

INFORMATION GUIDE

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RANGERS



LOOKOUT
CREDIT UNION

The Employee Volunteer Program
of Lookout Credit Union

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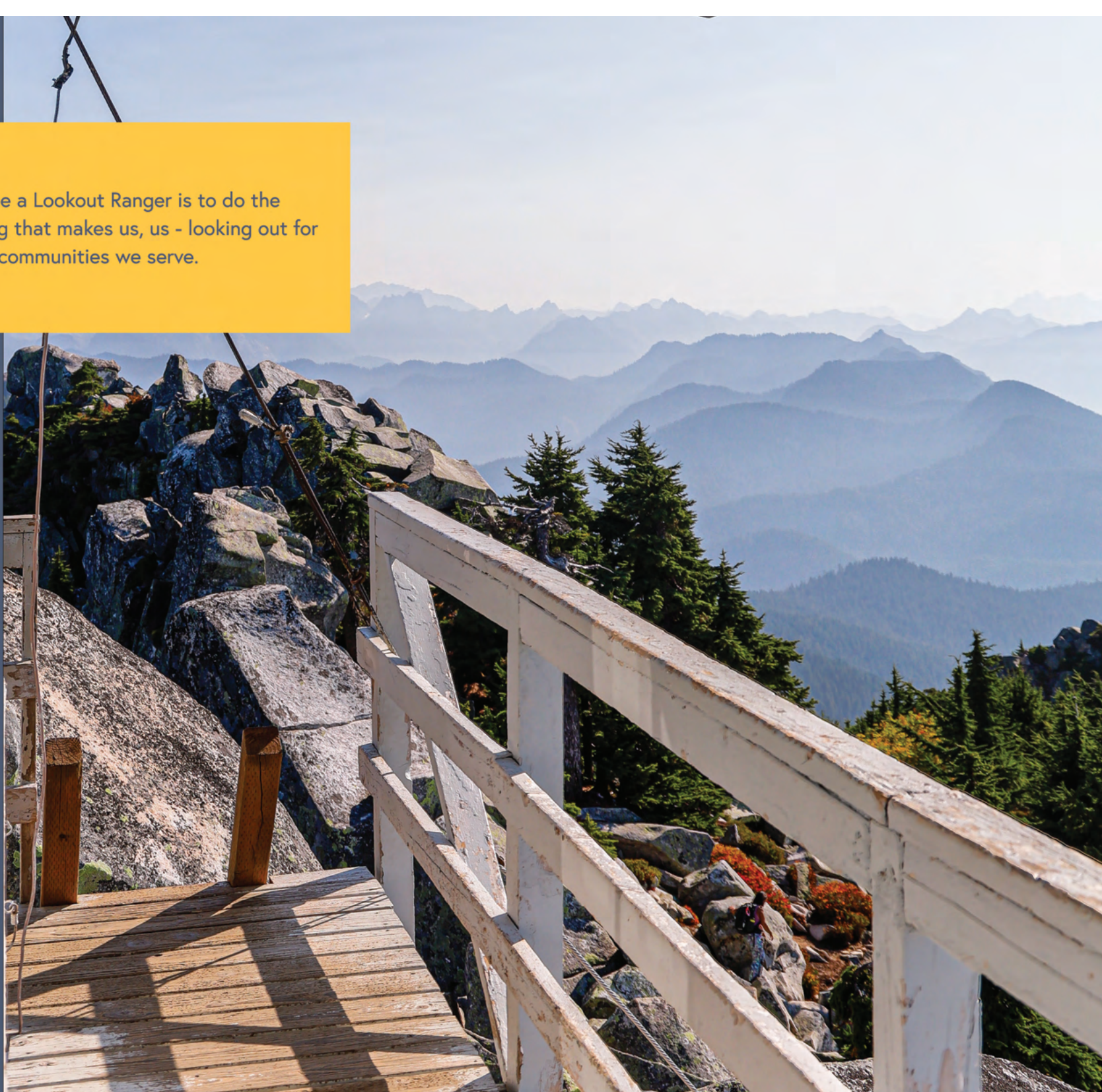
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To be a Lookout Ranger is to do the
thing that makes us, us - looking out for
the communities we serve.



