



USGBC VOLUNTEER MANUAL

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PURPOSE OF THIS MANUAL AND HOW TO USE IT

This USGBC Volunteer Manual was created to help you get the most out of your volunteer experience. It includes all the basic information you need to be successful during your time with USGBC and will be updated regularly to keep you informed. We urge volunteers to read this manual in its entirety before beginning a volunteer role.

USGBC reserves the right to modify this document without prior notice. We welcome feedback about this manual by emailing community@usgbc.org.

ORGANIZATIONAL INFORMATION

History and Background

Rick Fedrizzi, David Gottfried, and Mike Italiano established USGBC in 1993 with a mission to promote sustainability-focused practices in the building and construction industry. Volunteer representatives from around 60 firms and several nonprofits gathered that April in the American Institute of Architects' boardroom for the council's founding meeting.

It was then that ideas were shared for an open and balanced coalition spanning the entire building industry and for a green building rating system, which would later become LEED. Since the rating system's unveiling in 2000, it has become an international standard for environmentally sound buildings, certifying 2.2 million square feet per day.

Volunteers were part of the founding of USGBC and LEED, and are still vital to the success of both to this day.

Mission

To transform the way buildings and communities are designed, built and operated, enabling an environmentally and socially responsible, healthy, and prosperous environment that improves the quality of life for all.

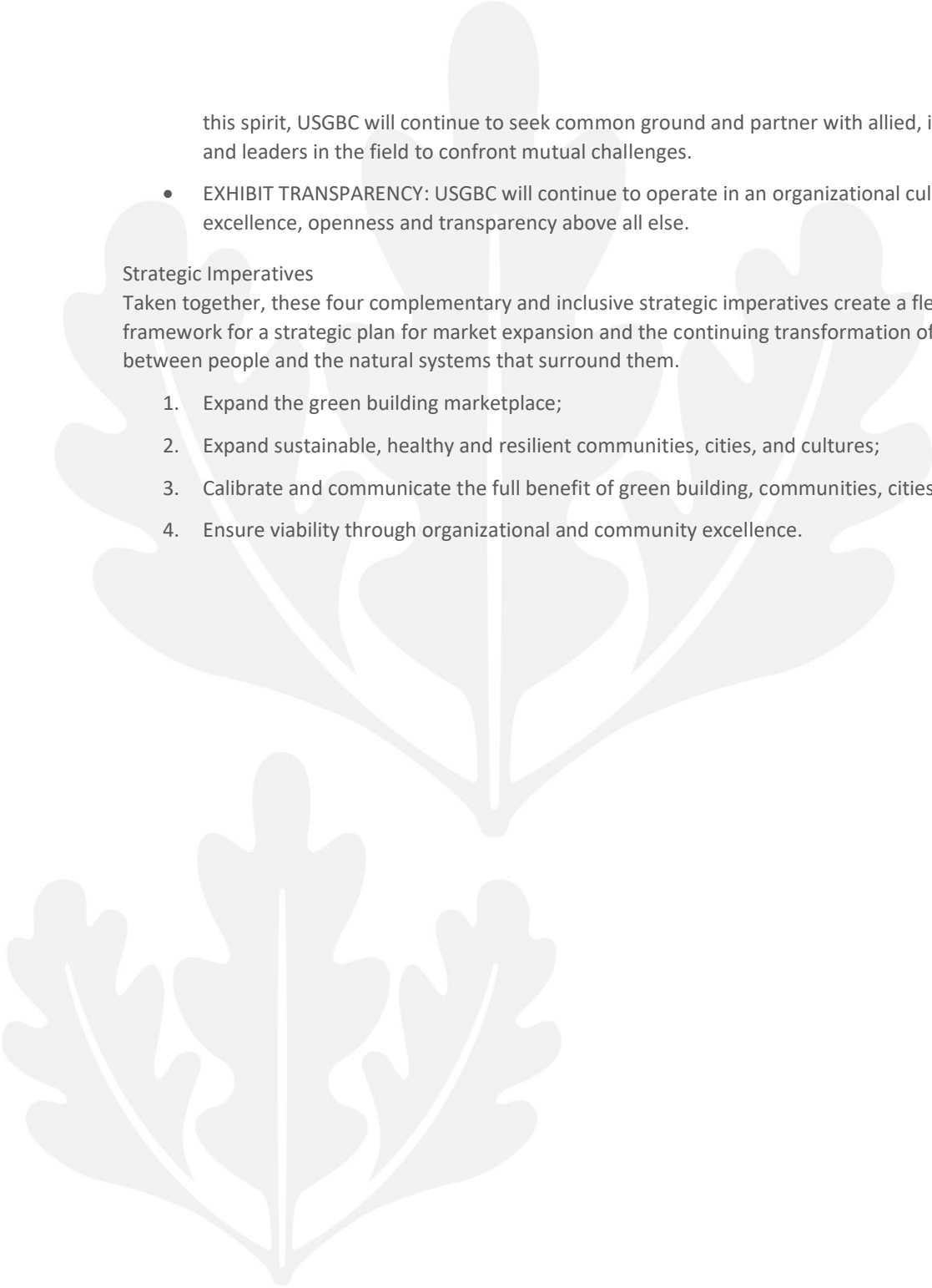
Vision

Buildings and communities will regenerate and sustain the health and vitality of all life within a generation.

