

VOLUNTEER

# MANUAL

Updated May 2020

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**Welcome to Cape Fear Habitat for Humanity!**

Cape Fear Habitat for Humanity is full of possibilities to serve others!

This volunteer Handbook has been developed to help you become acquainted with our ministry and to guide you as situations arise that impact your volunteer relationship.

As a volunteer of Habitat for Humanity, you are a valuable member of the team. Your contribution to our overall achievement of our mission cannot be overstated. Our goal is to operate an excellent program delivering on our promise to our supporters to make a difference in the lives of families with a demonstrated need for housing. The way you carry out your designated responsibilities leaves its mark on our organization.

This manual will provide information on policies and practices of Cape Fear Habitat for Humanity, as they pertain to volunteers and volunteer management. You are encouraged to familiarize yourself with the contents of this manual, as it will answer many questions concerning our organization.

In order to retain necessary flexibility in the administration of policies and procedures, Cape Fear Habitat reserves the right to amend any of the policies and/or benefits described in this manual.

Blessings,

Cape Fear Habitat for Humanity

## 

## Habitat for Humanity International

Habitat for Humanity International (HFHI) is a nonprofit, ecumenical Christian housing ministry. HFHI’s vision is a world where everyone has a decent place to live and its mission is to put God’s love into action by bringing people together to build homes, communities and hope. HFHI seeks to eliminate poverty housing and to make decent shelter a matter of conscience and action. Through volunteer labor and donations of money and materials, Habitat builds and rehabilitates simple, decent houses with the help of partner families.

Founded in 1976 by Millard and Linda Fuller, HFHI has built/repaired more than 1 million houses worldwide, providing more than 4 million people with safe, decent, affordable shelter. HFHI has headquarters in Americus and Atlanta, Georgia. The organization now has more than 1,400 local affiliates in the United States and operates in more than 64 countries globally.

## Cape Fear Habitat for Humanity

Cape Fear Habitat for Humanity is an independent affiliate of Habitat for Humanity International, a nonprofit, ecumenical housing ministry that has improved the lives of over 200 Families around the Cape Fear region through affordable housing. Our ministry continues to grow stronger through the support of our local community. Our affiliate currently serves New Hanover, Duplin and Pender counties.

Cape Fear Habitat for Humanity builds safe, affordable houses for qualified homebuyers regardless of race, religion or background. Each Habitat home is built in partnership with homeowner families, sponsors and volunteers. Our houses are safe, decent, affordable homes which are sold for no profit to the partner family who repays an affordable mortgage. Homeowners attend a series of workshops on financial literacy and home maintenance so they are well prepared to become homeowners.

**Mission Vision**

A world where everyone has a decent place to live.

### Mission Statement

Seeking to put God’s love into action, Habitat for Humanity brings people together to build homes, communities and hope.

### Mission Principles

1. Demonstrate the love of Jesus Christ.

We undertake our work to demonstrate the love and teachings of Jesus, acting in all ways in accord with the belief that God’s love and grace abound for all, and that we must be “hands and feet” of that love and grace in our world. We believe that, through faith, the miniscule can be multiplied to accomplish the magnificent, and that, in faith, respectful relationships can grow among all people.

1. Focus on shelter.

We have chosen, as our means of manifesting God’s love, to create opportunities for all people to live in decent, durable shelter. We put faith into action by helping to build, renovate or preserve homes, and by partnering with others to accelerate and broaden access to affordable housing as a foundation for breaking the cycle of poverty.

1. Advocate for affordable housing.

In response to the prophet Micah’s call to do justice, to love mercifully, and to walk humbly with God, we promote decent, affordable housing for all, and we support the global community’s commitment to housing as a basic human right. We will advocate for just and fair housing policies to eliminate the constraints that contribute to poverty housing. And, in all of our work, we will seek to put shelter on hearts and minds in such powerful ways that poverty housing becomes socially, politically and religiously unacceptable.

