



INFORMATION & GUIDELINES

MEMBER VOLUNTEER PROGRAM (“MVP”)

Hunger Mountain Co-op (“the Co-op”) partners with various local organizations to give our members more ways to save and help our community do vital work. Members can save 6 percent when shopping at the Co-op by volunteering with one of our Member Volunteer Partners. To receive Member Volunteer credit and a Member Volunteer discount, please be aware of the following:

- You must be at least 18 years old to become a member of Hunger Mountain Co-op and receive a Member Volunteer discount through this program. Although some Member Volunteer Partners will allow volunteers younger than 18, we do not accept credit for those hours.
- All volunteers must sign an MVP Agreement with the Co-op before receiving credit for their volunteer hours in the Member Volunteer Program. Hours volunteered before a signed agreement is on file with the Co-op will not count towards a Member Volunteer discount.
- Shopping Shares holders are eligible for the Member Volunteer Program but can only accumulate hours for a member account on which they are authorized as a Shopping Shares holder.
- Member Volunteers will receive periodic emails from the Co-op with program and partner updates.
- You must follow the policies and expectations of the organization for which you are volunteering and respect its code of conduct.
- **Harassment and Discrimination Policy:** Hunger Mountain Co-op does not tolerate unlawful discrimination, harassment, or retaliation by or towards its employees, vendors, independent workers, contractors, interns, volunteers, other service providers or guests. Hunger Mountain Co-op is for everyone. Diversity, inclusion, and a culture where everybody can contribute matters to us. We aim to create an environment for all bodies. The Co-op does not discriminate based on race, color, religion, national origin, sex, sexual orientation, gender identity, ancestry, place of birth, age, crime victim status, physical or mental condition.
- Termination from the Member Volunteer Program is at the discretion of the Co-op. Reasons for termination from the Program include, but are not limited to:
 - Abuse of your volunteer discount; harassment or discrimination; refusal to perform assigned tasks; customer and/or employee complaints; inappropriate conduct.

MEMBER VOLUNTEER DISCOUNTS

- Two hours of work = 6 percent discount for one month.
- Hours accrued in a month will be applied to the member's account the following month.
- Volunteer hours can accrue to reach the 2-hour threshold or extend the discount duration. Accrued hours will expire after 12 months.
- Members must be in good standing and paid through the month that their discount is active.
- Discount activation is subject to timely Partner reporting; delays in discount activation due to delayed Partner reporting will be addressed at the discretion of the Co-op.
- Account-level discounts do not stack; the highest discount will be applied. If you currently receive a same- or higher-level discount, no additional percentage will be deducted from your purchases at the register due to participating in the Member Volunteer Program.

MEMBER VOLUNTEER PROCESS

- To be eligible for an MVP discount, review and sign our MVP Agreement; a signed Agreement must be on file before participation in the program.
- To sign up for shifts, contact the Volunteer Coordinator of the organization at which you wish to volunteer. Go to hungermountain.coop/partners for a list of current partners, volunteer descriptions, and contact information for our Member Volunteer Partners.
- Inform your Volunteer Coordinator that you are a participant in the Member Volunteer Program at Hunger Mountain Co-op, so they know to report your hours to the Co-op at the end of each month.
- Report your hours to our Volunteer Coordinator by the monthly deadline they provide using their preferred method of reporting.