WELCOME

RANGERS



As your management team, we'd like to welcome you to the Ranger program. You work at Lookout Credit Union. Which means you are already a part of the #lookoutcufamily! Here at Lookout, we work hard...we play hard...but you know what else we do? We Rangers volunteer hard. We put our hearts into volunteering, and we put our souls into our community. Whether it be picking up trash along a riverbank, or organizing food boxes for food-insecure families, or cleaning classrooms for our SEGs.

The Ranger program is an organized, voluntary, employee-volunteer initiative that is used to increase the impact of our marketing and community service initiatives...but, what actually happens...is that we end up with a little more than that. We get to know our colleagues a little better, our managers a little more, and we can see in plain sight, what incredible things a small group of people can do.

Inside this guide is everything you will need to know about the Ranger Program. We hope you have the desire to be involved and help us do the things that the "others" just talk about. We embody the name and the spirit that says it all. Here at Lookout, we will always "look out" for our communities. We hope you join us on this Ranger journey.

Any questions? Reach out to rangers@lookoutcu.com. Are you ready to #servefearlessly with us?

(left to right)

Doug
President/CEO

BJ
VP of Marketing

Amy
SVP/COO

Cory
SVP/CFO

Volunteering

It's what this program is about. While many companies require their employees to be active in the community, we make volunteer work what it should be - voluntary. Although it's not required, being active in the Ranger program is strongly encouraged for all employees. There are a few different ways to be involved. We invite you to find the route that works for you.

There are two categories of volunteering to expect:

INVOLVEMENT

Lookout Credit Union has a commitment to community unlike any other financial institution. We participate in many parades, sponsorships, programs, and fundraisers within the community. We (the Marketing team) often invite employees to join us for these events. Volunteer duties might include managing our trade table, entering participants into drawings, giving away swag or talking to members and potential members about the credit union. Rangers are there to represent the credit union in the best way possible at involvement events.

SERVICE

This is where we get our hands dirty. Service events can be anything from raking leaves at the park, to painting houses, to picking up trash along the roadside, to packing boxes at the foodbank. There's nothing more rewarding than knowing you made a real difference in someone's life that day, and service events are where we make it happen.

Involvement and service events aren't categorized or mentioned much beyond this point. All volunteer work is good, and the point is that there's an event for everyone!



Service: Pocatello Cleanup - Rangers picked up trash to keep our surroundings clean.



Involvement: 4th of July Parade - Rangers walked along our float and passed out candy..



Involvement: Revive @ 5 - Rangers played games and signed educators up for raffle prizes.



Service: Burley City Cleanup - Rangers picked weeds and threw away trash..

The Process

You can volunteer for marketing-planned events on Yammer. These "call for volunteers" include a date, tentative time, and a short description of the event. Anyone wanting to volunteer should comment on these posts. Emails, DMs, and texts are not the way to go here.


A detailed email will be sent to volunteers approximately one week before the event. It'll cover everything you'll need to know (and probably more).

Should a volunteer need to cancel their commitment, they should email the rangers@lookoutcu.com. Please don't post cancellations on Viva Engage. It clogs up the feed and buries the important stuff.

Volunteering by yourself will be a little different. We'll go over that on page 8.

Tracking Hours

We keep count of volunteer hours on a program called Kadince. The Marketing team will input all time sheet information following events. We encourage Rangers to keep track as well to serve as backup in case something is incorrect.

- 🌲 You can check your hours by visiting the Ranger group on Viva Engage. Click on the "Find My Report" link in the toolbar on the right side of the page.
- 🌲 Once on the Volunteer Service page, click on the grey report icon in the top-right corner. 
- 🌲 When prompted, insert your Lookout CU email.
- 🌲 You'll receive an email that includes a link to your report.

You'll want to check your report often. Of course, we want you to confirm that everything looks accurate. You'll also want to know where you stand because there are some pretty sweet prizes available at the 10-hour, 20-hour and 30-hour, and 50-hour milestone marks. Keeping a close eye on where you are (and the level you aspire to be!) is crucial in meeting your goal.

There are four levels of accomplishment to the Ranger program. As with any adventure, the benefits of participating are rewarding in more ways than one. Still, here's what Rangers receive for reaching each level:

Level 1
10 Volunteer Hours
Reward:
Lookout Branded
Umbrella



1



Level 2
20 Volunteer Hours
Reward:
Lookout Branded
Vest

2



Level 3
30 Volunteer Hours

Reward:
\$150 Visa Gift Card
& 8 Hours of PTO

3



Level 4
50 Volunteer Hours

Reward:
Lookout
Travel Bag

4








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Flying Solo

Although the Ranger program is geared toward teamwork and representing our brand as a group, there is still opportunity for staff to volunteer on their own. This is known as "flying solo."

