- After the project, volunteers feel that they have completed something worth while and can see the results of their efforts.

HERE ARE SOME EXAMPLES OF GREAT TEAM DEPOT PROJECTS:

- Repair, refurbish or paint affordable housing units or a transitional shelter.
- Partner with another organization, such as Habitat for Humanity, to build or refurbish a home.
- Participate in disaster relief clean up efforts.
- Rebuild damaged structures.
- Partner with the Red Cross to compile immediate relief kits (e.g. batteries, flashlights, tarps, etc.).
- Add playground safety surfacing to existing playground.
- Build benches or picnic tables near a playground or in a park for multi-generational use.
- Renovate a baseball field.
- Mulch existing trees and landscape a community park.
- Build a community bulletin board.
- Create a walking path.
- Paint a room or mural at a local school or YMCA, VFW, Boys & Girls Club or Senior Citizens' community center.
- If your community has diverse cultures, reach out to organizations who serve them.
- Plant native trees in urban areas to promote healthy air and create shade.

Note: *Project ideas and instructions can also be found on KaBOOM!'s Web site, www.kaboom.org.*

EXAMPLES OF PROJECTS THAT ARE NOT A GOOD FIT FOR TEAM DEPOT

- Painting numbers on a curb.
- Picking up trash on the interstate.

- Sponsoring an event that merely displays our logo.
- Giving to individuals or organizations without 501(c)(3) designation from the IRS.

POTENTIAL NONPROFIT ORGANIZATIONS TO CONTACT FOR IDEAS

- HandsOn Network local affiliate
- Local YMCA
- Local Boys & Girls Club
- United Way Volunteer Center
- Local United Way sponsored organization
- Parks & Recreation Department
- Local community center or public school
- Local Red Cross

Additional Resources:

Visit the Community Involvement page on myApron (under the “My Company” tab) for resources, contact lists and links to request project funds. You can also visit the Foundation’s Web site at www.homedepotfoundation.org for similar resources.

Use the **Team Depot Tracker** for recruiting volunteers! Find it online at www.givingprograms.com/homedepot.

Supplemental information, donation coupons and break room posters will be sent (when applicable) via **Store Communication Kits** which will arrive at the store before the start of the new quarter.

Your local HandsOn Network affiliate can also provide support in project development and management and has a wealth of knowledge about the needs of your community.

Conduct a Site Visit

First, contact the nonprofit to discuss interest in participating in the project. Share the beliefs of The Home Depot with the nonprofit and our focus on giving back. Discuss why you would like to volunteer at the nonprofit. Provide information such as number of volunteers, desired date and time, desired interests of associate-volunteers, etc. Discuss expectations, objectives and proceed if there is mutual agreement. Set up an initial site visit at a time that you, the Team Depot Captain, and main contact at the nonprofit can meet at the site. Be sure that you do not verbally commit volunteers or funds at this time.

Please feel free to contact the local HandsOn Network affiliate and ask for Project Management assistance. If so, conduct an initial site visit to review project details with the nonprofit representative and HandsOn Network affiliate.

KEY TASKS TO BE ACCOMPLISHED DURING THE SITE VISIT

- Begin building a relationship with the nonprofit partner.
- Exchange names and numbers of main contacts of all participating agencies.
- Discuss/confirm roles and expectations.
- Verify that the project and location are a good fit for associate-volunteers and the potential funds available.
- Discuss/confirm possible activities and tasks to be completed.
- Discuss any advance preparation that may be needed prior to beginning the project.

- Assign due dates to the tasks following the site visit.
- Identify tools and materials needed.
- Review the schedule (both pre-project and during the day of the project).
- Become familiar with the site and its amenities.
- Locate storage location for supplies and materials that may need to be delivered prior to project.
- Locate restrooms and power sources, if needed.
- Discuss whether or not the nonprofit can provide any food or beverages for the project.
- Discuss the safety plan for the project and if the nonprofit partner has a first aid kit and safety supplies needed.
- Confirm location that Team Depot banner can be placed onsite.
- Obtain directions.
- Locate parking for associates on the day of the project.
- Discuss maintenance and sustainability, (e.g., who will maintain the work that is completed?).
- Address questions and concerns.
- Confirm the nonprofit's insurance coverage for volunteer projects.
- Ensure you have a copy of the nonprofit's 501(c)(3) or school's W-9 form.
- Take "before" photos.

Note: *Depending on the scope of the project, it may be necessary to conduct additional site visits.*

Donation Process Overview

Here's the lowdown on how to receive funds to purchase supplies and tools for your projects without using your coupons or taking markdowns!

1. Find a great nonprofit partner.
2. Conduct a site visit to discuss needs.
3. Team Depot Captain works with nonprofit partner and other store associates to develop a budget for supplies and tools. Use the Budget Worksheet located in the Appendix.
 - Review any details discussed at the site visit with your nonprofit partner and set expectations. Sending written confirmation of the project's agreed-upon scope is a great idea. You'll find sample communications in the Appendix.
4. Share your project idea and estimated budget with your Store Manager for approval.
5. Contact your Divisional Community Affairs Manager to discuss your project scope, proposed date and budget.
6. Your Divisional Community Affairs Manager will provide feedback on your project and the availability of funds.
7. If approved, your Divisional Community Affairs will help get the correct online grant application to your nonprofit partner.
 - Make sure you share your final budget estimate with your nonprofit partner so they know how much to request.

8. Once the grant application has been completed, alert your Divisional Community Affairs Manager. They will indicate when the nonprofit should expect to receive the grant funds (gift card, prox account activation, or check).
 - At this time, you should begin to completely develop your project in partnership with the nonprofit and fellow associates who would like to assist.
9. The Divisional Community Affairs Manager handles all of the back-end grant process and will have grant funds sent directly to your nonprofit partner.
10. Once your nonprofit partner receives the funds, create a plan to purchase the necessary tools and supplies from your store. Utilize the PRO Bid Room to stretch your budget!

Note: *This process can take upwards of 30 days once you contact your Divisional Community Affairs Manager depending on the grant form. Please allow adequate planning time in case of the unexpected.*

Follow up on the details discussed at the site visit and send a written confirmation of the project to the nonprofit partner. Sample communications can be found in the Appendix.

ADVANCED PROJECT PLANNING

If the project is scheduled for one day only and the tasks require prep work that could be completed prior to the event day, consider holding a site prep day. A small group of associate-volunteers would go to the site and prepare materials and tasks to save time on the day of the event and to make sure that all volunteers are used effectively. For example, taping door frames, windows and molding before interior painting can be done on a day prior to the painting project.

Larger projects could mean more volunteers, more time needed to complete tasks and/or more money to allocate to the project. You can use the same planning steps outlined in this self-paced manual to plan larger projects. Be aware that larger projects may require more lead time, resources and detailed planning. Large projects are the perfect opportunity to involve the District Team Depot Captain and associate-volunteers from other stores.

Consider talking to your Divisional Community Affairs Manager for additional resources and help.

Partner with Store Manager

Obtain the support of store management to show leadership’s commitment to building community and supporting the associate-volunteers.