Guiding Principles

USGBC's guiding principles provide the global foundation upon which the work of the organization stands and the reservoir of intent and imagination out of which our strategy grows. They also serve as the key foundation by which USGBC evaluates the success and integrity of our work both inside and outside of the organization.

- **RECONCILE HUMANITY WITH NATURE:** USGBC will endeavor to create and restore harmony between human activities and natural systems.
- **PROMOTE THE TRIPLE BOTTOM LINE:** USGBC will pursue robust triple bottom line solutions (people, planet, profit) that clarify and strengthen a healthy and dynamic balance between environmental, social and economic prosperity.
- **ESTABLISH LEADERSHIP:** USGBC will foster both revolutionary and evolutionary leadership by championing societal models that achieve a more robust triple bottom line.
- **FOSTER SOCIAL EQUITY:** USGBC will continue to respect all communities and cultures and aspire to be a fully inclusive movement that embraces opportunities that broaden and expand our reach through partnerships and initiatives.
- **MAINTAIN INTEGRITY:** USGBC will be guided by the precautionary principle* in utilizing technical and scientific data to protect, preserve and restore the health of the global environment, ecosystems and species.
- **BE INCLUSIVE:** USGBC will ensure inclusive, interdisciplinary, multi-sector, and democratic decision making with the objective of building understanding and shared commitments toward a greater common good. In



this spirit, USGBC will continue to seek common ground and partner with allied, influential organizations and leaders in the field to confront mutual challenges.

- **EXHIBIT TRANSPARENCY:** USGBC will continue to operate in an organizational culture that places honesty, excellence, openness and transparency above all else.

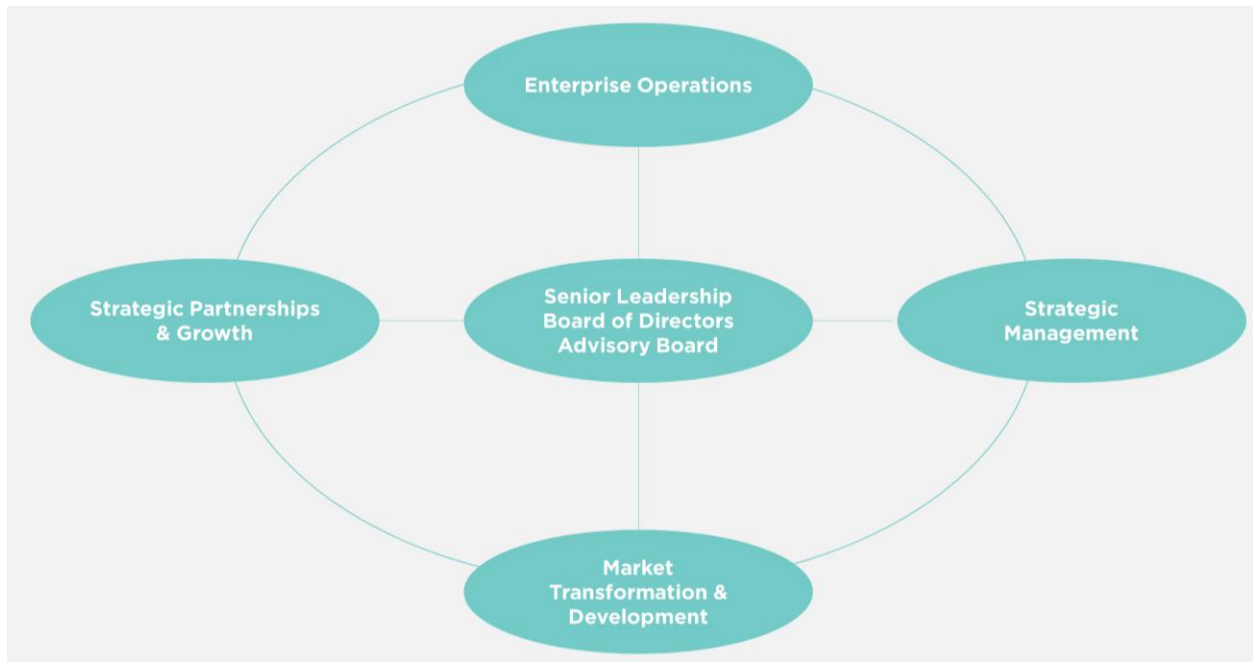
Strategic Imperatives

Taken together, these four complementary and inclusive strategic imperatives create a flexible but focused framework for a strategic plan for market expansion and the continuing transformation of the relationship between people and the natural systems that surround them.

