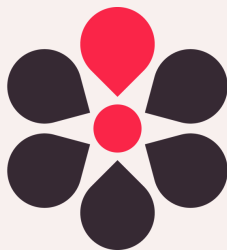




VOLUNTEER **HANDBOOK**





Welcome to **Start Small Think Big**

On behalf of Start Small Think Big, I welcome you to our volunteer community and thank you for partnering with us to advance equity and inclusion in entrepreneurship.

When you share your skills with an entrepreneur, you connect with the possibility for mutual growth, partnership, and skill exchange. Your legal, finance and marketing expertise can help secure a sustainable future for a small business—and that future belongs to us all.

I hope you find volunteering with us to be a rewarding and beneficial experience. Thank you for your partnership and for joining us to support our #AllforSmall community.

Sincerely,

Caroline Enjalbert

Start Small Think Big,
*Volunteer Experience &
Engagement Manager*



Purpose of this Volunteer Handbook

This Volunteer Handbook has been designed to provide you with key information to get you started and guide you in your volunteer journey with Start Small Think Big. This Volunteer Handbook is meant to be a living document and is revisited periodically to reflect any changes you should know as a volunteer.

Please take the time to review it carefully and sign the acknowledgement form. We also welcome any questions, feedback and/or suggestions at: volunteer@startsmallthinkbig.org

Last updated: April 2023

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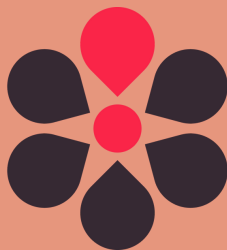
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ABOUT
START SMALL
THINK BIG





Our Mission

Start Small Think Big is a nonprofit dedicated to advancing equity and inclusion in entrepreneurship by connecting small businesses with the resources and community they need to thrive. We connect entrepreneurs to legal, finance, and marketing professionals who provide their expertise for free.





WHO WE ARE

Our Focus

We partner with early-stage small business entrepreneurs: BIPOC entrepreneurs, women, LGBTQIA+ entrepreneurs, immigrants, veterans, entrepreneurs with disabilities, low-income entrepreneurs, and formerly incarcerated entrepreneurs.

- We stand for access and opportunity and get behind the belief that entrepreneurs and their businesses can thrive personally and professionally with a skilled partner.
- We create powerful connections with entrepreneurs and legal, financial, and marketing experts that assist while building meaningful collaborations.



Our History

Start Small Think Big was conceived like so many small businesses—on a "what if" premise. Our founder, Jenny DaSilva, suffered a traumatic personal loss that challenged her to rethink her job as a lawyer and explore how to create a more impactful career and apply her legal skills beyond the courtroom. Jenny resonated with how challenging entrepreneurship could be for those who need to forge their own path. During her journey of self-discovery, Jenny explored how she could most effectively use her legal training to provide other innovators and risk-takers in her community with the resources and support they needed to create sustainable businesses.

In 2010, Jenny turned her "what if" idea into action. She opened Start Small Think Big to serve her Bronx, New York community, giving life to her idea of building a network of legal experts to help alleviate the legal burdens of business ownership and enable small businesses to thrive.

Since then, Start Small Think Big has successfully expanded to support small businesses across the United States and continues to grow to serve 15,000 small businesses by 2024.



Our Commitments

Accessibility:

We meet our community and staff where they are and aim to break down barriers to access and accommodate people of all ages, backgrounds, and abilities.

Conscious curiosity:

We remain open to learning and unlearning, as language and the social and economic justice frameworks we are connected to are ever-evolving spaces.

Empathy:

We communicate with our community and each other with respect, compassion, and acceptance.

Cultural humility:

We are committed to examining our own biases, prejudices, and viewpoints and strengthening our abilities to understand and connect with diverse populations and cultures.

Inclusivity:

We appreciate our differences and embrace people of all backgrounds and identities. We oppose racism, sexism, ageism, homophobia, or ableism.

People-first:

We put people first. People are at the core of our organization — above all, it is people who fuel our work — entrepreneurs, staff, volunteers, and partners.



WHO WE ARE

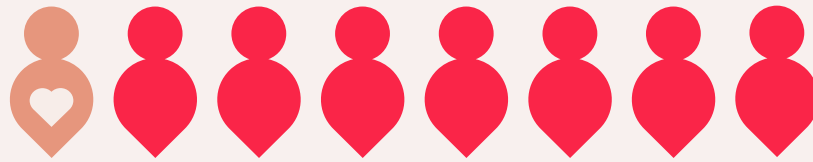
Start Small Think Big is deeply committed to building an inclusive and anti-racist organization where entrepreneurs, staff, and volunteers of all identities feel seen, heard, and valued.

We recognize the long history of exclusionary practices that have intentionally kept BIPOC people, women, LGBTQIA+, immigrants, veterans, people with disabilities, people living on lower-income, and the formerly incarcerated out of the business sector. We have a responsibility to play an active role in fighting systems of oppression and advancing equity in small business ownership.

