



# Wings Foundation, Inc. Volunteer Policy Manual

Eff: July 2019



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**Table of Contents**

Mission Statement	Page 1
Wings Foundation Organizational Structure – Bylaws Summary	Page 3
Volunteer Job Descriptions	Page 7
Wings Foundation Confidentiality Agreement	Page 12
Wings Foundation Volunteer Code of Conduct	Page 14
Alcohol/Illegal Drug Consumption Policy	Page 15
Social Media Policy	Page 16
Casework Guidelines	Page 18
FADR Guidelines	Page 19
Fundraising/Event Guidelines	Page 21
Wings Foundation Trademark and Brand Guidelines	Page 25
Microsoft Office 365 & Email Correspondence Guidelines	Page 28
Owning Real Estate, Equipment, Vehicles, etc.	Page 29
FedEx Shipping Guidelines	Page 29
Signature Page	Signature Page



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**Mission Statement of Wings Foundation, Inc.**  
Adopted 1/2002

***“The stated mission of the Wings Foundation shall be to form a grassroots volunteer organization that collects and administers funds from and for Flight Attendants on the American Airlines, Inc. system seniority list who are in critical need of financial assistance as a result of illness, injury or disability; or those who have had a catastrophe or disaster which causes major hardship that would justify financial support.”***

*Wings Foundation is an organization comprised of volunteers.*



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## Wings Foundation Organizational Structure

*\*For the full document of the Bylaws of Wings Foundation, Inc. (the “Foundation” or “WINGS”) - visit the wingsfoundation.com website. The description of certain provisions of the Bylaws below is intended only to be a summary. In the event of any conflict between the language in the Bylaws and the summary below, the provisions of the Bylaws govern.\**

*“The government and policy making responsibilities of the Foundation shall be vested in the Board of Directors, which shall control its property, be responsible for its finances, and direct its affairs.”*

### VOTING DIRECTORS

The Board of Directors shall consist of the **President**, the **Vice President**, the **Secretary** and the **Treasurer** otherwise known as the “**Officer Directors**” and such number of additional Directors known as the “**Term Directors**” as may be determined from time to time by the Board of Directors; provided, that at no time shall the number of directors be less than three (3), and no decrease in number shall have the effect of shortening the term of any incumbent director. No member of the Board of Directors need be a resident of the State of Texas; however, each director must be an active American Airlines Flight Attendant when elected as a Director. A Director who ceases to serve as an active American Airlines Flight Attendant shall be eligible to continue to serve the current Director term but shall not be eligible for re-election.

### ADVISORY DIRECTORS

The Board of Directors shall have the power and authority to elect one or more persons to serve as **Advisory Directors** of the Foundation. The current Advisory Directors are **Communications**, **Fundraising**, **Webmaster**, **FADR**, **Growth & Development**, **Recycling**, and **KIWI Liaison**. Any Advisory Director so elected shall receive notice of each meeting of the Board of Directors of the Foundation and shall be entitled to participate in the discussion with respect to each matter brought before such meeting but shall have no voting rights.

### TERM OF OFFICE FOR VOTING DIRECTORS

No person who has served (6) six consecutive years as a member of the Board of Directors shall be eligible for election to or shall otherwise serve on the Board of Directors other than as an ex-officio member or Advisory Director.

Term Directors serve a (3) three-year term; Officer Directors and Advisory Directors serve a (1) one-year term. Term Directors and Officer Directors cannot serve more than (6) six consecutive years. *Advisory Directors do not have a time limit for length of service due to non-voting rights.*

### EX-OFFICIO MEMBER (Past President)

The Executive Director of the Foundation, if any, shall serve as an ex-officio member of the Board of Directors. The **immediate Past President** of the Foundation shall serve a one (1) year term as an ex-officio member of the Board of Directors. The Board of Directors shall have such other ex-officio members as the Board shall from time to time designate. Each ex-officio director shall serve in a non-voting advisory capacity.

### YOUR ROLE AS A MEMBER OF THE WINGS BOARD OF DIRECTORS

- Provide strategic direction in support of the mission of the Foundation.
- Fundraise for the Foundation and recruit, evaluate, and support our volunteers.
- Manage risks and ensure the Foundation has adequate organizational policies in place.
- Actively participate in meetings of the Foundation’s Board of Directors and vote on matters before the Board of Directors (whether presented at a meeting or in writing).



### DUTY OF CARE

Members of the Board must use the same level of care in conducting the business of the Foundation as they would with their own personal affairs. You fulfill this duty by regularly attending meetings, becoming knowledgeable and informed about matters before the Board and using independent judgement to make objective decisions in the Foundation's best interest.

### DUTY OF LOYALTY

Members of the Board must act in the best interest of the Foundation and not for their own advantage. Members of the Board must avoid or resolve any potential conflict of interest related to any transaction that relates to the Foundation.

### DUTY OF OBEDIENCE

This duty is unique to nonprofits. Members of the Board must be faithful to the Foundation's mission, purposes and goals as stated in the Bylaws. Members of the Board must abide by the purpose statements of the Foundation that describe how the Foundation's funds are to be used; this is especially important in relation to donations, gifts, or bequests.

***You must carry out your duties "in good faith" meaning honestly, openly, and faithfully in all organizational actions.***

### COMMITTEES

Executive Committee consists of the Officer Directors and (1) one Term Director who is otherwise known as the "Ad-Hoc" of the Officer Directors. Also, for a (1) one-year term, a Past-President or Ex-Officio Officer is included as a member of the Executive Committee but does not have voting rights on the Board of Directors.

*"The Executive Committee shall have and may exercise the authority of the Board of Directors in the management of the Foundation when the Board of Directors is not in session."*

### NOMINATING COMMITTEE

The Nominating Committee, at least ten (10) days before the date of the Annual Meeting of the Board of Directors, shall select its nominees for election to the Board of Directors and as officers of the Foundation. Persons serving on the Nominating Committee shall be eligible to be nominated for election to the Board of Directors or as officers of the Foundation. The President shall serve as the Chair of the Nominating Committee.

### OTHER COMMITTEES

The Board of Directors, by resolution adopted by the Board of Directors, may designate and appoint one or more committees, and each such committee must have at least two (2) members. Each committee shall have such duties and responsibilities as set forth in such resolution as adopted by the Board of Directors. For example, this could include a "Social Media Committee" or "Casework Committee".

These "other" committee members do not need to be members of the Board of Directors and can be either appointed, designated or elected. However, these members (unless already members of the Voting Body) do not possess voting rights. Each committee may adopt rules for its own



governance not inconsistent with these Bylaws or with rules adopted by the Board of Directors, including the formation of subcommittees.

Also, the President can appoint standing and special committees and task groups as required, and as approved by the Board of Directors.

### MEETINGS

The Annual Meeting of the Board of Directors shall be held annually at such time and place as the Board of Directors shall determine. At the Annual Meeting of the Board of Directors, the Board of Directors shall elect Directors, shall elect Officers and may also transact any and all other business as may properly come before the meeting.

The Foundation's Board of Directors Meeting is typically held during the month of February. HDQ Flight Service has generously gifted all volunteers the opportunity to utilize positive space travel to allow attendance at this annual meeting.