Employees can volunteer with the following organizations without prior approval:

-  Any food distribution program aimed at feeding the hungry, including but not limited to: Idaho Food Bank, Community Food Basket of Idaho Falls, church programs, Salvation Army, or local soup kitchens
-  Zoo Idaho or Idaho Falls Zoo
-  Volunteering with any cleanup effort organized by a legitimate club, nonprofit, or organization, including but not limited to: Chamber of Commerce, city/county organizations, and adopt-a-highway
-  Volunteering in your child's classroom at school
-  Volunteering at an event held by the Parent/Teacher Organization at your child's school

To volunteer with an organization not listed here, approval will need to be granted prior to volunteering. Send an email to rangers@lookoutcu.com with a date, time, group/organization you'll be helping, and the nature of the tasks you'll be assisting with at least two weeks before the event.

Download the Flying Solo form in the Ranger Viva Engage group. Complete and submit the form via email to rangers@lookoutcu.com the business day following your event.

Be sure to include a selfie!



Yes, you can "fly solo" together!

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- ☀ Zoo Idaho or Idaho Falls Zoo
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- ☀ Volunteering in your child's classroom at school
- ☀ Volunteering at an event held by the Parent/Teacher Organization at your child's school

Any opportunity not listed will need prior approval from the marketing department. Send the details (including date, time, explanation of organization and the purpose of the event) to rangers@lookoutcu.com at least 2 weeks before the event.

We don't give hour-for-hour credit for time volunteered on a Board of Directors, committee, or local clubs, or time that the organization is compensating you for.

Flying Solo Time Sheet

Complete the information below and email this form to rangers@lookoutcu.com. All submissions must include a selfie of the service taking place. Please cc your manager when you submit your email.

volunteer Ashley

organization

☒ Idaho Food Bank

☐ Community Food Basket of Idaho Falls

☐ Zoo Idaho

☐ Idaho Falls Zoo

☐ Other (please specify) _____

(Must be pre-approved or fall under the guidelines listed above)






date: 3/25/24

time in: 6:00 pm time out: 8:00 pm







Once form is complete, please save and email to rangers@lookoutcu.com. Remember to include your photo/selfie of the service taking place.

TeamServe

Each branch/department can perform service in the community as their own team unit. These efforts made by small groups tend to make the BIGGEST impact in the community. Our members love seeing what employees care about.

-  Each team must designate one TeamServe Leader, who will act as event planner, organization liaison, and team communicator.
-  The TeamServe Leader must submit proposal to rangers@lookoutcu.com no less than 2 weeks before the event. Approval must be granted by Marketing before continuing with planning.
-  75% of the team must be in attendance at the event. (Round up!)
-  Projects must benefit a local school, nonprofit, or charitable organization - not a person or business.
-  Teams donate time, and time only. Proposals that require volunteer, credit union, or member monetary and/or material donations will be denied.

There are many worthy organizations out there looking for assistance in a variety of ways; however, TeamServe isn't designed to fulfill every kind of objective. The guidelines below can help volunteers know if their project idea is on the right track.

-  The organization has a need for a group of volunteers. Rotating shifts is not permitted for TeamServe.
-  The organization has a need for groups to come help on a one-time basis instead of a weekly or monthly commitment.
-  There are no training or certification requirements to perform the service.
-  Your team will be donating time, and only time. Donations of funds or materials are not permitted.
-  The date and time of volunteering works for your team.
-  Your team is passionate about the mission of the proposed organization and is happy to help out.

Q. I've read and understand these guidelines and am ready to plan a TeamServe event! Where do I start?





A. Review the "TeamServe Leader Checklist" on the next page (it can be downloaded from Yammer as well, right sidebar of the Ranger group) and follow the steps!

Q. Can my team join another team for an event?

A. Yes! 2 branches/departments can collaborate for an event. The 75% rule applies to both teams separately though.

TeamServe Leader Checklist

Thank you for planning a TeamServe event. As the organizer and team leader, you'll be responsible for the following:

-  Get the project approved by sending an email to rangers@lookoutcu.com with the date, time, description of the event and the tasks volunteers will be doing. Once the event is approved, continue with these steps:
-  Communicate with event organizer and your team, ensuring everyone is on the same page.
-  Download the "TeamServe" time sheet on Viva Engage. Fill it out and take it with you to the event. Ensure all employees clock in and out.
-  Take photos! You will need to submit 3-5 candid shots, 3-5 action shots of the service, and at least one group photo. (Video clips are also welcome, but not required.) Scan the time sheet and please immediately email photos and sheet to rangers@lookoutcu.com.