We take an intentional approach to centering the needs and experiences of communities that face unique challenges stemming from structural racism and other forms of oppression—challenges that systematically limit access to the much-needed resources to build, grow, and sustain their businesses. This approach shapes our strategic priorities across all areas of our work. We are committed to an active learning process to continually transform our policies, structures, and organizational culture to better support entrepreneurs who face unique challenges stemming from structural racism that limit the growth and sustainability of their businesses.

By centering those at the margins, we aim to create the conditions for all groups to be successful.

OUR COMMITMENT TO EQUITY AND LEARNING



Staff

Start Small Think Big's team is a group of nonprofit and industry professionals who are passionate about small business, entrepreneurship, and community building. We are united in solidarity against structural racism and other systems of oppression. Small businesses impact people of all backgrounds and supporting the entrepreneurs behind them draws a team of dedicated, innovative, and kind people. Please visit our website page to see the latest staff member list.

Board

Start Small Think Big's Board is composed of leaders in finance, notable venture capitalists, philanthropists and business professionals. We rely on them to steer us in the best direction for success. To see the list of board members, please visit our website page.



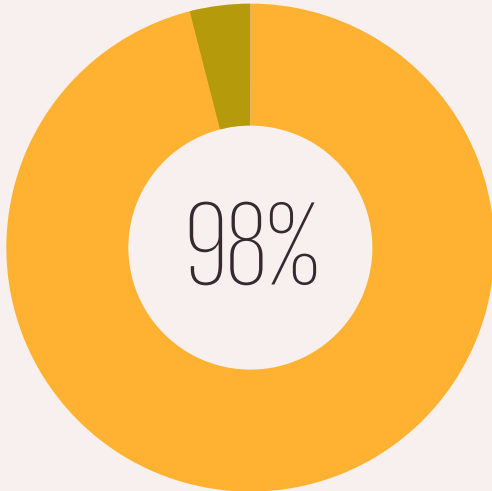
We work with small businesses across all the United States (with legal services only offered in several states—primarily New York and California, but also Washington, D.C., Maryland, New Jersey, Pennsylvania, Virginia, and Washington).

We partner with BIPOC entrepreneurs, women, LGBTQIA+ entrepreneurs, immigrants, veterans, entrepreneurs with disabilities, low-income entrepreneurs, formerly incarcerated entrepreneurs and federal program recipients (e.g. SNAP, Housing assistance, Medicaid).

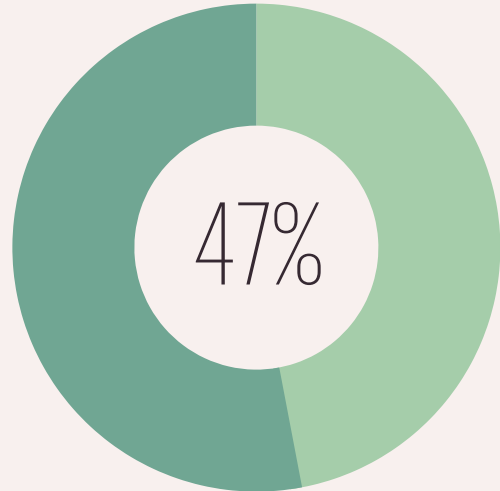
The entrepreneurs we partner with are all currently operating and selling goods/ services and must have:

- At least \$500 of recurring sales within the past 3 months
- No more than \$1MM in annual business revenue
- Household Income under 750% FPG
- Household has \$100K or less in assets

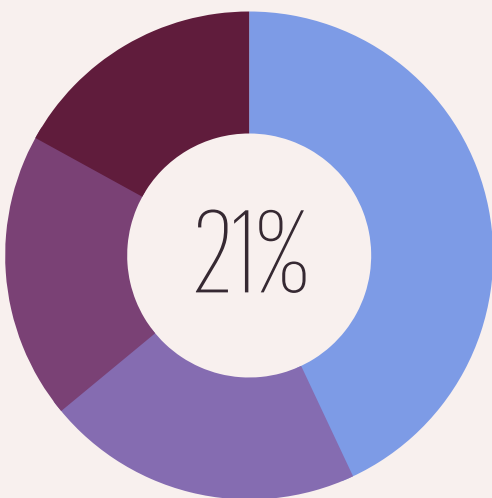
#ALLFORSMALL™



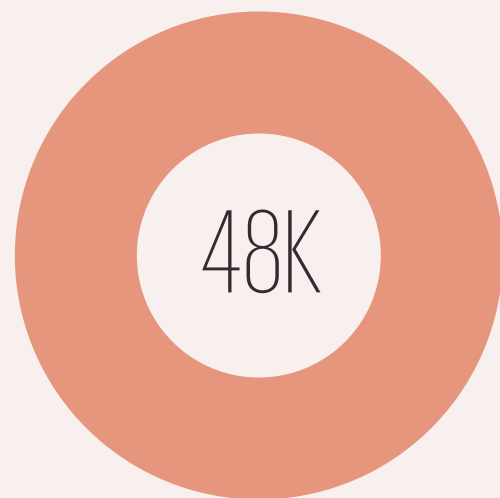
98% OF SMALL
BUSINESSES IN OUR
ECOSYSTEM ARE OWNED BY
PEOPLE OF COLOR AND/OR
WOMEN



