

GSSGC Entrepreneurial Program Rules

Girl Scout Promise

On my honor, I will try:
To serve God and my country,
To help people at all times,
And to live by the Girl Scout Law.

Girl Scout Law

I will do my best to be honest and fair,
friendly and helpful,
considerate and caring,
courageous and strong,
and responsible for what I say and do,
and to respect myself and others,
respect authority,
use resources wisely,
make the world a better place,
and be a sister to every Girl Scout.

Code of Conduct

Code of Conduct for Adults and Girls

We have many “guidelines” for you to follow, but the most important comes directly from our “GSSGC Policies and Procedures”. For a complete copy, please go to www.GSSGC.org, and click on forms to access this form.

PER GIRL SCOUT POLICIES, AND PROCEDURES, “As a member of the Girl Scout movement, it is expected that a high code of ethics and a high code of conduct, as defined by the Girl Scout Promise and the Law, be adhered to when representing Girl Scouting. Unacceptable volunteer behaviors that may be cause for immediate suspension, termination or removal from the troop/group environment are outlined in this document. This includes, but is not limited to, the parents working with troops who do not follow Policies and Procedures” (GSSGC Policies and Procedures, pg. 11)

Any registered or non-registered parent or guardian who will be assisting any Girl Scout with the Product Program MUST sign the Code of Conduct acceptance for your Girl Scout to participate in the Product Program. Any parent/guardian or girl unwilling to sign and follow the Code of Conduct will be unable to participate in the Product Program.

ADULT Code of Conduct

Unacceptable behavior may result in immediate suspension or termination of any involvement in Girl Scouts:

- Willful violation of Council or National Girl Scout Policies.
- Willful creation of discord.
- Violence of any kind.
- Child Abuse – Neglect, physical injury, emotional maltreatment to include verbal and/or sexual abuse.
- Illegal Drugs – Use, sale, possession or being under the influence of illegal drugs while representing Girl Scouts.
- Improper conduct while under the influence of prescription drugs, including but not limited to transportation of girls while on a controlled substance while representing Girl Scouts.
- Alcohol – Use or being under the influence of alcohol is prohibited while representing Girl Scouts.
- Smoking – Smoking in non-designated areas or in the presence of girls is prohibited while representing Girl Scouts.
- Firearms/Ammunition/Weapons - no firearms or weapons shall be in possession of, on the person or in a vehicle, of any Girl Scout member or non-member accompanying them UNLESS the person is a sworn Peace Officer while representing Girl Scouts.
- Inappropriate, abusive, profane or offensive language.
- Any inappropriate conduct, behavior or acts while representing Girl Scouts.
- Willful misuse of Council and/or troop/group funds.

GIRL Code of Conduct

Girl Scouts are held to the highest standards in the community. Girls are highly visible to the public while wearing their Girl Scout uniforms and selling Fall Products. Therefore, their behavior is very important to the Girl Scout movement. Girls are representing a world-wide organization and must act accordingly.

- Girls should greet their customers in a friendly manner.
- Girls should always be polite.
- Girls should always say “Thank you,” after the sale.
- Girls should be gracious when someone isn’t interested in buying Products.

Product Program Rules

Active Membership

- Girl Scout active Membership is required for both Girl Member and Adult Product Coordinator
- Product Coordinator must have a current cleared GSSGC background check (completed every 3 years), LIVESCAN & Mandated Reporter Training.
- Switching troops during any product program is not allowed.
- Contact CustomerCare@gssgc.org for assistance
- Girls must wear a Girl Scout Membership Pin or other Girl Scout uniform item to be recognizable.

General Rules

- Breaking the rules, or creating loop holes, is not permitted.
- If something is not stated as allowed, please reach out to your Regional Team for clarification, before moving forward with your idea.
- While it is encouraged, girls are not required to participate.
- Troop Proceeds belong to the entire troop, and never become property of an individual troop member or Girl Scout.
- No Early Selling (Before Sale Start Date).
- No Selling after Sale Ends (After 11:59 PM Sale End Date).
- Girls NEVER SELL ALONE - Girls must always have an adult with them. Seniors and Ambassadors (ONLY) may sell with a buddy of their same age or older.

“Door-to-Door” Sales and Safety

- NOT allowed in Retail Areas (Shopping Centers, Restaurants and Bars, Malls, Farmers Markets, Food Courts, Casinos, Wineries, Snack Bars, Convenience Stores, etc.) without approval. Follow all pedestrian, neighborhood and school rules when selling door to door.
- Door to Door is NOT permitted after sunset.
- Never go inside someone’s home while selling. Girls should stay outside where they can be seen from the street.
- Never accept food or beverages while selling.
- Leave all pets at home while selling, unless a working animal companion is necessary; i.e., service dog (not emotional support dog/animal).
- Do not go into a yard if there is a dog or a closed gate/fence.
- Never give your last name.
- The troop leader’s or other designated adult’s telephone number should be given for reorders or complaints. Girls NEVER give out their telephone number.

Schools

- Schools - GIRLS (Not Parents or any other Adults) may sell at the school in which they attend ONLY (as long as it is permitted), to both teachers and students.
- If the Girl Scout does not attend the school, or her parent is not a staff member, you may not sell there at all. This includes sibling's/friend's schools. (NOTE: Teachers/Staff MAY NOT sell cookies to students, even at the school they work at. While it is understood that girls may sell at their parents' workplace, they cannot sell to their "customers" but rather their co-workers/staff. Even in those instances, your Girl Scout should be making those connections. Your Girl Scout is welcome to ask your co-workers, or leave a message in the staff lounge.)