1. Promote dignity and hope.

We believe that no one lives in dignity until everyone can live in dignity. We believe that every person has something to contribute and something to gain from creating communities in which all people have decent, affordable places to live. We believe that dignity and hope are best achieved through equitable, accountable partnerships.

1. Support sustainable and transformational development.

We view our work as successful when it transforms lives and promotes positive and lasting social, economic and spiritual change within a community; when it is based on mutual trust and fully shared accomplishment; and when it demonstrates responsible stewardship of all resources entrusted to us.

## Locations and Hours

**Cape Fear Habitat for Humanity Administrative Office**

20 N. 4th Street Suite 200 Wilmington, NC 28401

Office hours: Monday – Friday, 8:30am – 5:00pm

**Habitat for Humanity ReStores:**

**Downtown ReStore**

1208 South 3rd Street, Wilmington, NC 28401

Phone: 910-762-4793

Hours: Monday-Saturday, 9 AM - 5 PM

**Ogden ReStore**

7330 Market Street, Wilmington, NC 28411

Phone: 910-686-9800

Hours: Monday-Saturday, 9 AM - 5 PM

**Monkey Junction ReStore**

6331 Carolina Beach Rd. #5, Wilmington NC 28412

Phone:

Hours: Monday-Saturday, 9 AM – 5 PM

## Volunteer Contact Information

Main office: 910.769.3296

**Volunteer Coordinator** – Arri Garden Arriane.Garden@capefearhabitat.org

**ReStore AmeriCorps Volunteer Coordinator-** Sarah Muskett Sarah.Muskett@capefearhabitat.org

Websites: <https://www.capefearhabitat.org/>

<https://capefearhabitat.volunteerhub.com/>

**Cape Fear Habitat Promises to its Volunteers**

No matter what volunteer position you choose to pursue we promise…

* To properly utilize resources for recruiting, screening, training, supervising, and evaluating volunteers
* To assign proper roles to volunteers that are physically able to carry out the tasks at hand
* To provide clear and accurate job descriptions.
* To protect volunteers from unfair duties, excessive work hours, and unfair labor practices
* To provide formal training to volunteers regarding safety, tool use, & building/orientation
* To provide timely and adequate feedback on volunteer performance
* To promote the safety of our volunteers at all times
* To encourage volunteers to bring new ideas and energy to the organization
* To show appreciation to volunteers

Volunteers are the heart of Habitat and are the most important resource we have!

**Volunteer Opportunities**

**Construction**

Construction is the most popular volunteer opportunity. Volunteers assist with all stages of home construction, including; framing, hanging drywall, painting, and landscaping. No construction experience or skills are required and volunteers are supervised by Cape Fear Habitat staff.

*When:* Tuesday – Friday: 7:45am- 12 pm and Saturday 7:45-2:00 PM

*Location:* Varies

*Schedule:*  6-8 hour volunteer shift

Orientation: On site

**ReStores**

Cape Fear Habitat ReStores sell donated materials to help raise revenue to support Habitat projects. Volunteers provide customer service, help clean and repair donated materials, stock shelves, load and unload materials from vehicles.

*When:* Monday – Saturday, 9 am – 5 pm

*Location:* All Cape Fear Habitat for Humanity ReStores

*Schedule:* 4 hour shifts during business hours

*Orientation:*Before start of the first volunteer shift

***\*Please note: Court-ordered community service must be completed at one of our***  [***ReStores.***](http://wakerestore.org/volunteer/)

**Office Support**

There are many opportunities for volunteers to provide administrative support for Cape Fear Habitat for staff.

*When:* Monday-Friday: Varies

*Location:* Cape Fear Habitat for Humanity administrative office

*Schedule:* Varying shifts depending on the need

**Special Events**

Special events volunteers help organize and participate in our fundraising events. Special events draw attention to the need for affordable housing in our community and raise awareness of Habitat’s work, yet the ratio of work to return may be reversed. Leaders are needed to take ownership of fundraisers and special events, including the annual Golden Hammer Breakfast.