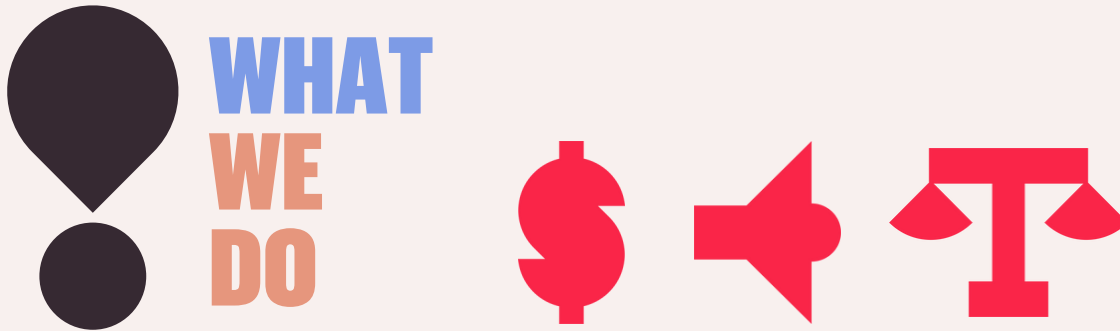
47% ARE LIVING
BELOW THE FEDERAL
POVERTY LINE



21% ARE PROFESSIONAL SERVICES,
19% ARE FOOD, 13% ARE PERSONAL,
11% ARE APPAREL & ACCESSORIES,
12% ARE RETAIL AND 24% ARE
OTHER



AVERAGE REVENUE
AT START OF SERVICES IS
\$48,300



We connect entrepreneurs to volunteers like you who provide their legal, marketing, and finance expertise for free. We are the only nonprofit in the country that uses this model where entrepreneurs can simultaneously access different services (legal, financial, marketing) and get support from our team members and volunteers at no cost.

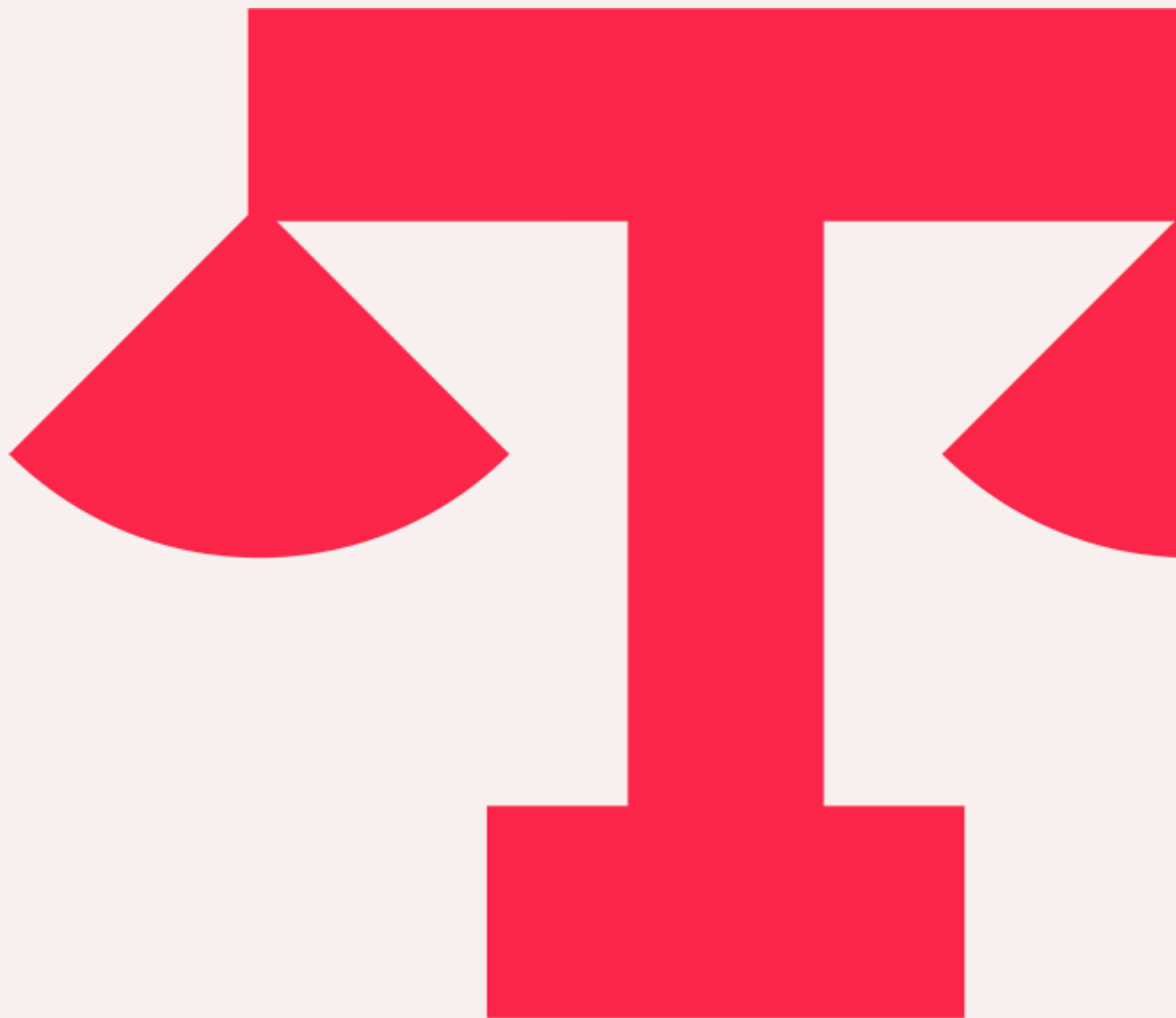
We also create spaces for entrepreneurs to network and share stories and experiences with their peers and provide other resources and professional development opportunities.