*\*All WINGS volunteers with a signed Confidentiality Agreement on file with the WINGS Secretary are welcome to attend the annual Meeting of the Board of Directors.*

The WINGS Executive Committee shall hold two (2) meetings annually. One of these two meetings is generally held during the Board of Directors Meeting.

### VOTING

Members of the voting body of the Foundation (*i.e.*, Officer Directors and Term Directors (the "Voting Body")) are entitled to vote on all business related to the Foundation. Generally, this includes the nomination and voting of the Foundation "Founders Award," members of the Board of Directors, requests for Extension of Financial Assistance, and Resolutions filed before the Board of Directors. Voting shall be held during the annual meeting of the Board of Directors and electronically through email during the fiscal year. Voting is an important privilege as an Officer Director or Term Director and each Member of the Voting Body must keep in mind their duty of care, duty of loyalty, and duty of obedience to the Foundation when exercising their voting rights.

### REMOVAL OF VOLUNTEER

Any Officer, Director or Member of a Committee may be removed from the position held by them at any time by the majority vote of the Directors present at any meeting of the Board of Directors at which a quorum is present whenever in their judgment the best interests of the Foundation will be served thereby.

*\*Under the WINGS Bylaws, you can be removed from office:*

- **With or without cause** by a majority vote of members of the Board of Directors with given notice
- If absent from three (3) consecutive Meetings of the Board
- If convicted of a crime involving moral turpitude
- If convicted of a Class A Felony under the Texas Penal Code



### YOU ARE INSURED BY WINGS

The Foundation possesses coverage for liability insurance for **all volunteers** and this includes the Foundation website.

You will not be personally liable for monetary damages for an act or omission in your capacity as Director **unless** you breach your duty of loyalty, act in bad faith, or intentionally engage in bad conduct. The IRS may impose excise taxes pursuant to Internal Revenue Code Section 4958 if you receive an excess financial benefit from the Foundation.

### REIMBURSEMENT OF EXPENSES

Requests for reimbursements due to fundraising, meeting attendance, WINGS training or to perform general WINGS business over \$200 will require approval by an Officer Director (other than the Treasurer) before submission to the WINGS Treasurer. The Treasurer has the fiduciary responsibility to request documentation of any expenses for reimbursements. Please consider that WINGS is directly funded by our generous donors that include active and retired AA Flight Attendants.

***Due to IRS and annual State Registration Audit Regulations, EVERY Foundation financial transaction must be documented and accounted.***

### WORKING WITHIN THE 501(c)(3) FRAMEWORK

The Foundation has been granted tax-exempt status as a charitable organization described in Section 501(c)(3) of the Internal Revenue Code based on its stated purposes in its Certificate of Formation and its actual activities. Variance from its mission would require additional disclosures to the IRS and any activities outside the scope of charitable purposes within the meaning of Section 501(c)(3) may cause the Foundation to lose its tax-exempt status.

- A 501(c)(3) organization must be operated to serve public rather than private interest.
- A 501(c)(3) organization that violates this principle risks losing its tax-emption status.
- Limitations on “lobbying” and political activities: The Foundation cannot engage in any political campaign activities or more than an insubstantial amount of legislative lobbying.
- Participating in a transaction that allows for a “disqualified person” (*i.e.*, officers, directors, substantial contributors, persons who exercise substantial influence over the management of the Foundation, family members of any of the foregoing persons, and certain entities in which the foregoing persons own a significant share of the stock or other equity interests) to receive a benefit from the organization that exceeds the value of the consideration received by the Foundation is strictly prohibited. Any disqualified persons receiving such excess benefit will be required to return the amount to the Foundation and may be subject to excise taxes under the Section 4958 of the Internal Revenue Code. Further, any directors or officers who knowingly participate in such transaction may also be subject to excise taxes.

*In other words, we must use extra caution in any financial transaction between the Foundation and Board members or any other disqualified persons.*

\*\*\* If a member of the Board of Directors applies for WINGS Financial Assistance, this volunteer must step down from their role as a member of the Voting Body until they return to active status or discontinue WINGS financial assistance.



A WINGS volunteer who is a member of the Board of Directors may qualify for Disaster Relief assistance while in office due to the nature of this one-time grant; however, in such case, the person requesting assistance may not participate in the approval process of such one-time grant and the Foundation must contemporaneously document that the remaining members of the Board of Directors approved of the transaction. \*\*\*

More information about our responsibility to provide acknowledgement to our donors for their financial contributions are discussed under **Fundraising Guidelines**.

All volunteers must sign the nondisclosure agreement (Agreement of Confidentiality) and Code of Conduct prior to performing duties directly related to the Foundation.

## Volunteer Job Descriptions

*\*Each job description has been modified for this manual.  
To see the full job descriptions, please view them on the website\**

### WINGS President

- The WINGS President is chief executive officer of the Foundation, a member of the Officer Director Team and the chairman of the Executive Committee.
- The WINGS President is a voting member of the Board of Directors.
- The WINGS President will hold office for a term of one year, and no more than six successive years in the same office without an intervening year.
- The WINGS President will attend all WINGS Bi-Annual Executive Committee Meetings and WINGS Annual Board of Directors Meetings.
- The WINGS President will coordinate between the WINGS Legal Representative(s) and the WINGS Officer Directors.
- The WINGS President will coordinate between the WINGS Accountant and the WINGS Officer Directors.
- The WINGS President will coordinate with the WINGS Vice President on all WINGS items, including plans for the WINGS Annual Term Director Meeting and the WINGS Executive Committee Bi-Annual Meeting at least one year in advance.

### WINGS Vice President

- The WINGS Vice President will hold office for a term of one year, and no more than six successive years in the same office without an intervening year.
- The WINGS Vice President is a voting member of the Board of Directors.
- The WINGS Vice President will attend all WINGS Bi-Annual Executive Committee Meetings and WINGS Annual Board of Directors Meetings.
- The WINGS Vice President oversees all Financial Cases, is responsible for updating of the case work manual, the case work guidelines and case work training and the WINGS DATABASE.
- The WINGS Vice President is responsible for providing the Treasurer (or President) with information for check requests. Information is taken directly from the WINGS Check Request and Summary Document provided by the case worker. Once checks are issued, the WINGS Vice President is responsible for providing those confirmations to the case workers and Term Directors.



#### WINGS Secretary

- The WINGS Secretary will hold office for a term of one year, and no more than six successive years in the same office without an intervening year.
- The WINGS Secretary is a voting member of the Board of Directors.
- The WINGS Secretary will attend all WINGS Bi-Annual Executive Committee Meetings and WINGS Annual Board of Directors Meetings.
- The WINGS Secretary will hold the contracts and keys on any WINGS designated P.O. Box(s). Keys may be delegated to a WINGS volunteer, who holds a current Confidentiality Agreement, for the responsibility of checking the contents of the mailbox.
- The WINGS Secretary will be responsible for filter/forward/answer correspondence from the WINGS P.O. Box.
- The WINGS Secretary will prepare the minutes from the WINGS Executive Committee meeting and the WINGS Annual Board of Director meetings, as well as additional Foundation meetings.
- The WINGS Secretary is responsible for keeping all documents, including but not limited to: WINGS Minutes, a list of all WINGS Volunteers, Confidentiality Agreement on all WINGS volunteers.