**Homeowner Ambassador Volunteer**

The Homeowner Ambassador Program trains volunteers to represent Habitat at community events to help us reach more people in the community in need of our Homeownership and Disaster REBUILD programs who may not have known about them otherwise. Help the community better understand our mission, who we serve, and that many people out there qualify for our Homeownership Program and don’t realize it. A commitment to attend 1 event per quarter is needed from Habitat Ambassadors.

## How to Start Volunteering

We welcome individuals and groups to volunteer with Cape Fear Habitat! Our Volunteer Coordinator will schedule you for an upcoming volunteer opportunity that fits your needs. If you see something in this handbook that interests you, let us know! To volunteer, contact Arri Garden at Arriane.garden@capefearhabitat.org or 910-769-3296 ext. 1; or go online to Cape Fear Habitat’s volunteer website: capefearhabitat.volunteerhub.com. Register your account and once your account is activated, sign up for volunteer opportunities!

## Volunteer Policies

### Volunteer Eligibility

Cape Fear Habitat for Humanity will not discriminate against any volunteer applicant on the basis of race, gender, religion or sexual orientation.

Construction: minimum age 14

Restore: minimum age 16

Office: minimum age 16

Due to liability reasons, there are age limits for our ReStore and construction sites. Volunteers must be at least 16 years-old to work at the ReStore and must be 14-years-old to work on a construction site. An adult must accompany any volunteer who is under 18. In addition, the following rules apply for youth on construction sites:

* Youth ages 14-15 are allowed to dig footings, paint, and do landscaping; but they cannot be on sites with power tools in use or be on ladders.

**We have the following Age Restrictions for any volunteer under the age of 18:**

* Must submit a release and waiver of liability for a minor signed by a parent/legal guardian prior to performing any volunteer activity
* Must not work on/with excavation, demolition, or power tools
* Must not work at heights above 6 feet or on the roof

### Background Checks

For the safety of our staff and volunteers, all key volunteers will undergo a criminal and sex offender background screening. A person is considered a key volunteer if they volunteer 8 hours or more a month. If a volunteer is on this registry, they will not be permitted to volunteer. Cape Fear Habitat reserves the right to perform background checks on Key volunteers. Background checks will only be processed with the acknowledgement and written consent of such individuals.

### Standards of Conduct and Dismissal

Each volunteer has an obligation to observe and follow the organization’s policies and maintain proper standards of conduct at all times. If an individual’s behavior interferes with the orderly and efficient operation of a department, corrective disciplinary measures will be taken.

Disciplinary action may include a verbal warning, written warning, suspension and/ or dismissal. The appropriate disciplinary action imposed will be determined by the organization. The organization does not guarantee that one form of action will necessarily precede another. We understand that you are volunteering and therefore not employed by Cape Fear Habitat for Humanity, however we value you and your work just as we do our employees. You represent our organization, homeowners, volunteers and staff. We ask that all volunteers adhere to our high standards of quality of work, positive representation, respect for others and our general standards of conduct.

Among other things, the following may result in disciplinary action, up to and including immediate dismissal: violation of the organization’s policies or safety rules; insubordination; unauthorized or illegal possession, use or sale of alcohol or controlled substances on work premises or during work hours, while engaged in organization activities on work premises; theft or dishonesty; inappropriate physical contact; harassment; discrimination or retaliation; performing outside work or use of organization property, equipment or facilities in connection with outside work while on organization time; poor attendance or poor performance. These examples are not all inclusive. We emphasize that discharge decisions will be based on assessment of all relevant factors.