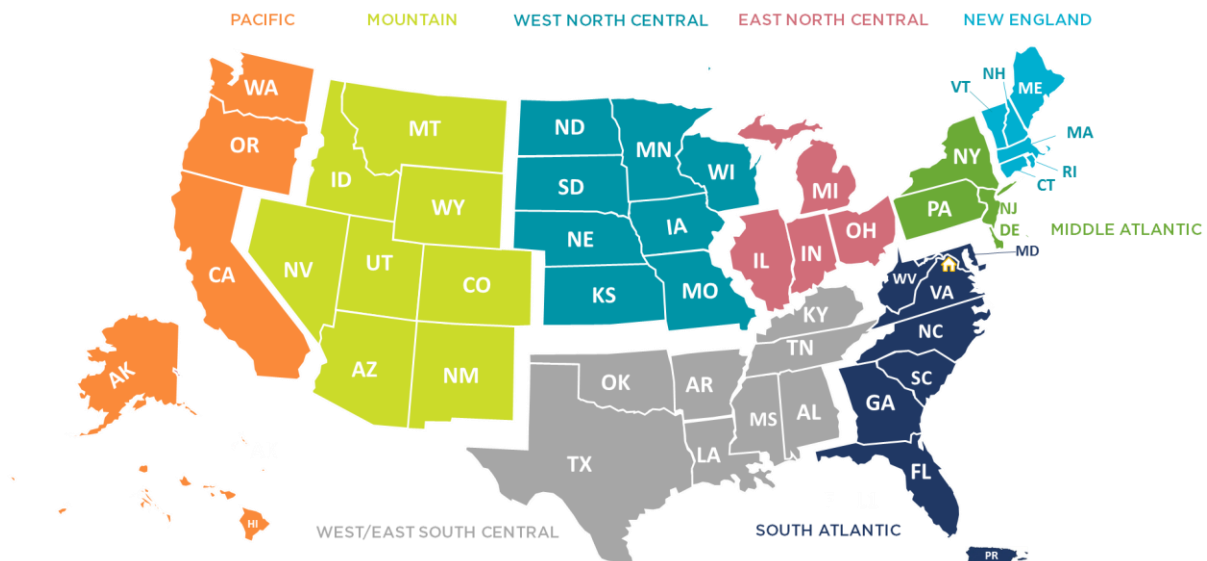
1. Expand the green building marketplace;
2. Expand sustainable, healthy and resilient communities, cities, and cultures;
3. Calibrate and communicate the full benefit of green building, communities, cities, and cultures; and;
4. Ensure viability through organizational and community excellence.

Structure of USGBC

USGBC relies on our expert staff, Board of Directors, and Advisory Council to help coordinate our activities and global programs. These groups are further supported by a network of volunteers at many levels.



USGBC staff are structured into several teams who cross-collaborate to achieve a shared mission.



USGBC has staff located remotely throughout the United States and globe. This map shows USGBC's regions that are supported by local staff and volunteer teams.

VOLUNTEERISM AT USGBC

Volunteers are valued as an essential part of accomplishing USGBC's mission. Volunteers provide education and information that empowers the people working in communities, districts, cities, regions, countries, and green buildings, and their supporting infrastructure, to make informed decisions to be sustainable and resilient. Through their unique skills and talents, volunteers augment the work of staff and enhance USGBC's local, regional, and global impact.

What to Expect from USGBC

USGBC recruits volunteers [online](#) and by word-of-mouth. Volunteers are recruited based on needs identified through annual work planning. USGBC welcomes new ideas for volunteer activities, and anyone can make a recommendation by emailing community@usgbc.org.

USGBC values its volunteers and will endeavor to provide each with:

- A written role description and/or group charge to understand the role and the tasks each person is authorized to perform as a volunteer.
- A full orientation and any training necessary for the volunteer role.
- A safe and healthy environment in which to perform the role.
- A staff supervisor who provides the opportunity to ask questions and get feedback, and access to a staff committee or working group co-chair.
- Reimbursement is a last resort for expenses at USGBC. Volunteers who are authorized by staff to make a purchase or expense while volunteering may be eligible for reimbursement.