#### WINGS Treasurer

- The WINGS Treasurer will hold office for a term of one year, and no more than six successive years in the same office without an intervening year.
- The WINGS Treasurer is a voting member of the Board of Directors.
- The WINGS Treasurer will attend all WINGS Bi-Annual Executive Committee Meetings and WINGS Annual Board of Directors Meetings
- Maintain for a period of two active years all financial records. All remaining records will be sent to archives.
- Ensure all expenses incurred by WINGS have been paid either by check or credit card.
- Prepare all requested grant requests, either by check or wire transfer.
- Coordinate all records for the National Database quarterly.

#### WINGS Ad Hoc

- The WINGS Ad Hoc is a member of the Officer Director Team and of the Executive Committee.
- The WINGS Ad Hoc is a current WINGS Term Director and is chosen by the WINGS President.
- The WINGS Ad Hoc is a voting member of the Board of Directors.
- The WINGS Ad Hoc will attend all WINGS Bi-Annual Executive and WINGS Annual Board of Director Meetings.
- The WINGS Ad Hoc will be the 5<sup>th</sup> and tie breaking vote in the Executive Committee.
- The WINGS Ad Hoc will be included in the emails from caseworkers submitting WINGS Financial Grant Request and Financial Summary Form, the spreadsheet submitted to the WINGS Treasurer and the confirmations of check issuance.
- The WINGS Ad Hoc will serve as a 'back-up' to the WINGS Vice President to ensure all WINGS Check Requests are acknowledged as received.
- For clarification from the WINGS Bylaws, the one (1) Term Director who serves on the WINGS Executive Committee will be called the Ad Hoc.



WINGS Communications Advisory Director

- The WINGS Communications Advisory Director serves as an Advisory Director on the WINGS Executive Committee and will attend the Bi-Annual Committee meetings and the WINGS Annual Board of Directors meeting.
- The WINGS Communications Advisory Director will hold office for a term of one year, with no term limit.
- The WINGS Communications Advisory Director must have a good command of the English language and have excellent communications skills, both oral and written, with special attention to spelling and grammar.
- The WINGS Communications Advisory Director will prepare a monthly external (public) eNewsletter outlining the activities of the month either by base or general interest and will solicit photos and base news from Term Directors and other Advisory Directors while insuring that any promotional material submitted has been reviewed and approved by both the FUNDRAISING and WEBMASTER Advisory Directors before including in an eNewsletter or news blast.

WINGS FADR Advisory Director

- The WINGS Flight Attendant Disaster Relief Advisory Director (FADR) serves as an Advisory Director on the WINGS Executive Committee and will attend the Bi-Annual Executive Committee Meetings and the WINGS Annual Board of Directors meeting.
- The WINGS Flight Attendant Disaster Relief Advisory Director will hold office for a term of one year, with no term limit.
- The WINGS Flight Attendant Disaster Relief Advisory Director will send a monthly report to the WINGS President for inclusion in the WINGS monthly newsletter.
- The WINGS Flight Attendant Disaster Relief Advisory Director will be responsible for all activities directly related to Disaster Relief, including, but not limited to, communicating with the Flight Attendant in need of assistance, coordinating with American Airlines Local Flight Service, Association of Professional Flight Attendant Union (APFA) and with American Community Programs regarding update on base conditions and local resources pertaining to National Disasters.

WINGS Fundraising Advisory Director

- The WINGS Fundraising Advisory Director serves on the WINGS Executive Committee and will attend the Bi-Annual Executive Committee Meetings and the WINGS Annual Board of Directors meeting.
- The WINGS Fundraising Advisory Director will hold office for a term of one year, with no term limit.
- The WINGS Fundraising Advisory Director will be responsible for maintaining the inventory for all WINGS logo fundraising items.
- The WINGS Fundraising Advisory Director will be responsible for researching and ordering potential logo items. A minimum of three quotes is required before ordering.
- The WINGS Fundraising Advisory Director will promote all types of recurring donations. “Promoting” includes but is not limited to: posters, flyers, letters and communications.
- The WINGS National Fundraising Advisory Director will assist where needed in National and Local fundraisers and/or celebrations.



WINGS Growth & Development Advisory Director

- The WINGS Growth and Development (G&D) Advisory Director serves as an Advisory Director on the WINGS Executive Committee and will attend the Bi-Annual Executive Committee meetings and WINGS Annual Board of Directors meeting.
- The WINGS Growth and Development Advisory Director will hold office for a term of one year, with no term limit.
- The WINGS Growth and Development Director will create and coordinate a committee that will meet and communicate on a regular basis.
- The WINGS Growth and Development Director will develop and monitor a long-range strategic plan for the recruitment of new WINGS volunteers and supporters in new or established WINGS bases which support the mission of the Foundation.
- The WINGS Growth and Development Advisory Director will monitor and respond to email questions and inquiries regarding Growth and Development from American Airlines Flight Attendants and the general population sent to the Foundation website; [www.wingsfoundation.com](http://www.wingsfoundation.com)

WINGS~KIWI Liaison Advisory Director

- The WINGS~KIWI Liaison Advisory Director serves as an Advisory Director on the WINGS Executive Committee and will attend the WINGS Bi-Annual Executive Committee Meetings and the WINGS Annual Board of Directors Meeting.
- The WINGS~KIWI Liaison Advisory Director shall hold office for a term of one year, with no term limit.
- The WINGS~KIWI Liaison Advisory Director will be a KIWI member for the duration of the term as WINGS~KIWI Liaison.
- The WINGS~KIWI Liaison Advisory Director will attend the KIWI Club Conventions and provide WINGS thank you gifts for each of the attendees.

WINGS Recycling Advisory Director

- The WINGS Recycling Advisory Director serves as an Advisory Director on the WINGS Executive Committee and will attend the Bi-Annual Executive Committee meetings and the WINGS Annual Board of Directors Meeting.
- The WINGS Recycling Advisory Director will hold office for a term of one year, with no term limit.
- The WINGS Recycling Advisory Director will monitor quarterly payments and reports by catering vendors to ensure timely receipt.
- The WINGS Recycling Advisory Director will meet and/or coordinate on a regular basis with American Airlines (AA) Food & Beverage and catering vendors to discuss ways of improving the recycling process and funds received.
- The WINGS Recycling Advisory Director will monitor quarterly reports received from catering vendors to identify trends and problems regarding number of pounds of aluminum collected.



WINGS Webmaster Advisory Director

- The WINGS Webmaster Advisory Director serves as an Advisory Director on the WINGS Executive Committee and will attend the WINGS Bi-Annual Executive Committee meetings and the WINGS Annual Board of Directors Meeting.
- The WINGS Webmaster Advisory Director will hold office for a term of one year, with no term limit.
- Responsible for the design, contents and operation/security of the WINGS Website, [www.wingsfoundation.com](http://www.wingsfoundation.com), currently hosted by [www.wix.com](http://www.wix.com) (Administrative Access credentials on file with the Foundation President.)
- Maintain the domain name and coordinate that information with the Foundation President. The domain name renewal is every 10 years, with the next renewal date of 2023 with [www.NameSecure.com](http://www.NameSecure.com)
- Maintain the privacy and integrity of pass codes for the [www.wix.com](http://www.wix.com) and the [www.wingsfoundation.com](http://www.wingsfoundation.com) and Microsoft Office 365 websites. (Administrative Access credentials on file with the Foundation President.)
- Maintain all Microsoft Office 365 accounts (adding and removing) volunteers who have attended the MS 365 Training and has signed the WINGS Email Policy Agreement.
- Additional Microsoft Office 365 responsibilities include: maintaining the Spam Filters, maintaining all WINGS volunteer email groups at the national level (Local levels are maintained by a Term Director, assist when needed), assisting with IT issues encountered by WINGS volunteers and assist with the installation of software to WINGS volunteers' computers and/or handheld smart devices when needed.