### Harassment Policy

* + No Harassment
  + We prohibit harassment of one volunteer by another volunteer or staff member, supervisor or third party for any reason based upon an individual’s race; color; religion; genetic information; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability; or any other category protected under federal, state, or local law (“protected class”).
* In North Carolina, the following also are a protected class: race, religion, color, national origin, age, sex, military service, disability, sickle cell trait [as to discharge or refusal to employ], hemoglobin C trait [as to discharge or refusal to employ], off duty use of lawful products, including tobacco and alcohol, and genetic information or on account of having requested genetic testing or genetic counseling services [as to discharge or refusal to employ].
  + Violation of this policy will result in disciplinary action, up to and including immediate discharge.
  + If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with your immediate supervisor or one of the contacts listed in this policy. At a minimum, the term “harassment” as used in this policy includes any of the following activities pertaining to an individual’s protected class:
* Offensive remarks, comments, jokes, slurs, threats, or verbal conduct.
* Offensive pictures, drawings, photographs, figurines, writings, or other graphic images, conduct, or communications, including text messages, instant messages, websites, voicemails, social media postings, emails, faxes, and copies.
* Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved; and
* Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved.
* We also absolutely prohibit retaliation, which includes: threatening an individual or taking any adverse action against an individual for (1) reporting a possible violation of this policy, or (2) participating in an investigation conducted under this policy.

Our supervisors and managers are covered by this policy and are prohibited from engaging in any form of harassing, discriminatory, or retaliatory conduct. No supervisor or other member of management has the authority to suggest to any applicant or volunteer that employment or

advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with the supervisor or manager, or for tolerating (or refusing to tolerate) conduct or communication that might violate this policy. Such conduct is a direct violation of this policy.

On-staff members are covered by this policy. We prohibit harassment, discrimination, or retaliation of our staff members in connection with their work by non-staff members. Immediately report any harassing or discriminating behavior by non-staff members, including contractor or subcontractor staff members. Any staff member or volunteer who experiences or observes harassment, discrimination, or retaliation should report it using the steps listed below.

If you have any concern that our No Harassment policy may have been violated by anyone, you must immediately report the matter. Due to the very serious nature of harassment, discrimination and retaliation, you must report your concerns to one of the individuals listed below:

1. Discuss any concern with Arri Garden, Volunteer coordinator at (910) 604-2955 and 20 N. 4th Street Wilmington, NC 28401.
2. If you are not satisfied after you speak with Arri Garden, or if you feel that you cannot speak to Arri Garden, discuss your concern with Marlies Treppel, HR Manager at (910) 762-4744x115, 20 N.4th Street Wilmington, NC 28401.

If a volunteer makes a report to any of these members of management and the manager either does not respond or does not respond in a manner the staff member deems satisfactory or consistent with this policy, the staff member is required to report the situation to one of the other members of management designated in this policy to receive complaints.

You should report any actions that you believe may violate our policy no matter how slight the actions may seem.

We will investigate the report and then take prompt, appropriate remedial action. The organization will protect the confidentiality of volunteers reporting suspected violations to the extent possible consistent with our investigation.

You will not be penalized or retaliated against for reporting improper conduct, harassment, discrimination, retaliation, or other actions that you believe may violate this policy.

We are serious about enforcing our policy against harassment. Persons who violate this or any other organization policy are subject to discipline, up to and including discharge. We cannot resolve a potential policy violation unless we know about it. You are responsible for reporting possible policy violations to us so that we can take appropriate actions to address your concerns.

## Volunteer Procedures/Guidelines

### Safety guidelines

At Cape Fear Habitat, the safety of volunteers, team members, clients and customers is the highest priority. This is achieved by:

* Safety inspections done daily on at the stores and construction sites.
* Volunteers should immediately report unsafe working conditions and health hazards to the site supervisor.
* In case of emergency (gas leak, bomb threat, fire, etc.), it is mandatory that everyone evacuate the building immediately.
* Injuries should be reported immediately to the site supervisor and incident report form must be completed and turned in to the volunteer coordinator.
* Cape Fear Habitat is not responsible for theft or damage of any kind related to motorized vehicles, bikes, trailer or similar items or contents.
* Cape Fear Habitat facilities, entrances to facilities and vehicles are smoke free.

### Inclement Weather Policy

**Cape Fear Habitat Weather Line – 910-769-3296**

Check the status of our current build projects the morning of your shift any time after 7:15AM. You will reach a recording or staff member, which will notify you if your build is cancelled. We work through many types of weather and try to avoid cancelling when possible.