What USGBC Expects from Volunteers

Volunteers serve as representatives of USGBC when giving time and USGBC expects volunteers to:

- Support USGBC's goals and objectives as set by the USGBC Board of Directors and staff leadership.
- Participate in all relevant orientation and training programs.
- Operate under the direction and supervision of volunteer leadership as well as designated staff and follow reasonable directions and instructions.
- Understand and comply with the USGBC volunteer policies and procedures outlined in this manual or shared by staff.
- Notify staff of any hazardous situations that pose a risk to the volunteer or others, and report any accidents or incidents relating to staff, volunteers, or equipment.
- Behave appropriately and courteously to both the staff and the public with whom the volunteers interact in the course of the role.
- Use any property or equipment given to use in a role only for purpose of the job and return it to USGBC upon completing the volunteer role.
- Volunteers should let staff know if s/he wishes to change the nature of their contribution (e.g., hours or role) to USGBC at any time.
- Be open and honest in dealings with staff, volunteers, partners, and any other USGBC representatives, and let us know if we can improve our volunteer program and the support provided.

Types of Volunteer Opportunities at USGBC

USGBC provides volunteer opportunities at local, regional, and global levels, and the type of work varies from subject matter experts to advisors to project managers to event day supporters. As unique as the opportunities, the skills and experience of volunteers also vary widely and are paired with the best fit for each opportunity. In general, membership is not required to be a volunteer. However, individual membership is required to serve in a leadership role within USGBC, such as the Board of Directors or local Market Leadership Advisory Board.

Below is a list of the types of volunteer opportunities at different levels. The list is not exhaustive and may change over time. Visit usgbc.org/jobs for the most current list of opportunities.

Volunteer Opportunity	Level
USGBC Board of Directors	Global
USGBC Advisory Council	Global
GBCI Board of Directors	Global
GBCI LEED Steering Committee	Global
GBCI LEED Advisory Committee	Global
GBCI LEED Credentialing Steering Committee	Global
GBCI LEED Technical Advisory Groups¹	Global
GBCI Test Development	Global
USGBC Education Events Committee	Global
Greenbuild Host Committee	Local
Greenbuild Programs Working Group	Global
Greenbuild Special Programs Working Group	Global
Greenbuild Community & Affordable Homes Summit Advisory Group	Global
USGBC Education Pro Reviewer	Global
Community Market Leadership Advisory Board	Local
Community Advocacy	National, Local
Community Programs & Events	Local
Community Education	Local
Community Green Schools	Local
Other Community Groups	Local

¹ GBCI LEED Technical Advisory Groups (TAGs) include the following topic-specific groups: Energy & Atmosphere, Indoor Environmental Quality, Location & Transportation; Materials & Resources; Sustainable Sites; Water Efficiency

VOLUNTEER ESSENTIALS

Technology Regularly Used

The following is a list of regularly used technology by USGBC, and many are used to communicate with volunteers. All volunteers are expected to have a phone, a valid email address, and ability to utilize their individual profiles on the USGBC website while volunteering. The remaining technology mediums described below are situational.

- Email: USGBC uses Microsoft Outlook via the 365 platform. Volunteers are expected to have a valid email address for regular communications.
- Microsoft Office Suite: USGBC uses the suite of Microsoft Office programs to create and share documents, tools, and resources for volunteers. Volunteers should have a means to read MS Office documents or PDF documents.
- USGBC.org: USGBC uses volunteer's information stored in each volunteer's profile on the USGBC website. Volunteers are encouraged to regularly update this information to ensure accuracy.
- Microsoft Teams and Zoom: Online meeting software frequently used by USGBC for virtual meetings to help reduce the organization's carbon footprint. Most online meetings can be joined via computer and/or smart device.
- Eventbrite: USGBC uses this online event hosting platform for local events. Volunteers will not use this system other than to register for an event. Editing event information and creating event pages are staff-only tasks.
- WuFoo: USGBC uses both platforms to create fillable forms and surveys, as well as collect responses. Volunteers will not use the systems directly, but may complete a survey or form, or might assist the drafting of verbiage for a survey or form.
- Google Drive and OneDrive: USGBC may share documents or resources with volunteers using Google Drive or OneDrive.
- Yellowfin: Some volunteers may receive limited access to data through Yellowfin, an online software for business intelligence, dashboard, reporting, and data analysis.

Volunteer Group Meetings

Meetings will occur online and/or in-person, and all communications related to meetings will be shared over email. Staff work closely with volunteer leadership to complete an agenda and share with the larger group at least two days before any meeting. Staff also track meeting minutes and action items, which are completed either by staff or volunteers. In some instances, staff might not be in attendance for a meeting and volunteers are expected to share with staff all minutes and notes within two days after the meeting. Staff will provide volunteers with a link to view all agendas, minutes, meeting recordings, and other relevant documents.

Photo Release

USGBC requests permission to reproduce physical likeness and/or voice on a case-by-case basis. Before a photo is taken or voice recording used, a USGBC staff person will ask a volunteer to give authorization by signing a consent form.