The Client Relationship Management team is the primary point of contact. The team is responsible for reviewing applications, onboarding, and working with entrepreneurs to navigate our services. We also support Spanish-Speaking entrepreneurs by pairing them with Spanish-speaking volunteers and other opportunities offered in Spanish.



Legal Services

Our Legal Program provides entrepreneurs with legal infrastructure for their small businesses. Entrepreneurs collaborate with volunteer attorneys to navigate entity selection and formation, intellectual property, corporate governance, commercial leases, contracts, online business, and other transactional matters. Volunteer attorneys are primarily based in New York and California, and a limited number of pro bono attorneys are based in Washington, D.C., Maryland, New Jersey, Pennsylvania, Virginia, and Washington.





Marketing and Sales Services

The Marketing and Sales Program focuses on infrastructure and growth. They collaborate with entrepreneurs to build a strong brand identity and online presence to support eCommerce and digital marketing promotion. We assist with accessing new distribution channels and digital marketing tactics to increase customer acquisition and business revenue.

Our services are in the following areas:

- **Digital marketing strategy**
- **Social media strategy**
- **Brand assessment**
- **Logo and website design**
- **Distribution and sales strategy**
- **Digital analytics**
- **Search engine optimization**



Financial Services

The Finance Program provides financial literacy in establishing bookkeeping and understanding and forecasting business financials.

Our services are in the following areas:

- **Financial systems**
- **Financial management**
- **Growth projections**
- **Financial planning**

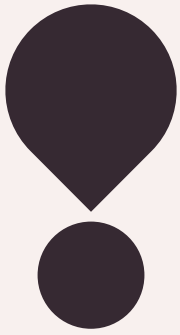


If 2020 was a year that challenged our community's resilience, 2021 was a year that demanded collective accountability.

The significant impact of the pandemic on small businesses across the country cannot be denied. Shared personal experiences and data tell us BIPOC entrepreneurs, women, LGBTQIA+ entrepreneurs, immigrants, veterans, entrepreneurs with disabilities, low-income entrepreneurs, and formerly incarcerated entrepreneurs, continue to face the most barriers in business creation and growth. The global pandemic, coupled with our country's ongoing reckoning with race, required Start Small Think Big to deepen our commitment to being more accountable to communities of color and integrate an intersectional racial equity lens in working with and serving entrepreneurs.

Now more than ever, we recognize that an ecosystem of supporters and solutions is required to create equity in entrepreneurship — in doing so, we must center the voices of the entrepreneurs and communities we serve, adapting our programming, partnerships, and organizational policies and culture as needed to best support the #AllforSmall community throughout pandemic recovery and beyond.

The realities of the pandemic, and the ongoing obstacles that BIPOC entrepreneurs face, requires us as an organization to pause and examine our role in perpetuating systems of oppression and address the persistent racial inequities that are so deeply entrenched in the entrepreneurial landscape and the fabric of our systems, institutions, and culture.



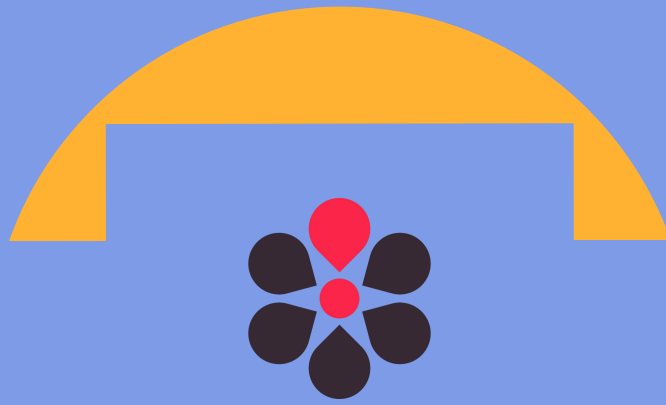
OUR IMPACT

In 2021, we prioritized shifting our programming and services to be responsive to the ever-changing needs of the small businesses we serve, investing in technology to further our reach and scale, modeling equitable and inclusive leadership that honors the experiences of all, fostering transformational relationships with our partners and volunteers, and launching a new brand identity to strengthen our connection with the communities we work with and better reflect the organization we are today.