**ReStore/Office Policy:**

Whenever possible, we will update you via email about major changes or updates for the store, i.e. hours, upcoming events, traffic blocks, etc. If there is the possibility of inclement weather, you can call to check for cancellations or delays.

**Volunteer Expectations and Responsibilities**

1. Help us get things done quickly by coming prepared and focused on the task at hand.

2. Cooperate with staff and your fellow volunteers, and maintain a team attitude.

3. We would love to hear from you! Please let us know how your volunteer experience was and how Cape Fear Habitat can improve.

4. Be sure that all your hard work is being accounted for by signing in.

5. Please be prompt when volunteering so we can get as much done as possible.

6. Please let the respective staff member know or cancel if you are unable to attend.

7. Please be kind to all staff, volunteers, and future homeowners.

**Construction Volunteering**

*When:* Wednesday – Saturday (subject to flexibility) *Location:* Varies

*Schedule:*

7:45-8:10 a.m. – Volunteer sign in begins, please arrive promptly so we can begin in a timely manner.

8:10 a.m. – Volunteer orientation and safety overview, tasks assigned, work day begins

11:30 a.m. – Noon – Lunch break

2:00 p.m. – Day Ends

Construction volunteers must be at least 14 years old. Volunteers who are under 18 must sign the minor liability waiver at the bottom of the volunteer hub sign up confirmation page.

## Volunteer Construction opportunities

**Construction House Leader:** Volunteer on a Saturday and greet volunteers at the construction site, help with volunteer sign-in and construction activities, assist with material or medical issues and help with lunch.

**Crew Leader:** Volunteer on a Saturday and assist the site supervisor by leading small groups of volunteers in construction tasks. Training is provided prior to your designated Saturday(s).

**Deconstruction**: Assist with removing reusable materials from houses scheduled for demolition. Typical deconstruction projects occur on a weekday and last several hours.

**ReBuild Volunteer:** Help local homeowners with critical repairs, such as roofing, flooring, essential weatherizing and more. Typical repair projects can occur on consecutive weekdays.

**Lunch Bunch Volunteer:** Provide lunch for our hardworking construction volunteers on Saturdays. You can donate funds for a lunch, reach out to a local restaurant for donations, purchase lunch, or even make lunch for our volunteers. You can provide lunch on an on-going basis or just once!

## Experience and Training

Construction experience is not necessary to work on our build sites! Once you arrive on site, our construction staff will provide safety training and site orientation. Then you will be assigned a task, which will be led by the site supervisor or a trained volunteer. They will lead you in all construction tasks throughout the day, so you are in good hands! We want you to have a safe, meaningful experience with Habitat – so please ask questions or ask for help any time at the job site!

Prior to working on site, we request that all construction volunteers watch the fifteen Minute Safety Video. [https://www.youtube.com/watch?v=\_l-sp7Ya5cE&t=3s](15%20Minute%20Safety%20Video)

## Tools and Attire

We will provide all of the tools required for the jobs, although you are welcome to bring your own tool belt or hand tools, if you prefer. We will have gloves, goggles and other safety equipment, but require that all volunteers wear closed-toe shoes (sneakers work fine). Please wear comfortable clothing that is weather-appropriate and “sacrificeable” (we can get pretty dirty!). In addition, volunteers should not wear any offensive or inappropriate clothing, including short shorts, tank tops, or clothing exposing a midriff or underwear. Volunteers should not wear loose jewelry or clothing.

## Food and Drinks

Drinking water and small cups are provided on site, and we recommend that volunteers bring a snack and personal water bottle for the day. You will be notified the week before if lunch is being provided for your workday. We make every effort to have lunch donated, but there are some days when volunteers may have to bring a bag lunch to site.