Policies and Procedures for Committees and Working Groups

This document was created to provide consistency and accountability among USGBC Committees and Working Groups. The policies and procedures are prepared, maintained, and reviewed annually by the USGBC Executive Committee and approved by the USGBC Board of Directors.

[Review the full document.](#)

Antitrust Compliance Policy

The antitrust compliance policy was developed by USGBC's attorneys and approved by the Board of Directors. All members, employees of members, officers, staff, and volunteers are expected to understand and follow the policy. It is intended to provide direction in areas of particular concern and should not be construed with an eye for loopholes or circumvention. It is important for compliance with the United States' antitrust law.

[Review the full document.](#)

Code of Conduct Policy

The code of conduct policy is a set of principles to govern the conduct of the members of any committee, panel, task force, working group, or other subset of individuals organized by USGBC for the purpose of making a decision, ruling, or recommendation. This policy applies to all volunteers and staff members.

[Review the full document.](#)

Conflict of Interest Policy

The purpose of this policy is to protect USGBC's interest when it is contemplating entering into a transaction or arrangement that might benefit the private interest of an "Interested Person" or might result in a possible excess benefit transaction. This policy is intended to supplement, but not replace, any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations. The policy has an accompanying form called the "[Conflicts Disclosure Form](#)."

[Read the full document.](#)

Anti-harassment Policy

USGBC is committed to providing an environment that is free from harassment, intimidation and coercion based on or related to an individual's race, color, gender, religion, national origin (including ancestry), age, disability, veteran status, marital or familial status, sexual orientation, gender identity or expression, genetic information, political affiliation, personal appearance, matriculation or any other classification protected by applicable law. Violations of this policy are reported and dealt with promptly and appropriately.

[Review the full document.](#)

Workplace Violence Policy

USGBC expressly prohibits any acts or threats of violence by any employee, customer, visitor, volunteer, or former employee against any other employee, customer, visitor or volunteer in or about our facilities or elsewhere at any time or while they are engaged in business with or on behalf of USGBC.

With respect to personal safety, USGBC is committed to the following:

- 1) Providing a safe and healthful work environment.
- 2) Taking prompt remedial action, up to and including immediate termination, against any employee or volunteer who engages in any threatening behavior or acts of violence or who uses any obscene, abusive, or threatening language or gestures.
- 3) Taking appropriate action when dealing with customers, former employees, visitors, or volunteers to our facilities who engage in such behavior, by notifying the police or other law enforcement personnel, if necessary, and prosecuting violators of the policy to the maximum extent of the law.
- 4) Prohibiting employees, former employees, customers, visitors, and volunteers from bringing unauthorized firearms or other weapons onto USGBC premises.

Any employee or volunteer who violates this policy by displaying a tendency to engage in violent, abusive, or threatening behavior, or who otherwise engages in behavior that USGBC, in its sole discretion, deems offensive or inappropriate, will be subject to disciplinary action, up to and including termination.

Employees have a duty to warn their supervisors or the HR department, and volunteers to staff members who will report on their behalf, of any suspicious workplace activity or situations, or incidents that they observe or that they are aware of and involve other employees, former employees, customers, visitors, or volunteers. This includes threats or acts of violence, aggressive behavior, offensive acts, or threatening or offensive comments or remarks. Employee and volunteer reports made pursuant to this policy will be held in confidence to the maximum possible extent.

Contracts

Some volunteers might assist staff with finding venues, caterers, or make other connections that require contracts. USGBC is liable for all actions volunteers take while representing USGBC. Only designated USGBC staff are authorized to sign contracts, MOUs, or form letters on behalf of USGBC. Volunteers are not authorized to sign anything on behalf of USGBC.

Finances

Some volunteers might help staff forge relationships for sponsorships or request funds to support programming. Some volunteers might also be part of financial discussions, depending on the level of responsibility or tasks assigned. Annual budgets are set by staff teams and closely monitored and approved by the internal Finance Team.

Compensation

USGBC volunteers do not receive compensation for service. All duties are performed on a voluntary basis, of each individual's own free will, and volunteers will not receive payment for the work. Volunteers are neither employees of USGBC nor entitled to a salary or any other entitlements associated with employment.

In some instances, volunteers might apply for reimbursement with USGBC through the online Concur Expense Management System. Volunteers must have written confirmation from staff before incurring expenses and must submit a copies of receipts. USGBC will not reimburse expenses that volunteer incur without explicit permission or approval from a member of USGBC's staff. Approved reimbursements are not salary or wages.

Dress Code

USGBC's internal dress code is "Business Casual." While USGBC does not have a formal dress code for volunteers, they are encouraged to dress accordingly while representing USGBC in different settings. Volunteers should consult with staff points of contact for questions about dress code.