Climber's Club

Feeling a little extra? Work towards earning the title of Climber. These are the employees who go above and beyond to be well-rounded, involved citizens in our communities. To join the Climber's Club, employees must reach Level 2 (acquire 20 volunteer hours) and attend at least 3 marketing events. From there, Rangers choose 10 of the 13 options on the following pages.

Rangers should request a "badge" (actually, it's a sticker) as they complete requirements. Request badges by sending an email to rangers@lookoutcu.com. Watch carefully! Each category has specific requirements to fulfill before the badge will be granted. Your badge request email should include everything needed. Badges will be sent via interoffice mail.

Fill the "Climber's Club Tracking Sheet" (included in your welcome kit) as you go. You can download another copy from the Ranger Viva Engage group, if needed. Branch and department managers should be involved in each Ranger's Climber's Club journey and should ensure all details have been complete before signing off.

The deadline to submit tracking sheets to the Marketing team is 5:00 pm on Friday, December 13, 2024!

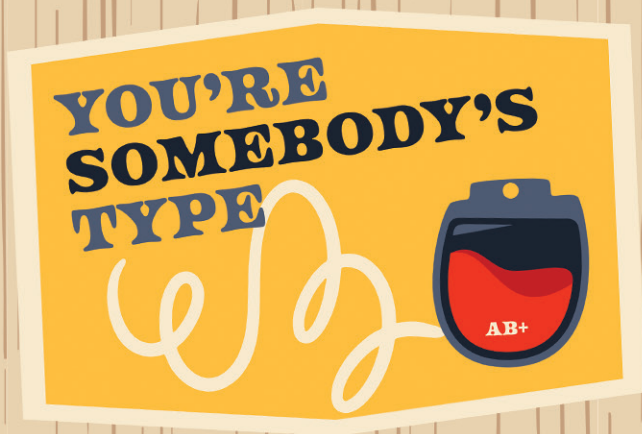
Climbers Will Receive a \$50 Gift Card and \$50 Swag Store Credit



REPRESENT



We call them "badges," but they're actually stickers that you can put on display - anywhere! Stick them to your water bottle, helmet, car, or wherever. Even if you don't earn the Climber title, show off what you've done!



The Ambassador Badge

Lookout launched an employee ambassador program in 2022 which gives new employees the opportunity to be mentored by a seasoned staff member that knows all the ropes. Rangers who wish to earn the Ambassador Badge must do the following:

- 🌲 Meet with your mentee via phone, in person or zoom at least 6 times.
- 🌲 Create one opportunity for the mentee to successfully shadow someone outside of their department/branch.
- 🌲 Mentor and Mentee will each receive this badge upon completion of the requirements.

Time devoted to the ambassador program is not eligible for flying solo time.



The Beautification Badge



The Beautification Badge is awarded to Rangers who volunteer to help with cleanup efforts in cooperation with a city, government, club, or official organization. Roadside trash pickups, gardening, painting, weeding, raking or similar tasks are accepted. Must be part of an official club/organization event.

Rangers are required to take a selfie and include it in their badge-request email.

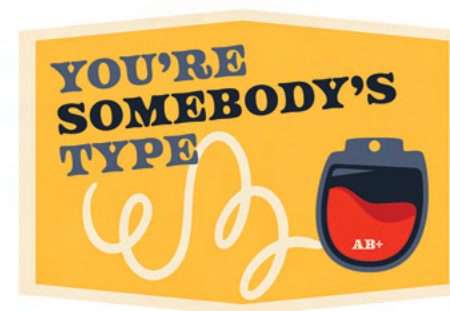
Time devoted to beautification efforts is eligible for volunteer time. Marketing-planned, flying solo, and TeamServe events count!

The Blood Drive Badge

The Red Cross is experiencing the worst blood shortage in over a decade. We can help with that! Rangers who donate blood will receive the Blood Drive badge. Visit redcrossblood.org to find a blood drive near you.

Rangers are required to take a selfie and include it in their badge-request email. Please include the date and what organization hosted the blood drive in your request email.

Time spent donating blood is not eligible for flying solo or TeamServe time.