Store management can help you build momentum for the project by encouraging associates to attend. If leadership sets an example that volunteering is important to both building healthy communities and building leadership skills, then the participation and excitement of the associate-volunteers could also increase. Emphasize that this project will increase sales and build customer loyalty.

A FEW WAYS TO INVOLVE STORE MANAGEMENT

- Find out if individuals in store management serve on nonprofit boards. Consider partnering with those nonprofits.
- Communicate the project overview to store management and how the community will benefit early in the process.
- Involve store management in promoting the project to encourage participation and build morale on the team.
- Intrigue store management. If local media is involved, there is the potential for increased store visibility and traffic.

Look in the **Appendix** for sample communications you can use!

Recruit Associate-Volunteers

Post your Volunteer Sign-Up sheet in the break room to keep track of all associate volunteers. Promote the event at store meetings, staff meetings, and on the Community Board/ Communications board in the break room and word of mouth. Upload your project to the Team Depot Tracker. Associates at other stores in your district can easily view the project that way.

To make the experience more real, ask the nonprofit representative to visit the store during an All-Store meeting to directly communicate why it is important for associates to attend the project and the opportunity to make an impact.

If the project is large and contains multiple critical tasks (i.e. painting, mulching and building benches), recruit Task Leaders to lead each of these activities. If Task Leaders are necessary for your project, recruit these skilled volunteers immediately!

Feel free to partner with other local stores to create a larger community project. Invite your friends and family members along – show them how cool it is to volunteer! Also, encourage your vendors to help support your project. Often these groups would love to get involved – all you need to do is ask!

When promoting your Team Depot project, be sure to communicate important information from the Project Development Form (located in the Appendix) such as:

- Name of the nonprofit and their mission
- Location of the project
- Date and time of the project
- Suggested attire, i.e. work clothes, shoes and Team Depot t-shirts
- Information on how to select or pick up their Team Depot t-shirts
- What the rain plan is
- Whether or not snacks/beverages will be provided
- Directions to project site
- Why it's important (i.e., impact on the community)
- Contact information for the Team Depot Captain

- Total number of volunteers needed
- Number of Task Leaders needed (if any); and any skills requested
- Whether or not family members and friends are invited
- Any age limits or restrictions

Involve the Community

Invite your nonprofit partner(s) to choose the paint colors or design for the project, if applicable. Try incorporating a community theme or color scheme into stepping stones, murals and painting projects. Also talk with local residents or your nonprofit partners about the projects regularly and ask if you can put up a poster at the nonprofit with details of the coming project. Also engage associates who live in the neighborhood where your project will be located to promote community involvement!

Creating a maintenance plan could lead to the development of long-term relationships with nonprofit organizations. It will give both the store and the nonprofit a chance to re-connect after the project is completed.

Create a Safety Plan

Ensure the safety of all your volunteers by following all volunteer liability procedures as instructed by The Home Depot. This includes requiring all volunteers to sign a Volunteer Participation Agreement when they arrive at the project. The Volunteer Participation Agreement can be found in the Appendix and on the Community Involvement page on myApron.

ALSO, PRIOR TO THE PROJECT

- Ensure that there is at least one first aid kit and appropriate safety supplies on site all day.
- Ensure appropriate safety supplies are present based on the type of project; e.g. gloves, safety goggles, dust masks.
- Secure a Safety Captain who is CPR and First Aid certified and agrees to be in a designated safety location throughout the entire project. This Safety Captain can be an associate or member from the nonprofit.
- Verify that the nonprofit partner carries insurance coverage for volunteers and emergency procedures. Obtain a copy of their liability insurance.
- Know where the nearest hospital is and have two copies of directions from the site to the hospital. The Team Depot Captain should have one copy and the Safety Captain should hold the other.
- Identify if there are any additional mandated procedures to follow in case of an emergency.

IN THE CASE OF AN EMERGENCY DURING THE PROJECT

- Call 9-1-1
- Notify the Safety Captain
- Remove bystanders/volunteers from the scene
- Follow instructions of Safety Captain or Emergency Medical Personnel

- Call store management and Divisional Managers, if necessary
- Ensure medical care is received
- Follow up with injured associate-volunteer

Prepare for Your Project

Review the Project Development Form and complete all the tasks needed to prepare for the project. Some of the tasks will include:

- Setting a starting and ending time for project based on number of volunteers and projects for the day.
- Securing food and beverages if needed or not provided by the nonprofit organization – but remember our No Solicitation Policy! Anticipate each volunteer drinking 5 bottles of water each, keeping in mind the weather in your area and average temperature.
- Ordering Team Depot T-shirts for volunteers and a banner via eBay (Item numbers and pricing are included in the Appendix). Your SM will need to order the shirts as the cost of the shirts comes out of the store’s budget. Allow 2 weeks for delivery.
- Working with the nonprofit to secure tools and materials and deliver to the project site before the day of the project. Tools can often be secured through a nonprofit Tool Bank, if one exists in your community. Please do not take markdowns.
- You can connect your nonprofit to the PRO Desk to create an order and your store and schedule delivery of your Home Depot materials.
- Keep associate-volunteers informed. If your project is large enough to be broken up into tasks, and you have assigned Task Leaders, then Task Leaders should also be familiar with the layout of the site and emergency procedures.
- Have contingency plans in place in case things do not go according to plan (e.g., alternate tasks, Task Leaders, weather, volunteers don’t arrive, or bring children, etc.).
- Find a volunteer who can arrive one hour early to help you with registration and hanging banners.
- Prioritize the projects so that if fewer volunteers show up the team can focus on the most important projects. Also consider additional projects or areas for clean up that can happen if more associates arrive than expected.
- Be prepared for associates to arrive on site one hour prior to starting time – this is normal! Team Depot volunteers are the best in the business! Feel free to ask them to help set up, hang signs, balloons and prepare the site for the day.
- Write out programming for the Opening, lunchtime (optional) and the Closing. Confirm a speaker from the nonprofit and from the store at the opening and closing. The optional lunch programming can be something fun such as the children at the school singing a song or saying a thank you. This personal touch truly impacts and motivates volunteers.
- Ensure that there is a plan to engage volunteers in clean up. Begin clean up thirty minutes before the scheduled closing ceremony! Tip: Create a clean-up committee before the project so that associates know that part of their responsibilities for the day is to help clean up and to stay until the clean up is complete. Bring plenty of clean-up supplies like paper towels and garbage bags!

- Think environmentally! How can we have low environmental impact? How much garbage are we creating? Could we use any of our Eco Options products for this project? Is recycling available? Where is the water coming from? Ensure volunteers do not leave water hoses running.
- Distribute Team Depot t-shirts to associate-volunteers so they can arrive on-site already wearing them!
- Have fun!

Confirm the Final Details

Confirm all of the final details with the nonprofit organization and any Task Leaders. These details make all the difference in providing positive volunteer experiences. Be sure to:

- Address remaining questions and concerns.
- Finalize the Project Task Overview in the Project Development Form (located in the Appendix) with nonprofit partner.
- Communicate contingency plans.
- Confirm all tools and materials have been picked up and are on site.
- Coordinate pick-up with the Tool Bank, if available, and drop-off on site with your nonprofit.
- Review the Safety and Emergency Plan with partner.
- Share finalized start and end time with nonprofit.
- Review Opening and Closing program.
- Make copies of the Volunteer Participation Agreement located in the Appendix.
- Confirm the time that you will arrive on site and the time that the nonprofit partner will arrive. Ensure both parties will be present all day.