Attendance Policy

Volunteers are expected to attend at least 2/3 of scheduled meetings, as outlined in the USGBC Policies and Procedures for Committees and Working Groups document. Volunteers who are serving in shorter roles, such as one-time work days, are expected to attend as committed. USGBC staff reserve the right to refuse future volunteer opportunities for volunteers who do not meet their attendance commitment.

As mentioned in the expectations, volunteers should let a staff supervisor know if s/he wishes to change the nature of the contribution to USGBC at any time, including changes in ability to commit time. Volunteers who cannot meet attendance policies may be asked to leave the position or transition to a different position to better fit availability.

Representing the Organization

Whether in person, over the phone, or through email, the impression a volunteer makes on the public is likely stronger and more lasting than any piece of marketing. Accordingly, USGBC expects its volunteers to make the best impression possible on others through behavior that is considered professional, respectful, polite, mature, and honest at all times when serving USGBC. This applies to interactions with the public, and to daily work with staff and other volunteers.

Media Inquiries

While volunteers represent USGBC in a broader sense, volunteers are not authorized to speak on behalf of USGBC unless specifically instructed. Any public statements from USGBC are released solely through designated staff and USGBC's Marketing and Communications team.

Record Keeping and Credential Reporting

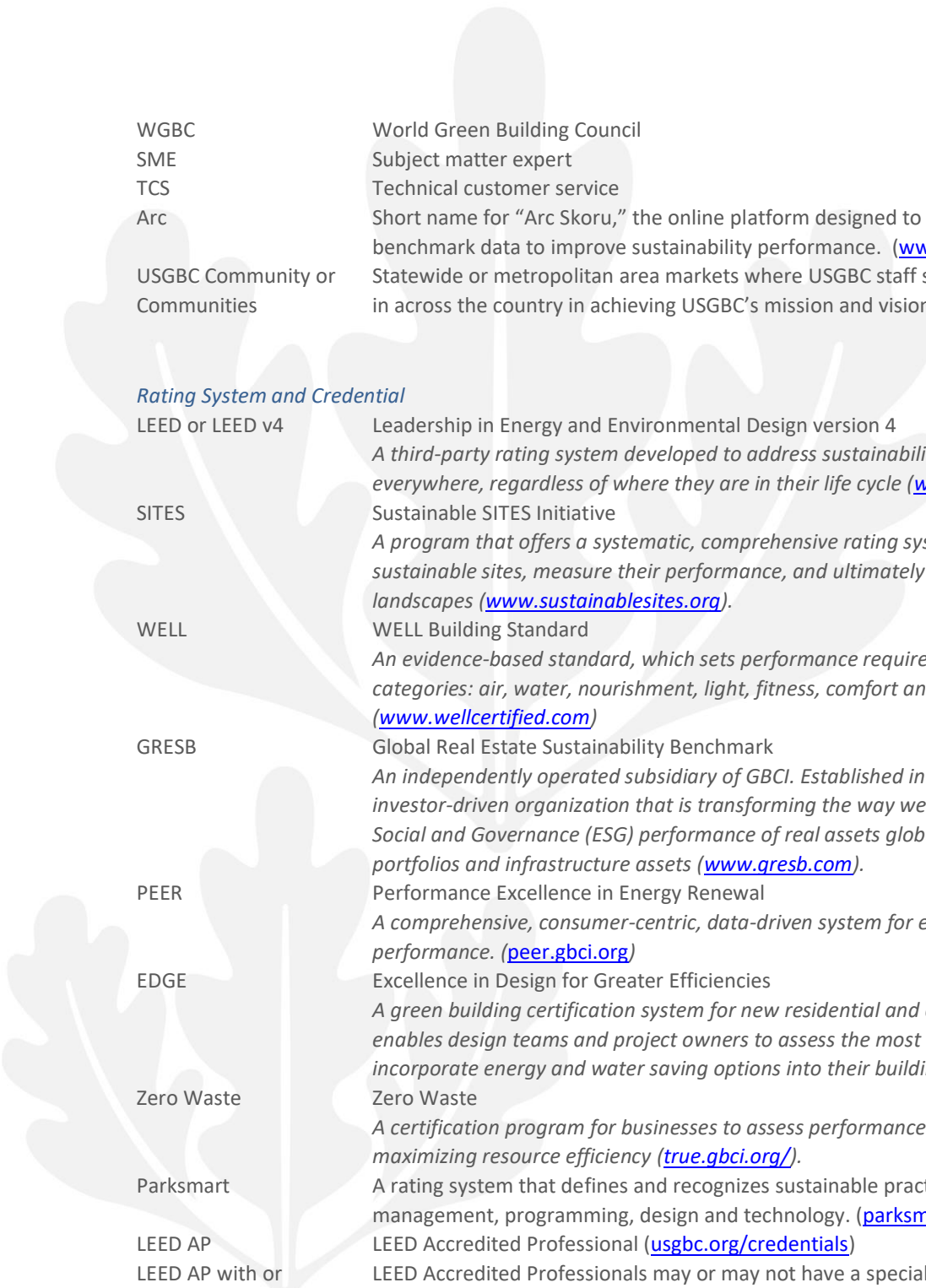
Volunteer information is tracked internally by USGBC staff and we rely on accurate information reported by volunteers in their site user profiles on USGBC.org. Volunteers may report hours for continuing education through individual accounts (refer to the [Credential Maintenance Program Guide](#) for details) and may request a certificate of hours from staff points of contact for documentation in anticipation of an audit. Volunteerism must be reported by the volunteer; it is not currently reported automatically to GBCI through the website or by staff.