WINGS Term Directors

- The WINGS Term Directors are voting members of the Board of Directors.
- The WINGS Term Directors will hold office for three years, with no more than six successive years in the same office without an intervening year.
- The WINGS Term Directors will attend the WINGS Annual Board of Directors Meeting in its entirety.
- The WINGS Term Directors are “leaders” and will conduct themselves in a professional manner.
- The WINGS Term Directors are voted in by the current WINGS Term Directors and WINGS Officer Directors.
- The WINGS Term Directors will adhere to the WINGS Mission Statement, WINGS Bylaws and WINGS Policy Manual.



## Wings Foundation Confidentiality Agreement

Rev 2/2019

VOLUNTEER acknowledges that Wings Foundation, Inc., a Texas nonprofit corporation (the “**Foundation**”), has received and, in the future, will receive from third parties their confidential or proprietary information subject to a duty on the part of the Foundation to maintain the confidentiality of such information and to use it only for certain limited purposes.

VOLUNTEER also acknowledges that during his/her relationship with the Foundation, he/she may receive, have access to, or contribute to Confidential Information (as defined below) of those served by the Foundation and that disclosure by the VOLUNTEER of any proprietary and/or Confidential Information contrary to this agreement would cause permanent, incalculable, and irreparable injury and damage to the Foundation and those the Foundation serves.

VOLUNTEER further acknowledges that care must be taken to ensure that unauthorized individuals do not overhear any discussion of Confidential Information or proprietary information and that documents containing confidential or proprietary information are not left out in the open or inadvertently shared.

THEREFORE, the parties agree as follows:

- 1. Definition of Confidential information.** (a) Confidential Information shall mean all plans, processes, reports, financial information, donor lists and donor information, grant recipient lists and grant recipient information and any other information relating to or belonging to the Foundation, the grant recipients, or donors and any other third-parties the Foundation transacts with, whether oral or written and regardless of the form of communication or the manner in which it is furnished. (b) Confidential Information shall not include information which was known by the VOLUNTEER prior to volunteering for the Foundation or information which resides in the public domain.
- 2. Disclosure of Confidential Information.** VOLUNTEER shall hold and maintain the Confidential Information in strictest confidence. VOLUNTEER shall not, without prior written approval of the Foundation’s Board of Directors, publish, copy, otherwise disclose to others, or permit the use by others for their benefit or to the detriment of the Foundation, any Confidential Information.
- 3. Compelled Disclosure of Confidential Information.** Notwithstanding anything in the foregoing to the contrary, VOLUNTEER may disclose Confidential Information pursuant to any governmental, judicial, or administrative order, subpoena, discovery request, or regulatory request, provided that VOLUNTEER promptly notifies the Foundation’s President in writing of such demand for disclosure so that the Foundation, at its sole expense, may seek to make such disclosure subject to a protective order or other appropriate remedy to preserve the confidentiality of the Confidential Information.
- 4. Term.** The nondisclosure provisions of the agreement shall survive the termination of this agreement and VOLUNTEER’S duty, to hold in confidence Confidential Information, shall remain in effect until the Foundation sends the VOLUNTEER written notice releasing the VOLUNTEER from this Agreement.



- 5. Remedies.** VOLUNTEER and the Foundation each acknowledge that the Confidential Information is of a unique and valuable character, and that the unauthorized dissemination of the Confidential Information would destroy or diminish the reputation of the Foundation, its mission and its relationships. The damage to the Foundation that would result from the unauthorized dissemination of the Confidential Information would be impossible to calculate. Therefore, VOLUNTEER and the Foundation each agree that the Foundation shall be entitled to injunctive relief preventing the dissemination of any Confidential Information in violation of the terms hereof. Such injunctive relief shall be in addition to any other remedies available, whether at law or in equity. The Foundation shall be entitled to recover its cost and fees, including reasonable attorneys' fees, incurred in obtaining any such relief.
- 6. Return of Confidential Information.** The VOLUNTEER shall immediately return to the Foundation all tangible material embodying the Confidential Information provided and all notes, summaries, memoranda, manuals, records or derivative information deriving therefrom and all other documents or material (and all copies of the foregoing, including copies that have been converted to computerized media in the form of image, data or work processing files) based on or including any Confidential Information, in whatever form of storage or retrieval, at such time as the Foundation may so request. Alternatively, the VOLUNTEER, with the written consent of the Foundation, may immediately destroy any of the foregoing embodying Confidential Information (or the reasonably nonrecoverable data erasure of computerized data) and, upon request, certify in writing such destruction.
- 7. Integration; Modification.** This agreement constitutes the entire agreement of the parties' relation to the subject matter of this agreement and supersedes all other oral or written agreements or understandings relation thereto. No amendment of this agreement will be effective unless it is in writing and signed by the parties.
- 8. Governing Law.** The laws of the State of Texas, without giving effect to principles of conflict of laws, govern all matters arising under this agreement. Both parties' consent to personal jurisdiction of the federal and state courts located in Texas which shall have exclusive jurisdiction for any matter arising under or relating to this agreement.
- 9. Severability.** Although the provisions contained in this agreement are considered by the parties to be reasonable for the purpose of protecting Confidential Information, if any such provision is found by a court of competent jurisdiction to be unenforceable, such provision will be modified, rewritten or interpreted to include as much of its nature and scope as will render it enforceable. If it cannot be so modified, rewritten or interpreted to be enforceable in any respect, it will not be given effect, and the remainder of the Agreement will be enforced as if such provision was not included.
- 10. Waiver.** The failure to exercise any right provided in the agreement shall not be a waiver of prior or subsequent rights.
- 11. Binding.** This agreement and each party's obligations shall be binding on the representatives, heirs, executors, assignors and successors of such party. The parties are signing this agreement on the date stated in the introductory clause.



# Wings Foundation Volunteer Code of Conduct

Rev 5/2019

The major principle of Wings Foundation Inc. (the “**Foundation**” or “**WINGS**”) Code of Conduct is respect. That includes respect for the Foundation, respect for other WINGS volunteers, respect for the grant recipients and respect for the resources of the Foundation.

## **RESPECT FOR THE ORGANIZATION**

WINGS volunteers should remember their actions will reflect on the Foundation and their actions should demonstrate not only awareness of but also adherence to the following:

- The Foundation’s Bylaws and Mission Statement
- The governance structure of the Foundation
- All agreements of confidentiality concerning the Foundation’s Flight Attendant grant recipients.
- Adherence to all other policies and procedures adopted by the Board of Directors or the Executive Committee of the Foundation

In addition, WINGS volunteers may only use the approved trademarked WINGS Logo, WINGS Letterhead and other items clearly identified with WINGS solely in a manner approved by the Foundation and may not use other methods of identification with the Foundation (*i.e.*, using any other logo or mark that is similar to any WINGS logo or mark or otherwise using the name “Wings Foundation” in a manner that has not been approved in advance by the Foundation).

