University of Cincinnati
Non Profit Volunteer Program

2013-2014 Season

JUNE 2013
How does my organization get involved?

This packet will give you all the information you need to know to become part of the ARAMARK Star Volunteer Team at University of Cincinnati.

If you have any questions, please contact:

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YOU MUST TURN IN:
- Completed and signed contract
- Completed scheduling assignment
- Group contact information (page 9 of this packet)
Who Is ARAMARK?
Like every business, ARAMARK started small. In this case, the inventory was peanuts, the warehouse was the back seat of a Dodge, and the man with the big idea was Davre Davidson. The year was 1936.

ARAMARK is now a world leader in providing managed services – including food, facility and other support services and uniform and career apparel. Headquartered in Philadelphia, ARAMARK has approximately 255,000 employees serving clients in 22 countries.

ARAMARK Higher Education, Inc., a subsidiary of ARAMARK Corp. ARAMARK Higher Education is an organization dedicated to excellence in dining facilities management. We create living and learning environments that foster healthy growth, build loyalty and create lasting connections to more than 600 campuses across North America.

ARAMARK at University of Cincinnati
The University of Cincinnati has multiple sporting facilities including Nippert Stadium (football), Fifth Third Arena (basketball/volleyball), Gettler Stadium (soccer/track), Sheakley Athletic Conference (Lacrosse) and the Marge Schott Baseball Stadium that are home to the American Athletic Conference Cincinnati Bearcats. Other events are hosted at the venues and vary every year. There is always something going on here at the University of Cincinnati and ARAMARK is the Food & Beverage Service provider for all events’ Concessions.

Our Vision
Aramark wants to be the company where the best people want to work and where customers recommend us to others because we constantly exceed their expectations through outstanding customer service. Success is measured in the growth of the company, its earnings and ourselves.

Our Guiding Principles
Because we value relationships, we treat customers as long-term partners, and each other with candor and respect. Because we succeed through performance, we encourage the entrepreneur in each of us, and work always to improve our service. Because we thrive on growth, we seek new markets and new opportunities, and we innovate to get and keep customers. And because we’re ARAMARK, we do everything with integrity.
Non Profit Organization Expectations
Being a part of the ARAMARK Volunteer Star Team at the University of Cincinnati is a season long commitment. There are minimum expectations that we ask of each organization so that we may provide consistent service to all of our guests. All minimum expectations must be met prior to allowing an organization to participate in an event.

Event Requirements
All organizations must agree to participate in at least a Minimum of all 6 Football Games during the contract year.

Volunteer Requirements
All volunteers must be at least 18 years of age to participate at the University of Cincinnati. Anyone selling or serving alcohol must be at least 19 years of age. Stand size dictates the amount of volunteers needed for an event.

Nippert Stadium:
There are 4 full-size concession stands, Stadium View Café, 4 pizza locations, 6 grill carts and many beer stations inside the Stadium. The full-size stands require a minimum of 10 volunteers (5 cashiers / 5 workers), the concession portables a minimum of 5 volunteers (2 cashiers / 3 workers), the pizza locations a minimum of 5 (2 cashiers / 2 workers), the grill carts a minimum of 5 (2 cashiers / 1 cook / 1 prep / 1 worker), and the beer stations do vary (mostly 3 per location, but others require 6 if it’s a beer trailer).

Fifth Third Arena:
There are 5 full-size concession stands, 2 pizza locations, and many beer stations inside the Arena. The full-size stands require a minimum of 10 volunteers (5 cashiers / 5 workers), the pizza locations a minimum of 4 (2 cashiers / 2 workers), and the beer stations again do vary (mostly 2 - 3 per location).

We have something for every size organization, large or small. If your organization has enough volunteers to fill more than one stand we can certainly look at doing that as well.

There will be vending this year as well where a group(s) walk up and down the aisles or the stadium selling soda, water, peanuts, and other items accordingly.

Paperwork Requirements
Each organization must have all necessary paperwork completed and turned in before participating at any event. The required paperwork is outlined later in this packet.
Training Requirement
All volunteers must have completed a thorough training program before being able to participate at an event. Several training sessions are provided prior to the beginning of the season and others are scheduled periodically throughout the season as needed. The required training is outlined in page 7 of this packet.

Uniform Requirements
Each organization will be responsible for making sure that their volunteers are in proper uniform 15 minutes prior to gates opening. The proper uniform consists of:

- ARAMARK issued UC shirt
- ARAMARK issued UC hat ($10 fee) or matching Non-Profit Group logoed hat or UC Hat.
- Groups are required to wear matching hats. These hats can have either a UC or NPO logo. If Groups do not want to bring hats, ARAMARK will supply a hat for a fee of $10 or current market price. The cost for the hat will come out of groups commission check.
- SOLID BLACK PANTS. NO SHORTS. It is an OSHA violation for anyone to work in shorts. NO BLUE JEANS.
- CLOSED TOE & CLOSED HEEL, RUBBER SOLED SHOES – in good condition (no holes)
- Jackets worn must be University of Cincinnati Bearcats or solid colors (Red, White, or Black). No other sports team apparel may be worn.
- Hair that is shoulder length or longer must be pulled up.
- Ponytails are tied with only elastic bands. NO hair pins, bobby pins, or hair clips.
- Keep fingernails short and clean
- False nails, nail polish, and nail adornments are NOT permitted as they can chip off and contaminate food.
- Only jewelry permitted, are single plain rings with no stones, stud earrings that are a maximum of ¼ inch diameter in size, and necklaces, including medical information tags that are secured below the uniform.
- ARAMARK will issue a burn sleeve or Chef Coat and a clean apron to anyone working a grill, fryer, or steamer.
- Personal Protective Equipment must be work when appropriate (i.e. cooking).
- All uniform and equipment issued must be returned (besides hat) and signed back in or a replacement costs will be charged to the group.