HELPFUL INFORMATION ABOUT USGBC AND GBCI

Commonly Used Acronyms and Terms

General

USGBC	U.S. Green Building Council (www.usgbc.org)
GBCI	Green Business Certification Inc. (www.gbci.org)
CFGS	Center for Green Schools (www.centerforgreenschools.org)
MLAB	Market Leadership Advisory Board (local market volunteer teams)
GADOS	Green Apple Day of Service (www.mygreenapple.org)
BOD	Board of Directors
EP	Emerging Professional – an individual who is new to his/her profession and seeking professional development and networking opportunities
ACED Community	General reference to professions or industries: Architecture, Construction, Engineering, and Design
GBC(s)	Green Building Council(s)



WGBC	World Green Building Council
SME	Subject matter expert
TCS	Technical customer service
Arc	Short name for “Arc Skoru,” the online platform designed to help collect, manage, and benchmark data to improve sustainability performance. (www.arcskoru.com)
USGBC Community or Communities	Statewide or metropolitan area markets where USGBC staff support volunteer leaders in across the country in achieving USGBC’s mission and vision on a local level.

Rating System and Credential

LEED or LEED v4	Leadership in Energy and Environmental Design version 4 <i>A third-party rating system developed to address sustainability in all buildings everywhere, regardless of where they are in their life cycle (www.usgbc.org/leed).</i>
SITES	Sustainable SITES Initiative <i>A program that offers a systematic, comprehensive rating system designed to define sustainable sites, measure their performance, and ultimately elevate the value of landscapes (www.sustainable-sites.org).</i>
WELL	WELL Building Standard <i>An evidence-based standard, which sets performance requirements in seven categories: air, water, nourishment, light, fitness, comfort and mind. (www.wellcertified.com)</i>
GRESB	Global Real Estate Sustainability Benchmark <i>An independently operated subsidiary of GBCI. Established in 2009, GRESB is an investor-driven organization that is transforming the way we assess Environmental, Social and Governance (ESG) performance of real assets globally, including real estate portfolios and infrastructure assets (www.gresb.com).</i>
PEER	Performance Excellence in Energy Renewal <i>A comprehensive, consumer-centric, data-driven system for evaluating power system performance. (peer.gbci.org)</i>
EDGE	Excellence in Design for Greater Efficiencies <i>A green building certification system for new residential and commercial buildings that enables design teams and project owners to assess the most cost-effective ways to incorporate energy and water saving options into their buildings (edge.gbci.org).</i>
Zero Waste	Zero Waste <i>A certification program for businesses to assess performance in reducing waste and maximizing resource efficiency (true.gbci.org/).</i>
Parksmart	A rating system that defines and recognizes sustainable practices in parking structure management, programming, design and technology. (parksmart.gbci.org)
LEED AP	LEED Accredited Professional (usgbc.org/credentials)
LEED AP with or without specialty	LEED Accredited Professionals may or may not have a specialty listed after his/her credential, such as BD+C or O+M. It designates expertise within a specific LEED rating system. Those who do not have a specialty designated earned the credential before the specialty and continuing education program was enacted.
CE or CEs	Continuing Education – generally used when designating a measure of time (hours) to maintain a credential
CMP	Credential Maintenance Program (usgbc.org/resources/cmp-guide)
BD+C	Building Design and Construction
ID+C	Interior Design and Construction
ND	Neighborhood Development

O+M

Operations and Maintenance

Contact Information

Volunteers should have a main staff point of contact and should always contact that person first with anything related to their volunteer experience. Below is USGBC's main contact information:

Address: 2101 L Street NW, Suite 500, Washington, DC 20037

Phone: 1-800-795-1747 (U.S.) 1-202-742-3792 (International)

Email: info@usgbc.org

Parking, Building Access (USGBC Headquarters in Washington, DC)

USGBC's headquarters is located on the fifth and sixth floors of 2101 L Street NW. Due to building security policies, volunteers should confirm with staff that security is notified before arriving to the building. Visitors are required to bring a valid photo ID to sign in at the security desk in the main lobby.