WINGS volunteers may only use the approved WINGS trademarked logos, trademarked name, “Wings Foundation” and “WINGS” for approved WINGS business, not for personal use or gain. Any volunteer must immediately cease using any WINGS trademarked logos upon receipt of written notice to such effect (notice may be transmitted electronically, through mail or other private delivery service, or in person) from any Officer of the Foundation or legal counsel writing on behalf of the Foundation and remove any prior public posting including any WINGS trademarked logo or the WINGS name if requested to do so by an Officer or member of Board of Directors.

## **RESPECT FOR OTHER WINGS VOLUNTEERS**

WINGS volunteers should be treated with respect at all times.

One of the most important aspects of respect for each other is good communication. WINGS volunteers should ensure they have properly communicated their actions and concerns to the appropriate parties.

## **RESPECT FOR RECIPIENTS**

The goal of the Foundation is to help American Airlines Flight Attendants in financial need. While it is important that WINGS volunteers establish that there is a genuine need for help, it is very important that prospective recipients be treated with the utmost respect while the need is being established. In every single case, the information of the prospective recipient should be treated with the utmost care. Not only is the confidence and confidentiality of the recipient important and must be kept, but the feelings of the recipient should always be considered and regardless of the circumstance, the recipients should be treated with respect.



## **RESPECT FOR RESOURCES**

WINGS volunteers should treat all donations with the utmost respect. All donations received by the Foundation are treated as being held in trust for charitable purposes under state law and may only be used for charitable purposes within the meaning of Internal Revenue Code Section 501(c)(3). People who have donated to WINGS expect the money to be used exclusively for charitable purposes and in a manner that assists American Airlines Flight Attendants who are in critical need of financial assistance as a result of illness, injury, or disability, or who have experienced a catastrophe or disaster which caused major hardship. People who have access to these resources should at all times keep accurate records and submit timely reports to the proper Officer through the correct channels.

## **Alcohol/Illegal Drug Consumption Policy**

**Eff 2/2019**

WINGS volunteers who are actively performing event duties are not permitted to drink alcohol or use drugs at any WINGS-designated fundraisers and/or meetings. If alcohol is provided at an event for which you have an assigned duty, you may not consume alcohol before/during the hours of the event. If the fundraiser or meeting coordinator has released you from volunteer shift or duties, you may consume alcohol. Be mindful of exercising best judgment.

You are a representative of the Foundation and your behavior reflects on the organization.

The WINGS event director or meeting coordinator will arrange for the volunteer removal if reasonable grounds exist making it apparent that a volunteer is incapable of safely performing duties or causing a probable risk to others due to the effects of drugs or alcohol.

Each volunteer must ensure that they are not in such a condition to endanger their own safety or that of others at the location where the event or meeting is taking place.

### Disciplinary action

If found in breach of this policy, the volunteer may be removed from duties at the event or meeting and may include the removal from future WINGS-related fundraisers or events.

Disciplinary action may also include immediate termination as a representative of the Foundation.



## **WINGS Social Media Policy**

10/2018

This policy provides guidance for Wings Foundation, Inc. (“WINGS” or the “Foundation”) volunteer use of social media, which should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services which permit users to share information with others in a contemporaneous manner.

### **PROCEDURES**

The following principles apply to professional use of social media on behalf of WINGS as well as personal use of social media:

- Volunteers need to know and adhere to the Foundation’s Code of Conduct and other Foundation policies when utilizing social media.
- Volunteers should be aware of the effect their actions may have on their images, as well as the Foundation’s image. The information that volunteers post or publish may be public information for a long time.
- Volunteers should be aware that WINGS Officers/Directors and other volunteers may observe content and information made available through social media. Volunteers should use their best judgment in posting material and should not post material that is harmful to WINGS, other volunteers or assistance recipients.
- All social media posts by WINGS volunteers (including posts on their personal social media accounts) must avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening, or intimidating, that disparage other WINGS volunteers, donors, grant recipients or people who work with and on behalf of WINGS, or that might constitute harassment or bullying of an individual or a group with common characteristics. Examples of such conduct might include offensive posts meant to intentionally harm someone’s reputation or posts that could contribute to a hostile environment at the Foundation on the basis of race, sex, disability, religion or any other status protected by law or Foundation policy. Although not an exhaustive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous or that can create a hostile environment within WINGS as an organization.
- Volunteers are not to publish, post or release any information that is considered confidential or not public (i.e. in the secure section of the WINGS website or from conversation or results of Executive Committee meetings). If there are questions about what is considered confidential, volunteers should check with the Social Media Team or an Officer/Director.
- Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Volunteers should refer these inquiries to authorized WINGS spokespersons.
- If volunteers encounter a situation while using social media that threatens to become antagonistic, they should disengage from the dialogue in a polite manner and seek the advice of an Officer/Director.
- Volunteers should get appropriate permission before referring to or posting images of current or former volunteers or assistance recipients. Additionally, volunteers should get appropriate



permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.

- Use of the Foundation name, logos, and other trademarks online and on social media for any commercial purpose is subject to the Foundation brand guidelines, as set forth herein. □ Subject to applicable law, any online activity that violates the Foundation's Code of Conduct or any other company policy may subject a volunteer to disciplinary action of removal as a WINGS volunteer.
- It is highly recommended that volunteers keep WINGS-related social media accounts separate from personal accounts.
- WINGS volunteers should immediately report violations of this Policy, including inappropriate blogging or other content posted on the personal website or social media outlet of any other WINGS volunteer, to the President, Vice President, or Secretary. WINGS prohibit taking any adverse action against any individual for reporting in good faith a possible deviation from this Policy or for cooperating in an investigation. Notwithstanding any other provision in the WINGS Bylaws or the provisions of any other Policy of WINGS, (i) any WINGS volunteer who takes adverse action against another individual for having reported a possible deviation from this Policy or for cooperating in an investigation will be subject to appropriate corrective action, up to and including termination of volunteer status and any further involvement with WINGS, and (ii) any WINGS volunteer who knowingly makes false accusations likewise will be subject to corrective action, up to and including termination of volunteer status and any further involvement with WINGS.