Use the **Project Media Information Sheet** (located in the Appendix) to communicate the project to the Public Relations team (contact information located in Who to Contact section).

Fax it in!

On the day of the project, you should be prepared to arrive at the project site one hour early to set up and confirm the schedule and details with the nonprofit representative.

Remember that servant leadership is key! Get involved with the volunteers, but be sure to visit every project team on a rotation to ensure they have all supplies needed.

Before the Volunteers Arrive

- Put up Team Depot banner, posters, balloons, parking signs and/or directional arrows. (Ensuring that the site can be found easily by posting banners, balloons, etc. as well as parking, registration, etc. is critical!).
- Set up Registration Table with Participation Agreement, pens, nametags and markers.
- Set up Safety Captain area and First Aid Kit.
- Set out all tools and supplies in areas where project task will take place.
- Review Opening Remarks with nonprofit partner.

Welcome the Volunteers

When the volunteers arrive, have each volunteer sign the Participation Agreement and write their name on a nametag. Nametags help break the ice between Team Depot associate-volunteers and the nonprofit organization. To delegate volunteers, consider using color-coded name tags to designate tasks according to skill level (e.g., red name tags for difficult tasks, blue name tags for easy tasks) or simply create a sticker to represent each task (e.g. ice cream stickers on the name tags indicate interior painting and monkey stickers indicate a landscaping team) so that each team is randomly assigned as volunteers register.

At pre-decided start time, gather volunteers and begin Opening Program. Opening Program should welcome volunteers, introduce the nonprofit partner to speak about the organization and impact of the project, orient the volunteers to tasks and end with The Home Depot cheer. As the Volunteer Leader, you will need to know the desired outcome(s) of the project, communicate and reinforce it with the volunteers. During or immediately following the orientation, volunteers should be trained on the skills needed to complete the tasks.



Manage the Volunteers and Projects

The volunteers will depend on you to be organized and assign/delegate work. As with all projects, be aware of the tasks that need to be completed, in what order and by what time. You are responsible for organizing the volunteers, assigning and delegating work.

COMMUNICATE WITH THE TEAM

- Be specific, brief and clear when giving instructions.
- Use humor to help the team get through rough times.
- Keep volunteers informed.
- Be realistic in your requests.
- Set a finish time goal; reconvene the group at that time.
- Give positive reinforcement.
- Describe the action and result in a straightforward way and include an appropriate statement of your reaction.
- Give constructive feedback by being specific and direct and stating what needs to change.

“Because you made sure each volunteer understood our time constraints, we finished on time. Thank you for everything you did!”

“You were not here when you said you would be to finish the painting. Can you still help us?”

MOTIVATE THE TEAM BY

- Asking the nonprofit partner to walk around to the various volunteer teams to thank everybody for volunteering.
- Getting the kids/community who will benefit from the project involved or to hand out homemade thank you cards.
- Ensuring the workload is balanced across the team (e.g., if you notice volunteers standing around doing nothing, find tasks for them on other teams that need help – or ask them to begin cleaning up certain areas).
- Having fun and encouraging the volunteers to do likewise.
- Playing music to keep the mood lively.
- Taking photos to be posted on the Community Board at the store.
- Working with the nonprofit organization to post fun signs around the workspace.
- Recognizing team dynamics and making the necessary changes. Be aware of the forces that influence team behavior (e.g., personality styles, team roles, environment and/or processes).

PROBLEM SOLVING WHILE ON A PROJECT

Here are some of the common issues that come up on a project and some suggestions:

- The associate-volunteer is not enjoying the task they've been assigned to.
If there are additional tasks taking place, talk with them to find a task they would enjoy more. Also explain the importance of each task so they understand that there are no tasks you've assigned that you would not do yourself.
- It doesn't look like you'll be able to finish in the time frame specified. First, gauge the amount of work you do not expect to accomplish. Will it be accomplished if everyone stays an extra half-hour? If so, ask the group if they would be able to stay for an additional half-hour. If not, prioritize the items that need to be completed that day and move volunteers to focus on those teams. Then make a plan with the nonprofit partner to bring a team back in the near future to complete the items left undone.
- There are not enough volunteers. First, call your Store Manager. Then, if the number of volunteers who did not show up is large, call the associates who signed up to volunteer but did not show up. Then follow the suggestions listed above to complete as much of the project as possible.
- The nonprofit partner is not a good fit. If the project is already planned and taking place, it is too late to find a new nonprofit. First, simply complete the project with grace and dedication. Then, when choosing a nonprofit for your next project, find a new nonprofit partner.

For more resources, visit **myApron** and click on the **My Company** tab, and then on the **Community Involvement** link.

MITIGATE RISKS AND CONFLICT RESOLUTION

If you determine that a task or situation is unsafe, reassign volunteers to avoid the task or situation. Notify authorities if a volunteer is injured or an incident occurs.

WAYS TO MANAGE CONFLICT

1. Remove yourself and the members involved in conflict. Move to a private location.
2. Listen to the situation. Remember, the customer is always right.
3. Think the situation through. Understand the source or root cause of the conflict.
4. Talk through the conflict with the individuals involved. Create an open and respectful atmosphere where everyone is allowed an uninterrupted opportunity to express their views and concerns.
5. Be objective. Separate the person from the problem. Strong feelings lie at the heart of any conflict which can make it hard to be objective, but it is essential to confront the problem, not the individual.
6. Seek a win-win scenario. Use your management skills to facilitate a solution that works for all sides. Use people's needs and interests as the basis to agree on common goals and standards.

What to Do if Media Arrives

It's important to realize that often the Volunteer Leader represents the face of The Home Depot and that all messages to the media should be consistent. Before the project, re-read section 1 of this self-paced manual entitled, *Team Depot Introduction*. Also, if media is anticipated at the project, discuss this ahead of time with your Store Manager to see if there is a more appropriate store representative to speak to the media. Designate this media point of contact with the Store Manager prior to day of project.

See the **What to do if Media Arrives Sheet** (in **Appendix**) for more details!

WHEN THE MEDIA ARRIVES ON THE DAY OF THE PROJECT

- Welcome them to the site and introduce yourself.
- Explain Team Depot and how this is part of The Home Depot and Home Depot Foundation's commitment to building healthy communities.
- Offer to introduce the media to potential interviewees (e.g., associate-volunteers, Task Leaders, nonprofit organization, etc.).

Wrap Up the Project

Finish all projects at least 15–30 minutes before the designated end time to allow time for cleanup and conversation.

At the end of the project, reconvene both the volunteers and nonprofit organization. Use this time to:

- Thank the volunteers for participating.
- Ask the nonprofit partner to share about the impact of the day's project.
- Reflect on the accomplishments of the day.
- Discuss any follow-up items that need to occur and are relevant to the group.
- Obtain any overlooked items (e.g., water coolers, forms, t-shirts, banners, etc.).

Following the project please talk with associates about what they enjoyed about the day and ask for feedback on what could be done different the next time.