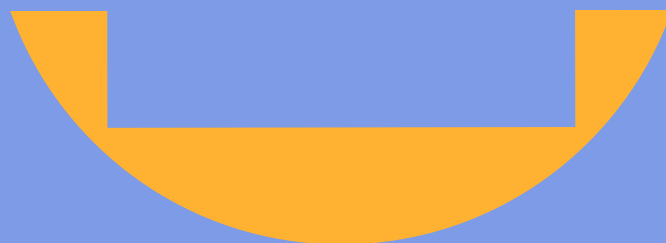
Our team remains committed to scaling our efforts to support more than 15,000 BIPOC people, women, LGBTQIA+, immigrants, veterans, people with disabilities, people living on lower-income, and the formerly incarcerated entrepreneurs annually. We know that in order to carry out our mission and create a meaningful impact for the small businesses and communities we serve, we must continue to be intentional in how and when we step up to lead and when we step back to learn.

We believe that an awakening is only as good as the action it inspires and the impact it leads to. We hope you'll take a few minutes to read through this report to see how Start Small Think Big is changing the narrative around entrepreneurship and creating a long-lasting impact on small businesses around the country.

[To learn more about our impact, access our 2021 Impact Statement.](#)



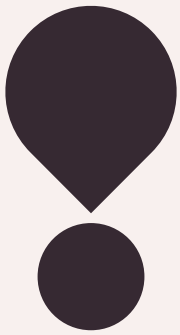
**ABOUT
VOLUNTEERING
WITH
START SMALL
THINK BIG**





Volunteer Philosophy

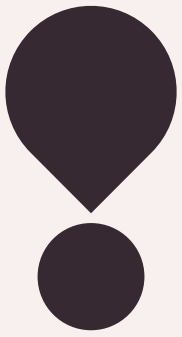
Volunteers have always played a pivotal role in our work. We started with the Legal Program, connecting pro bono legal professionals with entrepreneurs. Then we expanded, adding Finance, Marketing and Sales Programs to our business model to support entrepreneurs holistically.



Volunteer Philosophy

As we continue building the small business and volunteer ecosystem:

- We recognize volunteering as a two-way street and a mutually beneficial experience. We want volunteers to be part of our #AllforSmall community, to offer them opportunities for self-development, enhance their well-being and meet and learn from entrepreneurs and fellow volunteers.
- We believe in the power of a people-first approach and provide the support, resources, and coordination needed while ensuring the satisfaction of volunteers and entrepreneurs.
- We believe that we can play a crucial role in addressing inequity in volunteerism and leverage our equity-driven volunteer philosophy and strategy to provide quality and equitable services to all entrepreneurs.



Mutual Expectations

Start Small Think Big expects volunteers to:

- Read and understand all the information contained in this Volunteer Handbook, including volunteer policies
- Treat each entrepreneur with respect, demonstrate humility and a willingness to learn, and remain committed to providing culturally appropriate services to entrepreneurs of all backgrounds
- Maintain a professional attitude and relationship with entrepreneurs
- Maintain the confidentiality of all personal or proprietary information
- Follow any agreed-upon deadlines
- Maintain timely regular communication with staff members and the entrepreneurs
- Keep Start Small Think Big informed of your engagements by submitting the status update form, reporting volunteer hours and any other information regarding the status of an engagement and additional assistance needed by an entrepreneur
- Stay in the scope of the volunteer opportunity and reach out to Start Small Think Big if an entrepreneur needs further assistance beyond the initial scope of a project or consultation
- Ask questions as needed
- Inform Start Small Think Big of any issues, concerns or challenges that arise
- Provide feedback by completing the post engagement survey after each engagement and participating in regular feedback surveys in order to improve the overall volunteer experience

To ensure a productive and rewarding volunteer experience, we have set the following mutual expectations.

Start Small Think Big is committed to equity and inclusion in both value and practice. We foster transformative environments to ensure that all entrepreneurs are treated with respect and the dignity of having their histories acknowledged and their experiences valued; volunteers play a critical role in our ability to do so. We encourage volunteers to go beyond cultural sensitivity and competence, and embrace cultural humility.



What is Cultural Sensitivity?

Cultural sensitivity is being aware that cultural differences and similarities between people exist without assigning them a value – positive or negative, better or worse, right or wrong.



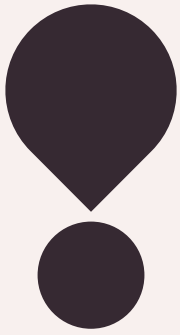
What is Cultural Competency?

Cultural competency is the ability to work effectively with individuals from different cultural and ethnic backgrounds other than your own. It includes understanding the language, culture, and behaviors of other individuals and groups and having particular knowledge, skills, attitude, and awareness to effectively interact with others.



What is Cultural Humility?

Cultural humility allows us to recognize, understand, and appreciate the complexity of identity. Through cultural humility, we know that we will never be fully competent in a culture that is not our own or in the evolving and dynamic nature of another's life experiences. Instead, we must make a lifelong commitment to self-reflection and critique to acknowledge and confront one's own biases as a critical component to authentic relationship building.