## WINGS Casework Guidelines

*Wings Foundation, Inc. may assist an AA Flight Attendant who falls under any of these categories (in each case, a Flight Attendant must complete the required application and submit the required documentation as determined by the Board of Directors):*

1. American Airlines Flight Attendants on the American Airlines system seniority list/roster.
2. American Airlines Flight Attendants who have signed and submitted a completed and legible WINGS Financial Assistance Application with supporting documentation.
3. American Airlines Flight Attendants who have depleted their available sick time.
4. American Airlines Flight Attendants who have missed one (1) paycheck.
5. American Airlines Flight Attendants who have been removed from “active duty” for thirty (30) days or more with medical documentation.
6. American Airlines Flight Attendants who possess less than two (2) months of useable income in available checking and savings accounts.
7. **WINGS does not direct individuals to deplete retirement accounts such as Roth IRA or 401K.**
8. American Airlines Flight Attendants who are receiving Short Term/Long Term Disability.
9. American Airlines Flight Attendants who are the legal guardian caring for a seriously ill dependent, must provide medical documentation and Power of Attorney. The Flight Attendant must utilize all paid Family Leave (vacation time) prior to WINGS assistance.
10. American Airlines Flight Attendant who is in financial distress due to injury, illness or disability that prevents them from securing adequate housing, transportation, medical insurance and nourishment.
11. American Airlines Flight Attendants who have returned to work after an absence due to illness, injury or disability. If the Flight Attendant submits a WINGS application within thirty (30) days of return to active status, they may qualify for a one-time ‘bridge’ assistance grant.

*Wings Foundation, Inc. does not assist individuals who fall under these categories:*

1. American Airlines retirees or Flight Attendants that have been released from service.
2. Flight Attendants who are employed by Envoy or other subsidiary airlines.
3. American Airlines Flight Attendants who are performing light duty or part time flying or special assignment. To qualify for WINGS assistance, the applicant cannot perform any job function at American Airlines during their illness, injury or disability.
4. American Airlines Flight Attendants who have previously qualified for WINGS financial assistance and have reached their lifetime cap of \$36,000.

WINGS Caseworkers consider all incoming generating types of assets to determine “financial distress.” This includes, among others, a spouse’s or partner’s income, disability payments, rental properties and income from “other” employment such as side businesses, etc.

Wings Foundation, Inc. is a registered nonprofit incorporated in the state of Texas.



## **WINGS FADR Guidelines**

The WINGS Flight Attendant Disaster Relief Advisory Director will be responsible for all activities directly related to Disaster Relief, including, but not limited to: communicating with the Flight Attendant in need of assistance, coordinating with American Airlines Flight Service, Association of Professional Flight Attendant Union (APFA) and with American Community Programs regarding updates on base conditions and local resources pertaining to National Disasters.

The WINGS Flight Attendant Disaster Relief Advisory Director will coordinate requests of money transfers with the WINGS Treasurer and the WINGS President.

The WINGS Flight Attendant Disaster Relief Advisory Director will monitor the Disaster Relief emails from the FADR email address on a regular basis, more frequently during disasters.

The WINGS Flight Attendant Disaster Relief Advisory Director will maintain a small committee of WINGS volunteers to assist in a major disaster.

### **MONITORING OF DISASTERS**

The FADR Advisory Director will follow national news coverage and maintain awareness of any recent or impending events, specifically in areas where there is a large Flight Attendant population. Common examples are forest fires, hurricanes, tornadoes, floods, etc.

### **INTAKE**

All FADR inquiries are to be directed to the FADR Advisory Director.

In the event of an extended absence or unavailability (i.e. vacation), the FADR Coordinator will coordinate back-up during absence.

### **FADR TEAM**

- The FADR Advisory Director will have a network of back-up support in the event of an absence (see above) or a widespread disaster (i.e. Hurricane Sandy) requiring additional casework assistance.
- The back-up team must all be current WINGS Volunteers, but will include (in this order):
  - FADR committee
  - Former FADR Coordinators
  - Executive Committee Members
  - WINGS Board of Directors

### **CONFIDENTIALITY**

At all times, the FADR Advisory Director should respect the WINGS confidentiality agreement and policy. No different standards apply to FADR cases.

### **WEBSITE**

The FADR Advisory Director will monitor the “Disaster Relief” section of the WINGS website and advise the Webmaster of any needed changes.

### **INTERVIEW**

The FADR Advisory Director will verbally interview all incoming cases using the most current “Interview Form.”



## **QUALIFICATIONS**

- The FADR Advisory Director will ensure each case qualifies as an FADR case, using the most current FADR mission statement: “WINGS FADR provides immediate short-term relief to American Airlines Flight Attendants whose primary residence is damaged or destroyed by a catastrophic event or natural disaster. The program may provide for the purchase of such essentials as food, water & temporary shelter.”
- Flight Attendant requesting assistance must be an American Airlines Flight Attendant on the system seniority list.
- FADR cases are handled on a "per event" basis. There is no cap on the number of events for which a Flight Attendant may apply for assistance in a lifetime. Also, these funds do not apply against a Flight Attendant’s lifetime cap for WINGS financial grant assistance.
- Deadline to apply is within six (6) months of natural disaster.

## **FADR Banking Account**

- Separate banking accounts will be maintained for the purpose of FADR. These accounts will receive all incoming recycling deposits and also be used to distribute all outgoing FADR assistance funds.
- The WINGS Treasurer will maintain overall responsibility and control of this account.
- Anytime an assistance check or bank transfer is issued, a request will be issued by the FADR Advisory Director to the WINGS Treasurer.
- This format is to be used: ○ F/A: Smith, Suzie ○ EMP: 565999 ○ Base: ORD-D ○ Amount: \$5000.00 ○ Address of disaster: 12 Oak Street, Chicago, IL 60062 ○ Reason: F/A Disaster Relief-Fire FEB 2011 ○ Approval: name of the FADR AD/and second on the case ○ Signature and Date
- A copy of this email will be cc'd to the WINGS President, WINGS Vice President per their request.
- The FADR Advisory Director will be the primary authorizer of FADR assistance cases.
- However, all cases require at least one other approval from the FADR Committee or a WINGS Officer Director (see above).

## **ASSISTANCE AMOUNTS**

- All qualifying FADR events have maximum \$5,000 assistance.
- \$1000 may be distributed for a qualifying event, solely based on the FADR Interview Form.
- The remaining assistance (if any) will be distributed upon receipt of at least two documents verifying the event. These documents can include:
- Letters/documents from the Flight Attendant's insurance provider.
- Photos of damage.
- Newspaper articles documenting damage to the area.
- Government documents (i.e. FEMA) detailing the event.
- Receipts showing expenditures by the Flight Attendant for short-term needs such as clothing, lodging, food or an unpaid trip.



## WINGS Fundraising/Event Guidelines

### Fundraising

- **All fundraising events must be approved by the Fundraising Advisory Director, President and Treasurer.**
- Any WINGS volunteer who organizes or participates in an unapproved fundraising event for the benefit of WINGS may be subject to removal as a volunteer of WINGS if such event violates the Wings Volunteer Code of Conduct or the WINGS Foundation Trademark and Brand Guidelines. Further, all Directors and Officers of the Foundation are prohibited from organizing or participating in any unapproved fundraising event for the benefit of WINGS even if such event does not violate the WINGS Volunteer Code of Conduct or the WINGS Foundation Trademark and Brand Guidelines.
- All flyers/posters related to any fundraising event must be approved by the Fundraising Advisory Director and the WINGS Webmaster. In the case that one of the members are not available, the Communications Advisory Director may approve flyers/posters. □ The flyer/poster for approved events must state: "Benefiting the Wings Foundation, Inc." □ The flyer/poster for approved events must have the approved WINGS logo.
- Approved use of the WINGS name and logos should include the appropriate trademark designation.
- A budget for each event must be submitted to the Fundraising Advisor Director no later than 60 days prior to any fundraising event.
- Use of the WINGS Foundation name, logos, or other trademarks without express prior written permission from the Fundraising Advisory Director and President for any events other than approved fundraising events is strictly prohibited.
- Use of the WINGS Foundation name, logos, and other trademarks is subject to the WINGS Foundation brand guidelines, as set forth herein.