Evaluation is important to understand the impact of the project. It allows you to understand if the goals were met, how well the project was planned and managed and most importantly the impact left on the community. Team Depot Captains are responsible for answering the questions on the **Project Impact Summary** after the project has ended. Please complete the questions and submit to your divisional community affairs manager within five days of the project.

Criteria and Metrics to Track

Team Depot Captains will be responsible for measuring and reporting:

- Project Date
- Name of nonprofit partner
- Description of project
- Store(s) involved in project
- Number of Team Depot volunteers present
- Number of additional volunteers present
- Number of hours Team Depot Captain spent planning for project
- Number of hours project lasted on-site
- Total number on-site volunteer hours (total number of volunteers x number of hours on-site for project)
- How community is impacted and number of people impacted by this project (request this information from the nonprofit partner)

Note: *Your nonprofit partner is also responsible for completing a survey using the grant application Web site. Ask your Divisional Community Affairs Manager for details.*



Maintenance and Sustainability

The Home Depot is committed to building healthy communities. You may determine that it would be worthwhile to continue building this relationship with the nonprofit organization. If so, consider creating a maintenance plan that would include:

- Timeline outlining when future site/work assessments would be completed.
- Contact information (e.g., who should the nonprofit organization contact if something is broken?).
- Expectations and responsibilities of Team Depot if any maintenance issues were to arise.
- Expectations and responsibilities of the nonprofit organization.

Please know that the bulk of the maintenance responsibilities should fall on the nonprofit organization or community members, as in the case with KaBOOM! projects.

Tell the Story

Create excitement about the completed project in the store the following week.

- Tell the story to your Store Manager and other store management members who were unable to attend the project.
- Create a Community Board in your store. Every store should have one! Use the Community Board to place information about your upcoming project to give customers an idea of what Team Depot is up to. Place information on what Team Depot is and perhaps pin a t-shirt up on the board. Place photos on the board following a project. Place thank you cards you receive from the nonprofit on the board as well!
- Tactfully ask nonprofit if they can write an article to be placed on the Community Board or in the newspaper.
- Send a thank you card and pictures to the nonprofit to hang up at their facility.

Big Impact – Big Rewards!

ASSOCIATE-VOLUNTEER RECOGNITION AND AWARDS

After the project has been completed, be sure to recognize the associate-volunteers who participated in the project. Some ideas include:

- Writing thank-you letters; sample communications are included in the Appendix.
- Organizing simple social functions (ice cream, lunch, dinner).
- Asking your Store Manager to thank the associate-volunteers at your next All-Store Meeting.
- Posting the outcomes of the project and the impact achieved on bulletin boards.
- Featuring photos of associate-volunteers in action on your Community Board.
- Ordering associate-volunteer incentives such as hats and pins via eBay. Charge these items to the store employee expense line item with the approval of your SM.

NONPROFIT RECOGNITION AND THANK YOU

Send a thank you note, perhaps signed by all associate-volunteers, to the nonprofit. Include pictures, if available. You will find sample communications to use in the Appendix.

Invite the nonprofit partner to a simple social gathering with all volunteers.

PRESIDENT'S VOLUNTEER SERVICE AWARD

You, and/or your Team Depot volunteers may be eligible for the President's Volunteer Service Award. The program was created as a way to thank and honor Americans who, by their demonstrated commitment and example, inspire others to engage in volunteer service. The President's Volunteer Service Award recognizes individuals, families and groups that have achieved a certain standard – measured by the number of hours served over a 12-month period of time. The Award criteria is as following: Bronze level – 100–249 hours; Silver level – 250–499 hours; Gold Level – 500 hours or more. Please track your hours and notify your divisional community affairs manager of progress! See www.presidentialserviceawards.gov for more information.

BUILDING COMMUNITY AWARDS

Because so many have made such tremendous impact in their communities through Team Depot, we are proud to offer the annual Building Community Awards, a program that recognizes Team Depot Captains who plan, lead and inspire co-workers in meaningful service projects.

Each year, Building Community awards will be given to locations throughout the United States, Canada and Mexico. Each winner will receive:

- \$4,000 donation to the nonprofit you partnered with for the project
- A Building Community trophy or plaque to be displayed in your store

AWARD CRITERIA

Applications will be judged in the following areas:

- **Community Impact:** Project created significant positive impact in local community.
- **Volunteer Engagement:** Store recruited significant numbers of volunteers, including volunteers from local community to support efforts.
- **Creativity:** Associates created significant community interest through unique design, integration with other local causes, or an innovative approach to a community challenge.
- **Initiative:** Captain took initiative to plan and execute the project independently, and to engage local leaders in planning and execution where appropriate.

Applications are due early in the fiscal year and are sent out via gatekeeper. If you need a copy of the nomination form, please contact the Community Affairs team or check myApron.

WHO TO CONTACT

The Home Depot Contact List

THE HOME DEPOT FOUNDATION

Kelly Caffarelli, President

Ph: 770.384.2914 or kelly_caffarelli@homedepot.com

Cheryl Bearden, Ms. Caffarelli's Executive Assistant

Ph: 770.384.2271 or cheryl_bearden@homedepot.com

For more info: www.homedepotfoundation.com

COMMUNITY AFFAIRS/TEAM DEPOT

Northern: Sheriee Bowman – sheriee_bowman@homedepot.com

Ph: 770.384.5821 & fax: 770.384.2345

Southern: Jennifer L. Perritte – jennifer_l_perritte@homedepot.com

Ph: 770.384.5503 & fax: 770.384.2345

Western: Sherry Caraway – sherry_caraway@homedepot.com

Ph: 714.940.3500 x7604 & fax: 714.940.3515

Canada: Paulette L. Minard – paulette_l_minard@homedepot.com

Ph: 416.412.6771 & fax: 416.412.6792

Sr. Manager – Community Affairs: Katy Elder – katy_elder@homedepot.com

Ph: 770.384.2578 & fax: 770.384.3908

For more info: [myApron](#) > [My Company](#) > [Community Involvement](#)

PUBLIC RELATIONS/MEDIA

Northern: Jen King – 770.384.4390 or jennifer_king@homedepot.com

Southern: Craig Fishel – 770.384.2512 or craig_fishel@homedepot.com

Western: Kathryn Gallagher – 714.940.3696 or kathryn_gallagher@homedepot.com

Canada: Tiziana Baccega - 416-412-6570 or tiziana_baccega@homedepot.com

For updates on contact information, visit **myApron** and click on the **My Company** tab, and then the **Community Involvement** link.

Sponsorships: www.homedepotproposals.com

Kids Workshop: www.kidsworkshop.net

Team Depot Tracker: www.givingprograms.com/homedepot

Building Healthy Communities Grants: www.homedepot.com/impactgrants

National Partner Information

HANDSON NETWORK

The Home Depot works with the HandsOn Network national office and member organizations to encourage people to “be the change they want to see in their communities” by organizing community service projects. A national community partner of The Home Depot Foundation, HandsOn Network brings people together to strengthen communities through meaningful volunteer action.

HandsOn Network is currently made up of national and international volunteer organizations that act as entrepreneurial civic action centers. HandsOn Network member organizations create and manage nearly 50,000 projects a year – from refurbishing community centers in San Francisco to rebuilding homes and lives in the Gulf Coast communities.