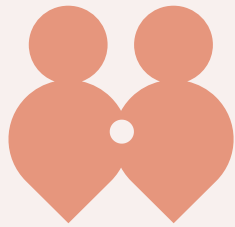


Mutual Expectations

Start Small Think Big volunteers can expect to:

- Be treated with dignity and respect
- Receive professional and courteous communication
- Receive an orientation and any additional training materials/ resources needed to succeed
- Get matched with opportunities that align with their interests and skill sets
- Access opportunities to network with fellow volunteers and entrepreneurs
- Access to growth and learning opportunities
- Receive regular recognition and appreciation

Volunteer Impact 2022



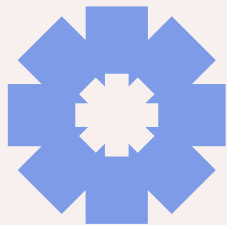
2,587

VOLUNTEERS



\$19M

IN FREE SERVICES PROVIDED



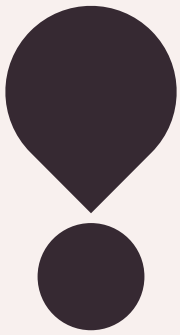
934

JOBS SUPPORTED



\$45.7M

IN REVENUE GENERATION FOR
SMALL BUSINESSES



Volunteer Involvement

Start Small Think Big's growth and national expansion has resulted in an increase in the total number of volunteers and the diversification of skills-based volunteer opportunities. This growth and diversification has allowed us to better align with the growing and evolving needs of entrepreneurs, and encompass volunteerism trends following the Covid-19 pandemic.

Volunteers get involved with Start Small Think Big through two main paths:

- Individual volunteering*: volunteers get involved individually and on their own to support entrepreneurs. They are freelancers, retirees, students, etc. who are looking to donate their time and talent in their area of expertise and interest.

* Note: At this time, we are only partnering with our existing corporate and law firm partners to engage legal volunteers.

- Pro bono and Corporate volunteering: we partner with companies and law firms interested in getting their employees involved in pro bono/ skills-based volunteer opportunities to make an impact and support entrepreneurs.

These two paths are not exclusive and communicate with each other, giving volunteers flexibility and access to opportunities that deepen their engagement.

Once involved, volunteers can support entrepreneurs in a variety of ways across our three programmatic areas (legal, marketing and sales, finance) depending on their skills, experience, interests and availability:



Bootcamp:

An interactive volunteer-led small group session with entrepreneurs, providing hands-on training or in-depth guidance on a specific business topic.



Project:

One-on-one project between a volunteer and an entrepreneur that focuses on a specific issue. These projects are limited in scope and typically take a few weeks to complete, with a clear deliverable provided by the volunteer upon project completion.



Consultation:

One-on-one hour-long virtual consultation between a volunteer and an entrepreneur around a specific matter, where the volunteer provides recommendations and advice to the entrepreneur. This is the main format for corporate volunteering through days of service.



Workshop:

Volunteer-led virtual workshop on a specific legal, finance or marketing topic catering to a group of entrepreneurs.

VOLUNTEER JOURNEY

The volunteer journey is structured around the following milestones:

1.

Join

Join the Start Small Think Big volunteer community as an individual or corporate volunteer. Individual volunteers are required to complete and submit a volunteer application before they can get started. An informational call is also set up with a program staff member.

2.

Get onboarded

As part of the onboarding process, volunteers are provided with an orientation/ training and additional documents to guide them during their volunteer journey and prepare them for their first volunteer opportunity.

3.

Engage

Depending on the opportunity, this can be done in different ways (over a few weeks as part of a project, as a one-time consultation, etc.) to support entrepreneurs. During this phase, volunteers can access resources and contact Start Small Think Big with any questions.

4.

Re-engage

Volunteer opportunities have a limited duration. After their first engagement, many volunteers decide to re-engage and continue supporting entrepreneurs!

Volunteer Resources and Support System

To get you started and support you during your volunteer journey, we offer several resources including: volunteer handbook, guides, worksheets and documents related to the topic(s) you are working on with an entrepreneur. In addition to these resources, a dedicated program team member is always available to answer any questions and receive feedback about your volunteer experience at any time.



Caroline Enjalbert

(she/her)

Volunteer Experience and Engagement
Manager

caroline@startsmallthinkbig.org

Reach out to Caroline if you need support or have questions about volunteer recruitment and onboarding, or would like to share your volunteer story or experience.



Morgan Dean

(she/her)

Marketing and Sales
Program Manager

morgan@startsmallthinkbig.org

Are you a marketing and sales volunteer? Reach out to Morgan if you need support or have questions.



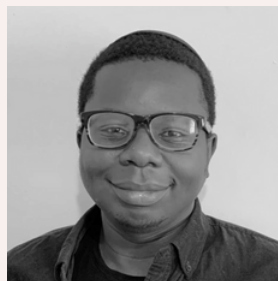
Arli Cornejal

(she/they)

Finance Program Coordinator

arli@startsmallthinkbig.org

Are you a finance volunteer? Reach out to Arli if you need support or have questions.