### Silent Auctions & Live Auctions

- All items donated for a silent auction will need a receipt sent to the donor. We do not report the value of the item, we simply acknowledge and describe the donation.
- All purchases (either at a silent or live auction) will be processed through the Square credit card device, as this records the transaction and provides the donor with a tax receipt. The proper transaction is twofold: 1) The selection of the item in Square and the value of the donation; 2) The amount of the buyer's charitable donation for U.S. federal tax purposes is the excess (if any) of the amount paid for the item over the fair market value of the item.
- All items for a silent auction will be loaded into the Square prior to event. This will be accomplished by the Fundraising Advisory Director or Square Manager.

**Expenses:** All expenses are to be paid by a check written out of the Wings Foundation, Inc. General Account. **NO EXPENSES WILL BE PAID OUT OF CASH DONATIONS.** For all check requests submit a WINGS Expense Statement to the WINGS Treasurer. Please attach a copy of all receipts. You will receive a confirmation of payment once the check is created.

**Prizes:** If items are given away, they must be recorded. An inventory sheet should be sent to the WINGS Treasurer for recording. This is a fundraising expense for tax reporting purposes. All credit



card transactions utilizing a credit card with a chip, must be processed through the Square reader. If the credit card does not have a chip, you may enter it into the Square manually.

**Event Income Deposits:** Once all monies are counted and recorded, the event coordinator will complete the deposit ticket with a second person witnessing the deposit. All monies will be deposited within 2 days of the fundraising event and all final accounting forms will be sent to the WINGS Treasurer within 10 days of the deposit.

**Money Counting:** All persons responsible for counting monies will have a Confidentiality Agreement on file with the WINGS Secretary and will not be related parties.

**Volunteer Winnings:** If a fundraiser has a large monetary or prize-winning opportunity, such as a 50/50 raffle, a WINGS volunteer will be restricted from winning the item.

**Credit Card Processing:** All credit card transactions will be processed with the approved Credit Card Processing Program.

**Vendor Payments:** All transactions involving payment to a vendor will be by check or credit card only. A check request to the WINGS Treasurer must be submitted. If a fundraiser expense includes payment for alcohol, it must be submitted for review and approval prior to the event. WINGS does not pay for personal alcohol consumption.

### **Banking**

- If you are able, deposit all fundraising revenue at a local Bank of America branch or you may Fedex all checks to the WINGS Treasurer for deposit.
- Photocopy all checks included in deposit.
- Complete the Deposit Breakdown Form. Indicate the total amount for the respective categories and report the nature of the deposit; general donation, Kiwi donation, fundraiser, etc.
- Once the deposit is complete, retain the deposit receipt.
- Submit these items to WINGS Treasurer: 1) Photocopy of checks 2) Deposit receipt 3) Deposit Breakdown Form.

### **Volunteer Expense Statements**

Attach original receipts and provide the necessary information on the Expense Form. The form requires the signature of the requestor and the signature of a Term Director or Fundraising Advisory Director. In addition, volunteers' expenses are not to exceed more than 10% of total revenue for the event. Once the Expense Form has been received by the WINGS Treasurer, a request for approval will be sent to the WINGS President or Secretary. All expenses are considered discretionary and are subject to review by the WINGS Treasurer, President or Secretary.

### **Donation Receipts**

The WINGS Secretary is responsible for handling donation tax receipt letters. Please let the WINGS Treasurer know if you have sent the tax receipt letter request to the Secretary when submitting the deposit information. All donations of \$75.00 or more if the donor receives a gift of value in return for the donation or over \$250.00 will need the formal tax donation form letter.



**Unrelated Business Income**

All sales transactions outside of annual fundraising events that involve merchandise may be subject to sales tax and, unless the Board of Directors has determined in advance that the merchandise substantially furthers the charitable mission of the Foundation (for example, by educating the public about the Foundation’s mission), the Foundation may be required to pay unrelated business income tax on the net income from such sales. Further, a donation made in exchange for merchandise is not deductible for the person that is purchasing the merchandise item, unless they donate funds over the fair market value of the item.

**Fundraiser Event Worksheet**

This worksheet must be completed by the local Fundraising Chairperson or Term Director and submitted to WINGS Treasurer. The details are mandatory for the Wings Foundation, Inc. annual Financial Audit.

Event Name
Gross Revenue from Event
Donated Services and Facilities Revenue
Raffle and other Gaming Revenue
Ticket Sales
Sponsorships
Auction Proceeds
Other Event Revenue
Total Fundraising Expenses
Donated Services and Facilities Revenue
Raffle and other Gaming Expenses
Cash Prizes
Non-Cash Prizes
Rental of Facility
Food, Beverages & Catering
Entertainment, Master of Ceremonies
Professional Fundraising Services
Auction Items (If reported on the Financial Statements)



Purchased Auction Items
Other "Day of" Expenses (e.g. Centerpieces)
"Pre-Event" Expenses (Advertising, Printing)
Gifts for Sponsorships, Participation, & Volunteers
Other Miscellaneous Expenses
Total Expenses
Net Income (Loss) from Event
Fair Market Value of Ticket (Non-Deductible Portion)
Number of Tickets Sold
Value of Donated auction Items
Is the Value of Donated Auction Items included in your Financials? Y/N
Number of Auction Items Donated

*\*A copy of this form will is available on the secure page of the WINGS website.*



## Wings Foundation Trademark and Brand Guidelines

These guidelines describe the visual elements that represent WINGS Foundation. This includes our name, logos, and other brand elements (collectively, our “trademarks” or “brand assets”). Sending a consistent and controlled message of who we are and what we represent is essential to presenting a strong, unified image of our organization and our brand. The WINGS Foundation has used some of its brand assets since 1989 and has established a significant amount of goodwill in such brands.

The WINGS Foundation brand, including the name and logos, are valuable assets of the organization. Please help us protect the organization’s interests by preventing unauthorized or incorrect use of the WINGS Foundation brand assets.

### Brand Assets

The WINGS Foundation brand assets include the following marks:

- WINGS™
- WINGS FOUNDATION™
- WINGS FOUNDATION, INC.™



- TM



- FLIGHT ATTENDANTS HELPING FLIGHT ATTENDANTS TM



- ®



Our organization is continuously evolving and may add additional marks or change these marks over time. Please contact the President for an updated list.

### **Appropriate Use of Names and Logos**

Sending a consistent and controlled message of who we are and what we represent is essential to presenting a strong, unified image of our organization and our brand. Accordingly, we must ensure that our brand assets are used in an approved, consistent manner.

Any use of the WINGS Foundation brand assets for commercial or fundraising purposes must be approved by the President and, for fundraising, the Fundraising Advisory Director. This includes using the brand assets on marketing materials, on websites and social media, and on merchandise. Use of the WINGS Foundation name, logos, or other trademarks without express prior written permission from the Fundraising Advisory Director and President for any events other than approved fundraising events is strictly prohibited. Do not allow any third parties permission to use the WINGS Foundation brand assets without the express prior written permission of the President.