Feel free to contact HandsOn Network for help identifying local nonprofit organizations to partner with and in developing and managing projects.



HandsOn
NETWORK

For more information about HandsOn Network, please visit www.handsonnetwork.org or call **(404) 979-2900**.

KABOOM!

KaBOOM! is a national non-profit that empowers communities to build playgrounds. KaBOOM! believes that play has purpose, and that unstructured play helps make children happier, fitter and smarter. The Home Depot is a Founding Partner of KaBOOM!, working together since 1996 to help communities across North America build great places where children can play and neighbors can gather. In 2009, The Home Depot Foundation became the official Sustainability Partner of KaBOOM!, deepening our efforts to minimize the environmental impact of our projects and educate communities about this important issue.



The Home Depot provides funding, planning and volunteer support for each of its KaBOOM! projects. When a project is confirmed in an area, stores surrounding the build site will be contacted and invited to participate. For each build, a minimum of six Associates are needed to participate in the Playground Planning Committee and 125 are needed to volunteer on Build Day. Visit the Team Depot page on www.connect.kaboom.org to learn more about the projects we're leading in communities across the country.

For more information about KaBoom!, contact your Community Affairs team or visit www.kaboom.org and read the **Getting Started Kit**.

Each fall, the Community Affairs team works with Division leadership to determine a predetermined number of markets that will receive playground projects the following year. If you would like to recommend a market or community organization for a playground project, please contact your Division Community Affairs Manager. The list of all available KaBOOM! playground markets is available on the KaBOOM! website, www.kaboom.org or you can visit myApron for more information.

National Partner Information cont.

GIFTS IN KIND INTERNATIONAL – FRAMING HOPE



Our Framing Hope product donation program is an integral part of how The Home Depot makes a difference in our communities and environment. Products donated through the program are kept out of landfills and used to rebuild nearby neighborhoods and improve the lives of fellow citizens.

If you need more information about the **Framing Hope** product donation program or have a great nonprofit organization you'd like to partner with, please visit www.giftsinkind.org/homedepot for more information.

We partner with Gifts In Kind International (GIKI) to connect each U.S. store with at least one local nonprofit organization to pick up donations. The charities then put these products to use improving the lives of our youth, the sick and the needy.

ARBOR DAY FOUNDATION – TREES FOR SUCCESS

Developed in partnership with the National Arbor Day Foundation, Trees For Success brings together The National Arbor Day Foundation, city officials, urban foresters, Team Depot volunteers and community groups to create a fun-filled, educational experience for area school children. Students in selected cities will help plant the trees, giving them an opportunity to take an active role in improving their own communities and to interact with the natural world.



To find out more about the **Arbor Day Foundation** and this program, visit www.treesforsuccess.org.

To find out if your area has a Trees For Success tree-planting event for your area, contact the Community Affairs team.

Forms include:

- Volunteer Leader Training – FAQ's
- Choosing a Nonprofit Partner and Project Guide
- Team Depot Project Checklist
- Associate-Volunteer Interest Survey
- Project Development Form
- Budget Worksheet
- Volunteer Participation Agreement
- Project Media Information Sheet
- What to Do if Media Arrives
- Sample Communications
- Sample Volunteer Flier
- Practical Tips
- Painting Tips
- Team Depot Gear
- Project Impact Summary

Please note that all of these forms can be downloaded electronically from **MyApron** under the **Community Involvement** tab.



VOLUNTEER LEADER TRAINING – FAQ’S

CAN WE WORK WITH FAITH-BASED ORGANIZATIONS?

Many 501(c)(3) faith-based organizations organize volunteer projects such as ones related to disaster relief, providing services to the homeless or youth groups doing community clean-ups. Please feel free to work with these organizations only if the project or facility is available and open to the entire community and not just the congregation. For example, refurbishing a sanctuary does not fit.

DISCRIMINATION POLICY

The Home Depot will not discriminate against any associate, applicant, customer or vendor with regard to race, color, gender, sexual orientation, age, religion, national origin, disability or any characteristic protected by applicable law.

WHAT IF MY NONPROFIT PARTNER WANTS TO PRAY DURING THE OPENING OR CLOSING CEREMONY?

Unfortunately, in order to create a safe environment for all volunteers, there cannot be a religious service or prayer on site during the project.

IS WORKING AT THE FOOD BANK A GOOD PROJECT?

Though working at a Food Bank can provide a great volunteer experience, Team Depot Captains are encouraged to find projects that provide a transformational and lasting impact on the community. So a project that might be better than serving food would be building shelves, painting the facility or other facility improvement.

CAN WE DO A WALK AS A TEAM DEPOT PROJECT?

While doing a walk or run is a great idea, it doesn't really fit our goal to leave a positive impact in the community. The Home Depot strives to get associates engaged in hands-on service. Of course, associates are more than welcome to participate, form a team and even get matching dollars for their efforts. The solicitation of supporters also violates the No Solicitation policy.

WHAT IS OUR NO SOLICITATION POLICY?

The No Solicitation Policy says that The Home Depot does not allow solicitation or distribution of literature on Company property by any associate or organization, except as required by law and as described in the SOP. Solicitation includes offering of services, products, or memberships, requesting donations, charitable purchases, or signatures on petitions, conducting surveys, etc. The Company's rules regarding solicitation on its property are discussed in the Solicitation and Distribution SOP and can be found on myApron. The only exception to this solicitation policy concerning associates is that associates may solicit other associates during work time in connection with limited charitable solicitations permitted by the Company, such as for The Homer Fund.

WHAT IF A NONPROFIT ORGANIZATION IS LOOKING FOR A DONATION LARGER THAN MY \$25 OFF DONATION COUPONS?

First, direct them to apply for our Building Healthy Communities Grants. Information can be found on our corporate Web site, www.homedepot.com/impactgrants. If they are a housing-related nonprofit, encourage them to visit the Foundation's Web site, www.homedepotfoundation.org. You can also contact your Divisional Community Affairs Manager to give them more information about the organization and their needs in your community.

WHAT ABOUT MARKING DOWN MERCHANDISE?

The gift card or prox account that can be set up for your project you've received through the donation process should cover all of the tools or materials that you need. Even if you exhaust the funds from your gift card, you should not use store markdowns to supplement the project budget. Any discounts will come off the store's bottom line.

CAN I USE MY KIDS WORKSHOP KITS AT A PROJECT?

The Kids Workshop Kits are designed to be used in the stores on a quarterly basis and to draw customers to the store. Please use the kits accordingly. However, if you have a few kits left over from your last few Kids Workshop days, you can combine the leftovers and use them at your project. Your Regional Finance Manager may have funds for stores to order additional Kids Workshop kits for community projects, otherwise stores are responsible for purchasing Kids Workshop kits and aprons from their store budget. Nonprofit organizations can order kits directly from the vendor with The Home Depot's approval.

WHO PAYS FOR THE TEAM DEPOT T-SHIRTS?

Individual stores use their store budget to pay for t-shirts which can be ordered via eBuy.

CAN WE PARTNER WITH OTHER NEARBY STORES TO DO A BIGGER PROJECT?

Yes, and it is encouraged!