Saadiah McIntosh

(his/him)

Senior Program Manager, Legal Program

saadiah@startsmallthinkbig.org

Are you a legal volunteer? Reach out to Saadiah if you need support or have questions.



VOLUNTEER **POLICIES**





Volunteer Policies

These volunteer policies are written to provide overall guidance and direction to Start Small Think Big's volunteers. They do not constitute, either implicitly or explicitly, a binding contractual or agreement. Start Small Think Big reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy.

Volunteer Policies

Equal opportunity and non-discrimination

It is the policy of Start Small Think Big not to discriminate against any volunteer on the basis of race, religion, color, sex, age, national origin, disability, veteran status, citizenship status, political affiliation, marital status, sexual orientation, predisposing genetic characteristic or any other status or condition protected by applicable Federal, State or local laws and regulations.

Reasonable Accommodations

Although Start Small Think Big is not entering into an employer-employee relationship with volunteers, we are committed to providing reasonable accommodations as defined in the Americans with Disabilities Act (ADA) to all volunteers during the course of their engagement, as long as they do not create an undue hardship or cause a direct threat to workplace safety.

Age Requirement

All volunteers must be 18 years of age or older to volunteer with Start Small Think Big. This applies to all programs and all volunteer roles and opportunities.

Volunteer Policies

Whistleblower

To help ensure that Start Small Think Big complies with its legal requirements and appropriate standards of financial reporting and acts in an ethical manner, Start Small Think Big has adopted a Whistleblower Policy, including procedures for the reporting and investigation of illegal or unethical conduct in connection with the Company's finances or other aspects of its operations. Employees, volunteers and interns are required to review, understand and abide by the Policy.

Confidentiality

Volunteers must maintain the confidentiality of all personal or proprietary information to which they are exposed as a volunteer, regardless of the subject matter of such confidential information. This includes information from Start Small Think Big as well as any entrepreneur, partner, or affiliate of Start Small Think Big. Volunteers are not authorized to disclose any such information to anyone except: (1) Start Small Think Big staff including, without limitation, employees, fellows, volunteers, interns and externs for the performance of our service; (2) our Partners as indicated by employees of Start Small Think Big; (3) as otherwise authorized by the providing party; or (4) as required by law, court order, or regulatory authority.

Volunteer Policies

Anti-harassment

We do not permit verbal or physical conduct by a volunteer which harasses, disrupts or interferes with another's work performance or which creates an intimidating, offensive or hostile environment. Start Small Think Big takes allegations of harassment seriously. We will promptly investigate complaints of harassment and, where it is determined that such inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action and termination where appropriate.

Social Media

The following principles apply to personal use of social media when referencing Start Small Think Big or/and entrepreneurs.

- Volunteers need to know and adhere to this Volunteer Handbook when using social media in reference to the organization.
- Volunteers should use their best judgment in only posting material that is neither inappropriate nor harmful to the organization, its clients and other volunteers.
- Although not an exclusive 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.
- Volunteers are not to publish, post or release any information that is considered confidential, privileged, or not public.
- Volunteers should get appropriate permission before referring to or posting images of current or former clients and staff members.

Volunteer Policies

Expenses/ associated costs

Volunteers offer their time pro bono and are not allowed to charge entrepreneurs fees for their time. If a project requires an entrepreneur to incur certain costs (e.g., printing business cards, purchasing a website domain, paying for Quickbooks, and required filing fees for incorporation or trademark applications), those costs will be passed along to the entrepreneur. Where possible, please clearly and accurately explain to entrepreneurs the total amount of costs for which they will be responsible prior to incurring such costs.

For legal volunteers, Start Small Think Big asks that you refrain from using third-party services that impose additional costs on Start Small entrepreneurs (e.g., expeditors, trademark or incorporation search or filing services). If use of such services is preferred by you or the partner firm, we ask that any costs be absorbed by firms and not passed along to clients. If such services are unavoidable and the firm is not able to absorb the cost, please reach out to Start Small to explore potential alternatives.

Also, the Internal Revenue Service does not allow for the value of time or services to be deducted for tax purposes. However, expenses incurred by a volunteer may sometimes be deducted (e.g., travel expenses). Please consult with your own tax advisor or partner firm/corporation for further clarification or if you have questions.

Volunteer Policies

Gratuity and solicitation

Volunteers may not accept payment or gifts from entrepreneurs in return for the services provided. In addition, volunteers are not allowed to solicit from our entrepreneurs to sell them any goods or services.

Professional and ethical boundaries

Volunteers must observe professional and ethical boundaries with entrepreneurs at all times, and should adhere to any rules or codes of conduct applicable to certain professionals (e.g., attorneys, financial advisers). Volunteers should not engage in personal associations with entrepreneurs and should discourage any attempts on the part of the entrepreneurs to develop such relationships.

Scope of limited services

Volunteers are assisting entrepreneurs in a limited capacity. Each volunteer opportunity has a clear scope. Volunteers should not assist entrepreneurs beyond the initial project, consultation, or workshop without asking Start Small Think Big. If an entrepreneur needs additional support beyond the scope of the initial project, volunteers should first reach out to Start Small Think Big to discuss.