**Construction Safety Information:**

* Wear close-toed shoes (sneakers work fine); and wear comfortable clothing that can get dirty and is weather-appropriate.
* Always wear eye protection when using a circular saw (Habitat provides gloves, goggles and other safety equipment).
* Boards have two ends – be aware of your surroundings when you are carrying material.
* There is no rush. Concentrate on the task and take your time to prevent injury.
* Lift with your knees and not your back.
* Remove all nails from discarded lumber to prevent someone from stepping on them.
* Keep the site clean to prevent accidents from happening.
* Use a ladder that will reach the work and always make sure the ladder is set in a solid position.
* Please refrain from leaving tools on top of a ladder – it can fall on your head.
* Know the location of the First Aid kit and water.
* Drink plenty of water, especially on hot days
* If unsure about how to do a task, ask the site supervisor and they will be happy to assist.

## ReStore Volunteering

*When:* Monday – Saturday, 9 am – 5 pm *Location:* Ogden ReStore and Downtown ReStore

*Orientation:*At the respective ReStore location with the Volunteer Coordinator or staff member

***\*Please note: Court-ordered community service must be completed at one of our two*** [***ReStores.***](http://wakerestore.org/volunteer/)

**Dress Code: Casual**

**ReStore Volunteer Opportunities**

At the ReStore we have job for every volunteer. Whether you like lifting heavy objects, tinkering in a workshop or creating displays of fine China, we can find the opportunity for you.

**Donation Ambassador:** Receive, process, and stock donated items. Act as Cape Fear Habitat’s ambassadors to the donating community! Need to be able to assist with loading and unloading of merchandise. This position may be physically demanding.

**Showroom Floor Clerks:** Help keep the sales floor clean, neat and organized; assist with stocking and merchandising donated items; assist customers; and make sure aisles are clear and safe.

**Showroom Organizer:** Assist in organizing merchandise and arranging items throughout the store; create displays on shelves and arrange furniture and items in the front showroom.

A more detailed description of the position and its duties will be provided during orientation or upon request.

**Training**

Volunteers will receive direction and support from ReStore staff and Lead Volunteers. Volunteers need to complete all tasks in an efficient manner, and always wear a smile and be polite to customers! While volunteering, no explicit language or conversations are permitted; and we request that cell phones be used only for emergencies.

**Attire**

Wear close-toed shoes (sneakers work fine). In addition, volunteers should not wear any offensive or inappropriate clothing, including short shorts, tank tops, or clothing exposing a midriff or underwear. Volunteers should not wear loose jewelry or clothing. Clothing should be clean, and not be ragged, stained or torn. Upon arrival at the ReStore, volunteers should go to the back office to sign in and collect their name badges. Showroom volunteers must also wear a green apron, these are available in the office.

## Volunteer Purchase Policy

## Volunteers are held to the same purchase policy as employees. Volunteers are not permitted to shop before or during their shift. Items must be on the sales floor for at least 24 hours and the volunteer will not be given any discount outside of scheduled sales and mark-downs.

## ReStore Safety Information

Avoiding Accidents and Injuries

* Always put tools, cleaning supplies, carts, and hand trucks in their proper place to avoid injuries
* Clean up any spills or hazards on the sales floor

Lifting

* Keep back straight and near vertical; don’t reach out in front and lift
* Flex knees and lift with legs
* Ask for help when the item is heavy
* Hold heavy loads near the body
* When lifting, avoid turning body – move feet instead
* Use carts, dollies, or a pallet jack whenever possible
* Look for nails or screws before lifting

Utility Knives and Razors

* Keep your hand and body out of the blade’s path
* Retract blade when not in immediate use
* A sharp blade is safer than a dull one; safely dispose of used blades
* Concentrate only on cutting: it’s easy to cut yourself if you are distracted

Climbing

* Use ladders carefully and properly; place on solid ground
* Ladders may be used by store personnel only without expressed permission by a manager
* Don’t carry heavy loads up ladders
* One person per ladder
* Always maintain three points of contact
* Never stand above the indicator on the safest rung
* Do not climb on racking

## Administrative Volunteering

There are occasional opportunities for volunteers to provide administrative support for Cape Fear Habitat Staff. *Orientation:*At administrative office with designated staff member and volunteer coordinator

*Dress Code:* Business casual