All use of the WINGS Foundation name, logos, and other trademarks is subject to these brand guidelines.

Use of the WINGS Foundation brand assets should be consistent with the appearance of the marks above. Do not change or deviate from the mark representations above without express prior written permission from the President. This includes changes in color, style, font, or aspect ratio. Do not use the brand assets in combination with other trademarks or logos (whether owned by a third party or newly created) without the express prior written permission of the President.

If you need a high-quality image of the marks above for an authorized use, please contact the WINGS Webmaster.

### **Appropriate Trademark Marking**

All use of the WINGS Foundation brand assets should include the proper trademark marking, where practicable. The proper trademark marking appears adjacent to the marks above.

For unregistered WINGS Foundation brand assets, the <sup>TM</sup> symbol should be used, adjacent to the mark. Most of the WINGS Foundation brand assets are unregistered trademarks.

For registered WINGS Foundation brand assets, the ® symbol should be used, adjacent to the mark. Currently the WINGS Foundation has one registered mark:



But additional registrations may be added over time.



Also, when practicable, third-party use of the WINGS Foundation brand assets should include a statement that “the WINGS Foundation logo and name are trademarks of The Wings Foundation, Inc., and used with permission”.

### **Notice of Unauthorized Use of Name and Logos**

We all should help protect the organization’s interests by preventing unauthorized or incorrect use of the WINGS Foundation brand assets. Accordingly, if you become aware of actual or potential unauthorized or incorrect use of the WINGS Foundation name, logos, or other marks, please contact the WINGS President or another Officer Director, as soon as reasonably practicable so that we may evaluate the use of our brand assets and take appropriate steps to protect our valuable assets. We appreciate your assistance with this important measure.



## **Microsoft Office 365 & Email Correspondence Guidelines**

*The full list of the MS 365 Guidelines is listed on the website*

- The WINGS Webmaster Advisory Director is responsible for maintaining the Microsoft Office 365 account as the Global Administrator. List of the Global Administrator responsibilities are posted on the WINGS Website.
- All volunteers who have a MS 365 account created for them, will need to sign and submit an Email Service Agreement (ESA) in conjunction with their Confidentiality Agreement (CA). A copy of the ESA will be on file with the WINGS Secretary.
- When a Case Worker resigns from WINGS and has any open cases, the Webmaster will reset the volunteer's password and hand over the account to the Vice President. The Vice President will be able to gain access to the emails and any other files in order to gather any necessary information to be handed over to the next Case Worker. Once the Vice President deems the files are properly archived, the Webmaster will deactivate the account.
- If the Webmaster seat becomes available, the WINGS Communication Advisory Director will assist with maintaining the MS 365 account until a new Webmaster has been elected. If at any time the Webmaster needs to take a temporary leave of absence, the Communication Director or a responsible WINGS volunteer assigned by the Webmaster will maintain the MS 365 account until upon his or her return.
- The WINGS Treasurer will handle all financial obligations to the MS 365 account.
- The Webmaster cannot deactivate any MS 365 accounts without the approval of the WINGS President or Vice President.
- The Webmaster or any other users who have administrative access to MS 365 do not have the authority to create an account for any person who is not a WINGS Volunteer without the expressed permission and approval from the WINGS President.
- If at any time the Webmaster feels that the duties of maintaining MS 365 is overwhelming, the Webmaster must communicate with the President and Vice President in order to have another WINGS Volunteer be appointed to maintain the MS 365 account as the 'Email Advisor.'
- If the Webmaster does give up his or her rights to maintaining the MS 365 account, all mention of Webmaster will be voided and changed to 'Email Advisor.'
- Only the WINGS President has authorization to cancel the MS 365 account. A meeting of the Executive Committee must convene prior to the account's cancellation.



## **WINGS Owning Real Estate, Equipment, Vehicles, Etc.**

Eff 2/2019

Any equipment being used for activities related to WINGS (meetings, events, etc.) that was purchased using the corporate credit card shall be considered the property of Wings Foundation, Inc. Any equipment being used for activities related to WINGS (meetings, events, etc.) that was purchased by a WINGS volunteer who has submitted an expense report to the WINGS Treasurer shall then be considered to be the property of Wings Foundation, Inc. If a WINGS volunteer provides equipment for an activity related to WINGS, the equipment can only be used by the consent of the WINGS volunteer and does not require an expense report.

The Wings Foundation, Inc. does not own any real estate properties, vehicles or rentals (with the exception of a P.O. Box located at DFW Airport, TX). Any other types of rentals such as storage units, must be agreed upon the Officer Directors. The rentals must be registered under the name of Wings Foundation, Inc. If the rental agreement must include an individual's name, the name of an Officer Director shall be used.

All accounts placed online (i.e. website platform, corporate e-mail accounts, bank accounts, etc.) shall be placed in the name of the Wings Foundation, Inc. If an online platform requires a name, the WINGS Treasurer's name shall be used on all online financial accounts and the WINGS Webmaster Advisory Director's name shall be used on all other forms of web-based accounts.

## **WINGS FedEx Shipping Guidelines**

Eff 2/2019

Wings Foundation, Inc. FedEx account is a gift from American Airlines Flight Service. AA HDQ conducts a review of our volunteer's shipments, so this account is to be used for official Wings Foundation, Inc. business, not for personal use.

- Requests for registering a WINGS sub-account are directed to the President.
- After your request is approved, you will receive an email from FedEx "inviting" you to be a user of the Wings Foundation, Inc. FedEx account.
- The email from FedEx will direct you to create a login name and password that is specific to you. You will notice that you will only be able to select the **FEDEX 2-Day** for shipping.
- If you choose to share your login/password with another volunteer or individual for WINGS business, that is up to your discretion. But please be advised that this sub-account is registered under YOUR name and you will be ultimately responsible for any shipments created under your account.

*This account may be suspended at the discretion of WINGS President or AA Flight Service.*



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# Wings Foundation Volunteer Policy Manual



Name \_\_\_\_\_ Base \_\_\_\_\_

Email \_\_\_\_\_

## Initials

\_\_\_\_\_ I acknowledge that the complete document of the Wings Foundation, Inc. Bylaws are available on the Volunteer Secure Page of the Wings Foundation website.

\_\_\_\_\_ I acknowledge and understand the Confidentially Agreement

\_\_\_\_\_ I acknowledge and understand the Code of Conduct

\_\_\_\_\_ I acknowledge and understand the Alcohol/Illegal Drug Consumption Policy

\_\_\_\_\_ I acknowledge and understand the Case Work Guidelines

\_\_\_\_\_ I acknowledge and understand the FADR Guidelines

\_\_\_\_\_ I acknowledge and understand the Fundraising/Event Guidelines

\_\_\_\_\_ I acknowledge and understand the Social Media Policy

I, \_\_\_\_\_, have received a copy of the Wings Foundation Volunteer Policy Manual on \_\_\_\_\_.

I understand that if I have any additional questions regarding the policy manual, I am to contact my base Term Director or a member of the Executive Committee. I understand that if I lose my copy, I can retrieve another copy on the Volunteer Secure Page of the Wings Foundation website.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

Signature Page

*Please sign and return to your Term Director or the WINGS National Secretary*