CAN WE BUILD A WHEELCHAIR RAMP ON AN INDIVIDUAL'S HOME AS OUR TEAM DEPOT PROJECT?

Building wheelchair ramps is a complex project that can have great impact on one family's home. Because of liability concerns and permitting issues, we generally try not to take on this type of Team Depot project unless you're working with a housing-related nonprofit or one with extensive knowledge of accessibility guidelines and the permitting process. Requests from church groups or nonprofit organizations that don't have expertise in home building or ramp building are our biggest concern, because then the expertise falls on our associates and not the nonprofit – which in turn, could make The Home Depot liable should there be any issues.

HOW DO WE PAY FOR LUNCH FOR OUR VOLUNTEERS?

We encourage Team Depot Captains to ask the nonprofit organization they are working with if they'd like to provide lunch for the volunteers. Sometimes all it takes is asking them –

they may not have even thought about it themselves! Since we're providing a donation of product and the talents of our associates, they might be very willing to contribute to the project or say thank you by providing lunch. We discourage our associates from soliciting donations of food or product from any local businesses. Because we are not a nonprofit organization, the local eatery will be more inclined to donate directly to your community partner. Remember, serving lunch "cafeteria-style" should be less expensive and less wasteful and better for the environment.

CHOOSING A NONPROFIT PARTNER AND PROJECT GUIDE

IDENTIFYING A COMMUNITY PARTNER

- First, be aware of any unique needs of the community or current events, i.e. disaster. The project choice should be important to the store and the neighborhood.
- Consider developing an extensive partnership with either a neighborhood or a nonprofit for the year. If "adopting" a neighborhood, partner with a new nonprofit in the same neighborhood for the year. If "adopting" a nonprofit, complete projects at the same nonprofit to establish an on-going relationship with the organization and community.
- Work with your local Hands On Network affiliate or volunteer center to identify a nonprofit partner in your community.
- Consider working with a nonprofit organization that you have worked with in the past.
- The nonprofit partner should not be a personal choice, i.e. a store should not work with the same group all year simply because an associate sits on the board of that organization.
- Keep in mind that the nonprofit must serve the general population. Remember, you can work with a church to remodel their soup kitchen, but cannot participate in the church building fund.
- Team Depot Captains should work with their store leadership team to determine a project that will be meaningful to associates. When considering projects, the community partner should be able to:
 - Offer a project site that is well-suited for the type of project you want to do and addresses the community issues that are of interest to your store.
 - Assist with logistics (if necessary), provide some of the supplies such as tools and food (if needed) and help to maintain the project site after the project.
 - Have a 501(c)(3) nonprofit designation. Although schools and local municipalities (such as parks and recreation departments and fire departments) are not 501(c)(3) organizations as defined by the IRS, you can still partner with them. Ask for a copy of their 509(1)(a) or W-9 form.



WHEN SELECTING A PROJECT, CONSIDER:

- The proximity of the project site to your store.
- The size of your volunteer group. Make sure there will be enough work for every volunteer but not so much that they cannot finish the project in one day.
- The length of time it will take to finish the job. A project should take a minimum of one hour and a maximum of six hours to complete. For example, if you are organizing a complex project, such as painting the interior of a community center or room, you may want to split your project into two. During the first project, volunteers can tape off trim and/or windows and prime the walls. During the second project, volunteers can brush on the selected paint color.
- The size of your budget. Remember to work with your divisional community affairs manager before guaranteeing any amount of money the nonprofit will receive for this service project.

TIPS

- If a larger project is desired, consider partnering with another local store to increase the number of volunteers and size of the budget.
- Invite loyal customers and vendor representatives to participate in the project with you!

TEAM DEPOT PROJECT CHECKLIST

School or Nonprofit Name: _____

Nonprofit Contact's Name: _____

Nonprofit Contact Phone Number: _____

Number of Volunteers Needed: _____

Special Skills Needed: _____

Use this checklist to plan your Team Depot project. Check off each item as you complete it.

4 TO 6 WEEKS BEFORE PROJECT

- Ensure they are a 501(c)(3) registered nonprofit organization.
- Obtain copy of 501(c)(3) form or for a school, its 509(1)(a) or W-9.
- Conduct a site visit and determine what resources are needed (supplies, materials to complete project, manpower, etc). Ask for help from PRO desk associates if necessary.
- Obtain store manager's commitment and approval.
- Request funds for your project from your Divisional Community Affairs Manager.
- Confirm that your project budget has been approved and the grant is in process.
- Follow up with the nonprofit in writing to confirm The Home Depot's involvement with the project.
- Partner with your nonprofit to choose a date and start and end times for the project.
- Create your project by using the Project Development Form.
- Promote the event at store meetings, staff meetings, and on the community board. Ask ASMs and Department Supervisors to promote the event within their teams.
- Register your Team Depot project on the Team Depot Tracker so that associates can sign up!
- Complete Media Information Request form and fax to your divisional community affairs manager.
- Order Team Depot t-shirts for volunteers and a Team Depot banner via eBay.

2 TO 4 WEEKS BEFORE PROJECT

- Stay in touch with the nonprofit.
- Continue to promote the event at store meetings, staff meetings, and on your community board.
- Remind your volunteers of their commitment and make sure they get the day off through your Scheduler.
- Give volunteers the event information: what to wear, alternate plans in the case of bad weather and parking instructions.

- Create and distribute a map and directions to the project site.
- Put together a packet for the day of the event. Include sign-in sheet, emergency contact numbers, evaluation forms, name badges, pens, camera and recognition items.
- Plan set up and clean up for the day of the event.
- Distribute t-shirts to volunteers.

DAY OF EVENT

- Hang the Team Depot banner at the project site.
- Have each person sign attendance sheet/ waiver form.
- Divide the volunteers into teams if necessary.
- Open the event with a short ceremony. During the meeting: introduce yourself, and members of the nonprofit, explain how the project will work, which team will do what and when the project will end.
- Go over safety instructions, where bathrooms are and when lunch will start! Ask for any questions. Do The Home Depot cheer!
- Keep the project on schedule.
- Take pictures!
- Be sure to participate, have fun and encourage the volunteers.
- Clean up as you go and leave site cleaner than you found it.
- Have volunteers and coordinators complete evaluations.
- Contact your divisional community affairs manager if the media attends the event.
- Close the day with thank you's to all volunteers, anyone who donated food or supplies, and the nonprofit.

AFTER THE EVENT

- Post pictures on the community board in your break room.
- Write a story about the event and forward it and any pictures to your divisional community affairs manager. We will do our best to post it on myApron or HDTV.
- Remind your volunteers to go back to the Team Depot Tracker to confirm their hours. Once they reach 8 hours of company-sponsored volunteering, they can turn those hours into dollars to donate to the nonprofit of their choice!

ASSOCIATE-VOLUNTEER INTEREST SURVEY

Name: _____

WHAT TYPES OF PROJECTS ARE YOU INTERESTED IN VOLUNTEERING FOR?

Please check all that apply and list others that may not be included.

- Building/Fix up projects
- Environment and Planting
- Disaster relief or rebuilding
- Trail Building
- Homelessness
- Painting
- Play spaces
- Seniors
- Other: _____

HAVE YOU HAD ANY POSITIVE VOLUNTEER EXPERIENCES WITH A NONPROFIT ORGANIZATION IN THE AREA?