Volunteer Policies

Use of products for promotional purposes

As a volunteer, you have the right to use the description of the work that you have done for an entrepreneur for promotional purposes. We expect that no confidential, privileged, or otherwise nonpublic information will be disclosed as a result.

Intellectual property

Any and all products that you develop as a volunteer and specially ordered and commissioned by an entrepreneur are considered as a “work-made-for-hire” as defined by the copyright laws of the United States and as protected by the Berne Convention for the Protection of Literary and Artistic Works. The entrepreneur is the sole and exclusive owner and copyright proprietor of all rights, interest and title in and to the Products in whatever stage of completion, subject to third party considerations. Each volunteer hereby irrevocably transfers all right, interest and title under such works-made-for-hire to the entrepreneur. If for any reason the Products are determined at any time not to be a “work made for hire,” each Volunteer hereby assigns to the entrepreneur all rights to such Products, including but not limited to all other copyrights. Subject to third party considerations as described below, each volunteer agrees to execute all documents reasonably requested by the entrepreneur to further evidence the foregoing assignment and to provide all reasonable assistance to the entrepreneur in perfecting or protecting your rights in such Products.

Volunteer Policies

Intellectual Property (legal volunteers)

Attorney volunteers and their agents or other representatives may, independently or in conjunction with Start Small Think Big, develop information, produce work product, or achieve other results in connection with the client referrals (“Clients”) they are matched with. Volunteer attorneys agree that any such information, work product, and other results, systems and information developed by them and/or Start Small Think Big in connection with such services (referred to the “Work Product”) shall, to the extent permitted by law, be a “work made for hire” within the definition of Section 101 of the Copyright Act (17 U.S.C. § 101), and shall remain the sole and exclusive property of the Clients. Start Small Think Big may, from time to time, request such Work Product from Clients for educational purposes such as creating internal resource guides and templates.

Conflict of interest (legal volunteers)

Volunteers bear the responsibility of conducting any conflict-of-interest - whether actual or potential - checks prior to accepting a referral, and Start Small Think Big does not bear any responsibility for any conflicts of interest that may exist or arise during the course of volunteering with us. If any referral matter involves an actual or potential conflict of interest, the volunteer attorney must first obtain written consent or decline the referral. Before commencing work on a matter, volunteers affirm that any pro bono or volunteer work will not violate any agreement between them and any other person, firm or organization or any applicable law or governmental regulation. If any such conflicts do arise, volunteers are to notify Start Small Think Big as soon as possible.

Volunteer Policies

Professional Conduct (legal volunteers)

In the course of their volunteer engagement, attorneys are expected to comply with the American Bar Association's Rules of Professional Conduct. Any state or jurisdiction-specific rules of professional conduct which would normally apply in the course of the attorney's non-volunteer professional work, will also apply to any volunteer work undertaken through Start Small Think Big.

Liability (legal volunteers)

Except with respect to the parties' indemnification obligations, no party shall be liable to any other for any special, indirect, incidental, punitive, or consequential damages arising from or related to this agreement, including bodily injury, death, loss of revenue, or profits or other benefits, and claims by any third party, even if the parties have been advised of the possibility of such damages. The foregoing limitation applies to all causes of action in the aggregate, including without limitation to breach of contract, breach of warranty, negligence, strict liability, and other torts.

Volunteer Policies

Hours tracking and feedback

Start Small Think Big heavily relies on data and qualitative feedback to measure the outcomes and impact of our work on small businesses and in our communities. Volunteers are required to report their volunteer hours and complete the requested forms during their engagement.

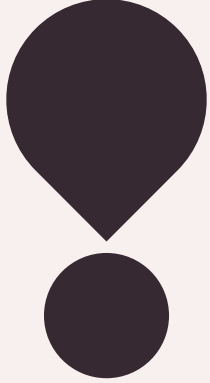
In addition, we encourage all volunteers to share their honest feedback and suggestions about their volunteer experience to their program contact or the Volunteer Experience and Engagement Manager (volunteer@startsmallthinkbig.org) but also by responding to regular surveys.

Hours Documentation

We do not sponsor students on F-1 visas or facilitate the requirements for Optional Practical Training (OPT) through our volunteering. If you are considering this opportunity solely to meet visa or OPT requirements, this may not be a good fit.

Termination

Volunteering with Start Small Think Big is an at-will, mutually beneficial relationship. Volunteers may be terminated for a variety of reasons including: gross misconduct, abuse or mistreatment of entrepreneurs, and failure to abide by Start Small Think Big policies.



Thank you again
for being part of the

Start Small Think Big Volunteer Community

Looking for other ways to support the small businesses we work with?



Shop #AllForSmall and support small businesses
nationwide:

startsmallthinkbig.org/shop-small



Donate to expand our impact, support local communities
and advance equity in entrepreneurship:

startsmallthinkbig.org/donate



Get your company involved to host days of service as a
Start Small Think Big corporate partner:

startsmallthinkbig.org/corporate-social-responsibility