The Civic Badge

Rangers are involved and active citizens. To earn the Civic badge, Rangers must attend an official open City Council or School Board meeting for a minimum of one hour. Meetings can be attended virtually! Visit your local city or school district website to find the next meeting.

Rangers should include a selfie and brief summary (4-6 sentences) of the topics covered in their badge request email.

Rangers can also attend 6 Lookout Credit Union Town-hall Meetings to earn the Civic Badge. To attend, join in on the Team's meeting at 8:30 am on the first Tuesday of each month.



The Community Club Badge



Rangers who are part of a club/organization that do good in our community can earn this badge. Organizations must have a purpose centered in doing good or volunteer work. Rangers must participate in a minimum of 75% of club activities to receive the badge. Activities such as serving on a Board of Directors for educational partners or related organizations are eligible. Parent-Teacher Associations are permitted! Physical activity-related clubs or sports leagues are not accepted.

Send a badge request email with a photo of your participation and a description of the club's mission once complete.

Most time devoted to club efforts is not eligible for flying solo time. Send an email to: rangers@lookoutcu.com to inquire.

Doug's Book Club Badge



This year Doug's books focus on the mind. Having self-awareness and knowledge is key in being able to serve our members.

This badge is given to Rangers that read any of the following Doug-recommended books:

- ☀ "The Four Agreements" by Don Ruiz
- ☀ "The Energy Bus" by Jon Gordon
- ☀ "Start with Why?" by Simon Sinek
- ☀ "Creativity Inc." by Edwin Catmull

To earn the badge, Rangers must read one book per calendar year. There are several copies in the Lookout library. Contact Whitney to check one out!

Include a summary paragraph of what you learned from the book in your badge-request email. Time spent reading is not eligible for Flying Solo.

The Feed the Hungry Badge

The Feed the Hungry badge is earned by volunteering at least 1 hour at the local food bank or soup kitchen. Although monetary or food donations are certainly commendable, this badge is awarded for time volunteered only. Rangers are required to submit a selfie and include it in their badge-request email.

Time devoted to food bank efforts is eligible for volunteer time. Marketing-planned, flying solo, and TeamServe events count!



The Giving Badge

The Ranger Program is mostly about time, but employees can earn the Giving Badge by giving monetary donations, clothing, food, hygiene kits, and any other items a local organization may be in need of. No proof necessary. Honor system! Send a badge-request email once complete.

Time spent donating is not eligible for volunteer hours.

The Life Skills Badge

Rangers are well-rounded. The Lookout training department provides interesting, relevant courses for employees to learn, grow and progress in all areas of life. Rangers earn the Life Skills badge by attending any of the courses during the 2024 calendar year.

Rangers should send a badge request email after participating in a class.

Time spent in Life Skills class will not be eligible for flying solo volunteer time.



The Outdoor Badge

This badge encourages our Rangers to get out and enjoy the beautiful hiking, biking, and walking trails in Idaho. Anyway you want to enjoy Idaho's scenery, whether it is nearby mountains or biking through the city. Get out and enjoy what our wonderful state has to offer.

Send a picture of your activity or you on the trail to the rangers@lookoutcu.com email. Share a description of the trail name or location with the activity you did to earn your badge.



The Social Media Badge

Thoughtful, sincere and original employee content is one of the best forms of promotion for Lookout. The social media badge is given to Rangers who post an ORIGINAL post promoting the credit union. What does "original" mean? It's a post that was 100% created by the Ranger (not a share) that paints a picture for the viewer. It can be related to the Ranger program, new brand, product, service, benefits, work environment, etc. Be sure to tag us! Take a screenshot of the post and include it in your badge-request email.



The TeamServe Badge



The TeamServe Badge is given to Rangers who plan and complete the requirements needed to successfully have a TeamServe Event. Once completed send the badge request via email to rangers@lookoutcu.com.

If your event initially started as a TeamServe, but all requirements didn't end up being met (such as the 75% rule), then that time automatically defaults to flying solo. To earn the TeamServe badge, all requirements found on pages 10-12 must have been met.

The Voting Badge

The right to vote is one of the most powerful functions of our political system. Rangers earn this badge by voting in an official election. Voting for a club president, board member, or anything besides government-issued ballots aren't acceptable. Include a selfie of you at the polling place in your badge-request email.



WE LOVE RANGERS



LOVE OUR COUNTEERS





Contact rangers@lookoutcu.com with questions.