If so, include nonprofit organization name, contact name and number. _____

IS THERE A PARTICULAR NEIGHBORHOOD YOU WOULD LIKE TO GET INVOLVED IN? _____

ARE YOU INTERESTED IN BEING A TASK LEADER FOR THIS PROJECT? If so, please include skills or

knowledge that might be helpful in a volunteer project. _____

ARE YOU INTERESTED IN LEARNING HOW TO BE A VOLUNTEER LEADER?

Please submit this Associate-Volunteer Interest Survey to your store's Team Depot Captain.

PROJECT DEVELOPMENT FORM

Nonprofit organization: _____

Date of project: _____

Team Depot Captain: _____

Store number: _____

KEY CONTACTS

Keeping complete and accurate records for all contacts will enable you to easily thank people that have helped make your project a success.

NONPROFIT ORGANIZATION CONTACT(S): *(Name, Address, Phone, Fax, E-mail)*

Executive Director: _____

Primary Project Contacts: _____

Other Key Contacts: _____

Community Volunteer Recruitment Captain (if applicable): _____

Tools and Supplies Contact: _____

Task Leaders: _____

KEY DOCUMENTS TO BE COLLECTED WHEN NONPROFIT IS CHOSEN

- 501(c)(3) or W-9 form
- Proof of insurance held by nonprofit for volunteer projects

Nonprofit organizations are required to have insurance coverage for volunteer projects in order for Team Depot to participate.

The Project: _____

Describe the Project: _____

Rain Contingency: Can this project be complete if it rains? If not, are there alternate plans the volunteers should know about ahead of time?

If a prep day is necessary, note tasks to be completed: _____

Number of Volunteers needed to complete project: _____

Number of task leaders (skilled volunteers) to lead tasks: _____

Driving Directions to the Project Location

It is important to be sure the directions are correct and easy to understand so that your volunteers don't get lost on the day of the project.

Parking Directions at the Project Location

Be sure there is room for your volunteers. If not, suggest carpooling – it's eco-friendly!

Date of Project: _____

Project Start Time: _____

Project End Time: _____

Prep Time Needed: _____

Follow-up Project Date, if needed: _____

Public Transportation/Driving and Parking Directions: _____

Location where banners and signs can be posted on site: _____

Location for Registration Table and Safety Captain and First Aid Kit: _____

VOLUNTEER RECRUITMENT

Number of associate volunteers: _____

Number of community volunteers: _____

Community Volunteer Recruitment: The nonprofit partner can recruit project volunteers, including parents, students, teachers, community members, organization members, etc. This is optional.

Age Requirements: Can children participate in this project? If yes, what ages? What is the appropriate age range of children? Maximum number of children that can be accommodated on site? Are children from nonprofit involved or are associate-volunteers bringing their children?

How will you secure the tools and supplies for this project? Will electricity and restrooms be available? _____

When and where will tools and supplies be delivered in advance of the project? Confirm the location is secure and that nonprofit partner can meet you on site.

Will food and/or beverages be served? If so, who will provide and where will they be located? Who is providing ice? TIP: Plan to have 5 bottles of water per volunteer!

MISCELLANEOUS

Is there a first-aid kit available onsite? Designate person to administer first aid on day of the project. Do you have a way to distinguish this safety captain from other volunteers. You can use an orange vest, a fun hat or bit button.

Special requirements, if any, for children or family members of associates who may want to volunteer for the project.

Are restrooms available, marked, cleaned and stocked for day of project? _____

Is there access to water (and water hoses and nozzle) if necessary for mixing concrete or other projects?

Is there access to electricity and extension cords available? _____

Do you have a way to play music throughout the day? Does the nonprofit have way to play music at their facility? Music keeps the energy high and volunteers motivated. _____

Is a microphone needed for the opening and closing ceremonies? _____

Are there trash cans available? Who is responsible for trash collection and removal?

Have additional liners been collected? _____

Will there be recycling? _____

Are there tables and chairs available for the registration and safety table? _____

PROJECT MEDIA INFORMATION SHEET

Please fax this form to the Divisional Community Affairs team if you'd like public relations support for your Team Depot project. Thanks! (See contact information on next page.)

Store Number: _____

Store Contact Name & Position: _____

Store Contact Phone Number: _____

Region: _____

District Manager: _____

Project Description: _____

Nonprofit Organization Name: _____

Population Served: *(Check as many as appropriate.)*

African-American

Latino

Asian

Native American

LGBT

Children/Youth

Teens

Families

Women

Seniors

Other: _____

Project Location: _____

Project Date(s) and Time(s): _____

Number of Volunteers: _____

Other Stores Participating: _____

Other (External) Participants (Dignitaries, Politicians, VIPs, etc): _____

Local Outlets (TV, radio, newspapers): _____

Contact Information for Captain on Day of Project: _____

WHAT TO DO IF MEDIA ARRIVES

It's important to realize that the Volunteer Leader represents the face of The Home Depot and that all messages to the media should be consistent. Before the project, re-read section 1 "Team Depot Introduction" of this self-paced manual.

WHEN THE MEDIA ARRIVES ON THE DAY OF THE PROJECT

- Welcome them to the site and introduce yourself.
- Determine what their objectives/needs are – interviews, video/photography, LIVE shots, etc.
- Explain Team Depot and how this is part of The Home Depot's commitment to giving back.
- Offer to introduce the media to potential interviewees (e.g., associate-volunteers, Task Leaders, nonprofit organization representatives, etc.).

MEDIA INTERVIEW QUESTIONS & TIPS

- Think of 2–3 key points you want to make during the interview.
- RELAX. Talk as if you are speaking directly to a customer.
- Listen...Think...Talk.
- Keep answers fairly short.
- Don't provide sales data figures or proprietary information.
- Don't speculate. It's OK to say, "I don't know".
- If something goes wrong, contact your Regional Communications Manager immediately.
- Look at the reporter, not the camera.
- SMILE!

Call your divisional public relations manager before and/or after you speak with the media. Let him/her know which media outlet you've spoken to – reporter name, station ID/call letters or newspaper name. Your divisional community affairs or public relations manager is available any time to assist you or answer questions from the media. Do not hesitate to reach out with questions or concerns.

NORTHERN

Jen King: 770.384.4390
Fax: 770.384.2345
jennifer_king@homedepot.com

WESTERN

Kathryn Gallagher: 714.940.3696
Fax: 714.940.3515
kathryn_gallagher@homedepot.com

SOUTHERN

Craig Fishel: 770.384.2512
Fax: 770.384.2345
craig_fishel@homedepot.com

CANADA

Tiziana Baccega: 416.412.6570
Fax: 416.412.6792
tiziana_baccega@homedepot.com

SAMPLE COMMUNICATIONS

CONFIRMING PROJECT WITH NONPROFIT ORGANIZATION

To: Susan Bennett (Nonprofit organization contact)

From: Bill Kates (Team Depot Captain)

Re: Confirmation of project

Date: May 29, 2008

Susan,

I hope this letter finds you doing well. It serves as confirmation that Team Depot will be collaborating with Trees Atlanta on Monday, June 26, 2008. Approximately 20 Team Depot associate-volunteers will meet at the corner of Main Street and Mulberry Street at 1:00 p.m. and will stay until approximately 5:00 p.m. Tasks will include planting trees, planting mulch and picking up trash.