Anyone is welcome to request a tour of USGBC's LEED Platinum Headquarters. Tours are offered by appointment only on weekdays. They are typically 45-60 minutes and are free. Request a tour [here](#).

Holidays and Office Hours

USGBC's standard office hours are Monday through Friday from 9 am to 5:30 pm Eastern time. USGBC offices are closed in recognition of the following U.S. holidays, allowing staff important time with family and friends.

New Year's Day	Labor Day
Martin Luther King, Jr. Day	Thanksgiving Day
Presidents Day	Friday after Thanksgiving
Memorial Day	Christmas Day
Independence Day	
Winter Break (<i>Dates between Christmas Day and New Year's Day</i>)	

Frequently Asked Questions

USGBC has an extensive list of frequently asked questions and answers in the online [Help Center](#). Volunteers are encouraged to visit usgbc.org/contactus for assistance at any time.

Websites

U.S. Green Building Council	www.usgbc.org
Green Business Certification Inc.	www.gbci.org
LEED	www.usgbc.org/leed
LEED Credentials	www.usgbc.org/credentials
Advocacy	www.usgbc.org/about#advocacy
State Market Brief	www.usgbc.org/advocacy/state-market-brief
Country Market Brief	www.usgbc.org/advocacy/country-market-brief
USGBC Public Policy Library	public-policies.usgbc.org/
Advocacy Resources	www.usgbc.org/resources/grid/advocacy-policy
Membership	www.usgbc.org/join
USGBC+ Magazine	plus.usgbc.org
Arc	www.arcskoru.com
Center for Green Schools	www.centerforgreenschools.org
Greenbuild International Conference & Expo	www.greenbuildexpo.com/en/home.html
Green Apple Day of Service	www.greenapple.org
Green Home Guide	www.greenhomeguide.com
GRESB	www.gresb.com
Parksmart	www.parksmart.gbci.org
PEER	peer.gbci.org
Sustainable SITES Initiative	www.sustainablesites.org
Zero Waste	https://true.gbci.org/

USGBC Events	www.usgbc.org/events
USGBC Volunteer Opportunities	www.usgbc.org/jobs/volunteer-opportunities
USGBC Communities	www.usgbc.org/organizations/region

USGBC, GBCI, and Related Social Media Pages

Facebook

- USGBC: <https://www.facebook.com/USGBC>
- Green Home Guide: <https://www.facebook.com/greenhomeguide.usgbc/>
- Center for Green Schools: <https://www.facebook.com/Centerforgreenschools>
- Green Schools Conference and Expo: <https://www.facebook.com/greenschoolsconference>
- SITES: <https://www.facebook.com/SustainableSitesInitiative>
- Parksmart: <https://www.facebook.com/ParksmartGBCI>
- Arc Skoru: <https://www.facebook.com/arcskoruinc>

Twitter

- USGBC: <https://twitter.com/usgbc>
- Green Home Guide: <https://twitter.com/greenhomeguide>
- Center for Green Schools: <https://twitter.com/mygreenschools>
- Green Schools Conference and Expo: <https://twitter.com/greenschoolscon>
- PEER: <http://twitter.com/peercertified/>
- SITES: <https://twitter.com/SITEScertified>
- Parksmart: <https://twitter.com/Parksmart>
- Arc Skoru: <https://twitter.com/arcskoru>
- GRESB: <https://twitter.com/GRESB>

Instagram

- Instagram: <https://www.instagram.com/usgbc/>

LinkedIn

- USGBC Company: <https://www.linkedin.com/company/u-s--green-building-council>
- USGBC Group: <https://www.linkedin.com/groups/148021>
- LEED for Homes Group: <https://www.linkedin.com/groups/1948702/profile>
- LEED for Neighborhood Development Group: <https://www.linkedin.com/groups/1775420/profile>
- USGBC LEED Fellows Group: <https://www.linkedin.com/groups/8278134/profile>
- LEED Professionals and Users Group: <https://www.linkedin.com/groups/2006607>
- LEED Accredited Professional Group: <https://www.linkedin.com/groups/67015/profile>
- PEER: <https://www.linkedin.com/groups/8531576>
- Arc Skoru: <https://www.linkedin.com/groups/12015644>

Pinterest

- Pinterest: <https://www.pinterest.com/usgbc/>

YouTube

- YouTube: <https://www.youtube.com/user/USGBCGreenbuild>
- Center for Green Schools:
<https://www.youtube.com/playlist?list=PL9WychSNJ7sT9EjXtwppZKLxFCNMYnj5p>
- GRESB: <https://www.youtube.com/channel/UCvhOzjxUIZfI9zpdvhvHrZw>