ARAMARK will provide the shirt and on event day. The volunteer must be dressed in all other aspects of the uniform once arriving to their stand/location, no later than 15 minutes prior to gates. No credit will be given to those not in uniform.
Stand Assignments
The assignment of stands is based on prior volunteer history and current commitment and performance. At the beginning of a season, the groups that met commitment requirements for the previous season will have first choice of stand assignments. To maintain these assignments, the groups will have to meet or exceed the current season’s commitment and requirements. No group is guaranteed a stand placement for the entire season unless it is earned.

Required Paperwork
The following outlines all of the paperwork that must be completed or provided before participating in your first event:

Non Profit Tax Exempt Status
Each organization must certify that they are a Not-For-Profit, tax-exempt organization as defined by the Internal Revenue Service Section 501(c)(3) of the Internal Revenue Code. The group must provide a Letter of Determination recognizing the organization as tax exempt. Churches and schools may provide a Letter of Determination or State Exemption certificate. If the group name does not match the name on the certificate or Letter of Determination, additional documentation will be required.

Group Insurance Requirements
Each organization is responsible to provide basic general liability insurance. The insurance covers the actions of the group. The policy must have a minimum of $1 million general liability and $1 million in liquor liability. ARAMARK and the University of Cincinnati must be named as additional insurers on the policy. The organization must provide a certificate of insurance that will be kept on file for the duration of the contract.

SEE PAGE 11, EXHIBIT A

Non Profit Group Agreement
Each group must sign an agreement that outlines the policies and procedures that must be followed. The group must also provide on this document a Federal Tax Identification Number.
Letter of Intent to Volunteer

All non-profit group members must sign a written statement declaring their intent to volunteer and donate their services to ARAMARK at University of Cincinnati. **All volunteers must sign his/her OWN name at every event.** It is on the back of the event paperwork each location receives.

Age Requirement

All non-profit volunteers must be at least 18 years of age to participate at the University of Cincinnati. The volunteers that serve or sell alcohol, including cashiers, must be at least 19 years of age or older. Each volunteer is required to carry a valid picture ID (showing date of birth) and ARAMARK reserves the right to check ID if there are any volunteers in question.

Training Requirements

To insure great guest service each organization is required to have its volunteers attend a series of training before participating at any event. It is recommended that all volunteers that may potentially participate throughout the season attend the training provided prior to the start of the season, as the sessions provided during the season will be limited.

Group Orientation and Operational Training

All volunteers of new groups must participate in one, 1 to 2-hour session as part of their orientation to the stadium and training. The group leader(s) for the groups that will be returning must set a meeting time with either the GM or Concessions Manager. All training and/or meetings for all groups will be held throughout the seasons.

TIPS Training

All employees of ARAMARK and all those that will be serving/selling alcohol are required to be TIPS or TEAM certified. Both the TIPS (Training for Intervention Procedures) and TEAM (Techniques for Effective Alcohol Management) programs teach servers, sellers and consumers of alcohol how to prevent intoxication, drunk driving, and underage drinking. The certification is good for 3 years. Once you complete the class and receive your TEAM or TIPS card, a copy of the card must be put in your group file, and you must have the card on you at all times while working. The TIPS and TEAM programs are universal, so if you have gone through the
Concessions or On-Premise training programs with another company or organization you may not have to retake the class. Documentation of this class will need to go into the group’s file.

**ServSafe Training**
This is a food safety and food preparation class that helps to keep our guests safe. This class is required for all group leaders and stand managers. This will be taught in 5/3 Arena.

**Safety Training**
This will cover most of the on-the-job operations and will be part of any operational training / orientation.

**Standard commission payout**
**Concession Stands**
- Food and non-alcoholic beverages 10% of Net Sales
- Alcoholic Beverages 6% of Net Sales
**Vending Program** 15% of Net Sales
**Non Profit Organization Profile**

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<tr>
<th>Organization Name:</th>
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<tbody>
<tr>
<td>Address:</td>
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<tr>
<td>Federal Tax ID:</td>
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<tr>
<td>Brief description of purpose of organization:</td>
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**Primary Contact:**

| Name: |  |
| 1st Phone: |  |
| 2nd Phone: |  |
| E-mail: |  |

**Secondary Contact:**

| Name: |  |
| 1st Phone: |  |
| 2nd Phone: |  |
| E-mail: |  |

How many years has your group been active? ______________________________

What is your group’s fundraising goal for this year?_____________________

Where did you hear about the Volunteer Program at UC? ________________

Please list any dates you know that you will not be available: _____________