There will be one representative from Trees Atlanta who will be present to tell us more about the organization and will be present for the duration of the project.

I will be contacting you in the next few days to confirm details.

Look forward to working with you.

Bill

THANKING NONPROFIT ORGANIZATION AFTER THE PROJECT

To: Susan Bennett (Nonprofit organization contact)

From: Bill Kates (Team Depot Captain)

Re: Thank you!

Date: June 27, 2008

Susan,

On behalf of The Home Depot Store 123 and its Team Depot associate-volunteers, we would like to thank you for enabling us to plant trees in the local community. The experience reminded us of the power of volunteering and how each person can make a difference. It also provided a chance for the volunteers to learn more about the benefits of trees and their importance to society.

It was a pleasure working with you and I hope to continue building this partnership.

Thank you again,

Bill

VOLUNTEER OPPORTUNITIES

Store 1234 • SPRING

PLANT TREES WITH TREES ATLANTA

WHERE: Trees Atlanta

4489 State St., Atlanta

WHEN: Wed. Nov. 30th

2 pm to 7:30 pm

DISTRIBUTE GIFTS TO LOCAL FAMILIES

WHERE: Santa's Village

34 E. Hollister Ave., Atlanta

WHEN: Tues. Dec. 6th & Wed. Dec. 7th

2 pm to 7:30 pm



PRACTICAL TIPS

ALWAYS

- Have signage to the site and parking location.
- Have parking available for all associate-volunteers.
- Ensure bathrooms are accessible and stocked.
- Ensure you have adequate tools. Ask a fellow Team Depot Captain to read over your tools list.
- Know where the nearest Home Depot store is in case additional supplies are needed! Send a volunteer instead of going yourself.
- Work with your Store Manager to create a Community Board in your store!
- Have fun! Help your volunteers have fun!

THINGS TO BRING/PURCHASE FOR EVERY PROJECT

- Team Depot t-shirts and banner available via Ariba/eBuy
- Nametags
- Pens to sign waivers with
- Paper towels
- Bottled water – at least 5 bottles per associate-volunteer, if not provided by nonprofit
- First Aid Kit
- Zipties or duct tape to hang signs
- Gloves (cloth or latex, as needed)
- Sunscreen (as needed)
- Bug spray (as needed)
- Dust masks (when moving mulch, etc.)

IN CASE OF EMERGENCY

- Always have the address of and directions to the nearest hospital!
- Have a First Aid Kit at every project.
- Assign a safety location (possibly near registration) and someone CPR and First Aid certified as a Safety Captain for the entire time that volunteers are on the project site.

IN CASE OF INCLEMENT WEATHER

- Have a plan! Is the project happening rain or shine? Plan accordingly.
- In case of rain, do you move project inside or will you need to switch project tasks? Will additional supplies be needed?
- In case of severe weather or unsafe conditions, have an evacuation plan ready (moving into a nearby building, perhaps).

PAINTING TIPS

SPECIAL TIPS FOR PAINTING

- When painting, always have: rags, plenty of drop cloths, mineral spirits if oil based paint, buckets to rinse brushes and hands in.
- Always lay drop cloths underneath the areas to be painted! Tape down drop cloths when able. The drop cloths should extend three to four feet off the tip of your brush when you hold it at arms length.
- Also tape off the area.
- Identify how and where you can throw away paint trash and what sinks you can use for clean-up.
- Double-check your equipment! Make sure you have what you need, i.e. the right number of brushes for volunteers, paint trays, masking tape, drop cloths, etc.
- Always set up a Paint Pouring Station. Set up one location where all paint for each project is stored and poured. Area should be away from the bulk of the work and should be set on top of a taped down drop cloth.
- Always clean up spills immediately.
- Never fill up a bucket or roller on the way. If paint is dripping off of a pan or bucket, make sure it is cleaned before leaving the Paint Pouring Station.
- When cleaning up, carefully look for any spots that might have dripped, especially on shoes. Make sure trash bags are not leaking and that there aren't any holes before moving paint outside.
- Remember, most paint that ends up on the floor gets tracked there on people's shoes! Be cognizant of what is on the bottom of your shoes! Always know where you have access to water, especially when using latex paint!
- Have fun!

TEAM DEPOT GEAR

Item #	Catalog Description	Size	Price (1 to 99)	Price (100 to 249)	Price (250 or more)
100734-01	Short Sleeve Tee	Adult Small	\$6.95	\$6.50	\$5.95
100734-02	Short Sleeve Tee	Adult Medium	\$6.95	\$6.50	\$5.95
100734-03	Short Sleeve Tee	Adult Large	\$6.95	\$6.50	\$5.95
100734-04	Short Sleeve Tee	Adult X-Large	\$6.95	\$6.50	\$5.95
100734-05	Short Sleeve Tee	Adult 2XL	\$7.95	\$7.50	\$6.95
100734-06	Short Sleeve Tee	Adult 3XL	\$7.95	\$7.50	\$6.95
100735	Team Depot Twill Cap	No Size	\$4.95	\$4.70	\$4.40
100736	Team Depot Vinyl Banner 58" wide x 22.25" tall	No Size	\$29.95	\$28.95	\$27.95

HOW TO ORDER:

1. Create a new purchase request in Ariba.
Click on the link labeled "THDCollection" (BD&A Promotional Items).
Click on the next link labeled "Team Depot Contractor Services ASP".
Click on the "Buy from Supplier" button and this will redirect you to their Web site.
Find the Team Depot section, create your order and follow the prompts to return to Ariba.
You can also search for "Team Depot" in the keyword search box.
2. Calling BD&A's 800 # – 1.866.569.9027
3. Going to the Web site directly – www.thdcollection.com

Note: Only the #1 option above lets you use a PO number and the rest you'll need to use a credit card or P-card.

PROJECT IMPACT SUMMARY

We want to hear from you! The good work that you do in your local community should be recognized. Please fill in the information outlined below and fax to the Community Affairs team. We'll use this information to share the difference you are making with other associates.

Store#: _____ Division: _____

Region: _____ District Manager: _____

Team Depot Captain Name: _____

Name of Nonprofit/Community Partner: _____

Name of Contact at Nonprofit: _____

Address: _____

City: _____ State: _____ Zip: _____

Date of Project: _____ Start & Finish Time: _____

Location: _____

Who were your co-captains on this project?: _____

Description of what you accomplished: _____

Number of THD volunteers: _____

Number of community member volunteers: _____

List others that participated (VIP's, THD leadership, suppliers, government officials, celebrities): _____

Did media attend? If so, what channel or newspaper?: _____

Below, please share any special or interesting information about your project or motivating quotes – from you, your co-captains, store management, your nonprofit partner or volunteers! _____

**FAX NUMBERS FOR DIV.
COMMUNITY AFFAIRS**

Northern:
770.384.2345
Southern:
770.384.2345

Western:
714.940.3515
Canada:
416.412.6792





www.homedepotfoundation.org/about_team/html

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