Cookie Stand (Cookie Program Only)

- Previously referred to as a Lemonade Stand, this term refers to setting up a Cookie Stand in your front yard (MUST be on your OWN residence).
- NO SALES AFTER SUNSET!
- Adult and Girl Scouts must be present at all times.
- Follow city rules for posting signs. Only place signs up during the time of your Cookie Stand.
- DON'T set-up on a street corner, sidewalks, street medians, outside of fencing or walls.
- If a Girl Scout lives in Apartments/ Condo – with manager permission she may set up in a common area inside of the complex.
- You may NOT sell anything other than Girl Scout Cookies. For example: you cannot sell lemonade.

Social Media

- Be SAFE online! Supervise your Girl Scout while she is online. Keep in mind that the internet is not private, and anything posted (even "privately") has the potential of being shared. Do not give out Girl Scout's phone numbers, addresses etc.
- Posts/Advertisements CANNOT be made on Public Groups or pages. Posts/Advertisements can be made ONLY on your own personal family pages.
- Friends and family are welcome to "Share" the post from your page, onto their personal pages - not their public pages or business pages.
- Before the Program Starts: A post to friends and family can be made to notify them of the upcoming program. *Example, "Hi Friends & Family, I am a Girl Scout, and will be participating in the upcoming Product Program. Starting on Product Sales Beginning Date, I will be able to take your order!"*
Do not accept any orders before the program begins. If you get a response that includes an order, make sure to reply with, "Thank you for your pledge, we will contact you at the start of the program."
- Sales on Ebay, Amazon, Craigslist, etc. are not permitted.

- Complaint, desperation posts are also **not** permitted. If you are feeling frustrated or panicked, please reach out to your Regional Product Coordinator. If you find that to be unsuccessful, reach out to productsales@gssgc.org

College Campuses = Strict Rules!

- You may not enter ANY buildings even if you work at/attend college to sell or deliver product. You may not stand or sell near any food courts/trucks, snack bars, or near Campus Stores. We repeat - not even to deliver an order!

Receiving Product / Receipts / Finances

- Prior to Mega Drop (The Product Coordinator)
 - Troop Bank account must be entered in Product Sales online software prior to Mega Drop product will not be released.
 - ID Required for Pick-Up
 - Entire initial order MUST be picked up in Full at one time
 - Vehicle must be clean, cleared, and ready to receive food product
 - No Children & No Pets
 - Discrepancies must be reported within 48 hours
- Product Prices are non-negotiable! Prices are set by Council. Additional promotions/perks/offers are NOT allowed. For example, “Buy 3 items, get \$1 off,” is not allowed. The ONLY Exception to a promotion is if it is Council Run.
 - No Money from Customer = No Product. No checks accepted, or bills larger than \$20.00.
- Product Cupboards
 - Product Coordinator (with Photo ID) or designated substitute only may pick up additional product during scheduled cupboard hours
 - Discrepancies must be reported within 24 hours
 - Always inspect and count product before accepting
 - Never accept product without a receipt clearly stating the items are being transferred to your possession. ALWAYS keep a copy of the receipt.
- Managing Product
 - NO RECEIPT = NO PRODUCT MOVEMENT = NO MONEY EXCHANGE
 - Cookies may be returned to troop in saleable condition up to the designated date designated by GSSGC for each Cookie Season. Those cookies become property of the troop and the responsibility of the ENTIRE troop to sell.
 - Product cannot be returned to Council.
- Finances
 - All money collected for product signed for must be turned into the Product Coordinator by the end of the program. If it is not paid in full the following actions will take place:

- The Girl Scout will not receive any of her rewards.
 - The Girl Scout will not be allowed to participate in any Product Programs until the debt is paid.
 - The Girl Scout's troop will be penalized by the loss of Troop Proceeds in the amount owed by the Girl Scout.
 - A 1099 may be reported to the IRS for unpaid product.
 - Product Coordinator must deposit collected money into their Girl Scout Troop Account ASAP as they are financially responsible for the funds.
 - Troop must transfer individual girls' products into the system regularly throughout the sale. Product Coordinator may not wait until the end of the sale.
- Handling Product
 - Product must always be 6 inches or more off the ground.
 - Product must be temperature controlled (chocolate and frosted products will melt at 77 degrees).
 - Do not leave product in the car, due to the heat or theft.
 - Keep water, snow, pets, air fresheners, smoke of any kind, etc. away from your product! These elements damage the product and customers will not be satisfied if their product smell like your pets, or have water stains on them.
 - You are financially responsible for cookies not handled properly
- Booth Sales (Cookies Only)
 - All booths are contracted by the Regional Team
 - All booths are secured by Product Coordinator thru ABC Smart Cookies
 - Troops/Girls/Parents are NOT allowed to set up a booth if it has not been scheduled through the Regional Team
 - Troop is limited to 30 active and future booths at one time in ABC Smart Cookies
 - Troops/Girls must be identifiable as Girl Scouts, and in an appropriate uniform
 - Do not approach the store employees or managers; although, if they approach you, please do as they say
 - Do not utilize store shopping carts or fill their trash bins with Girl Scout related garbage (such as cookie cases)
 - Daisies may not sell at booths after sunset
 - Locations never become a specific troop's exclusive booth location
 - Stores or businesses do not have authorization to sell Girl Scout Cookies; they may not be on the counter or by the register – for any reason. No store or business may hang posters for Girl Scout's sale – this implies the business is supporting a specific Girl Scout(s)
 - Cancellation of Booth must be canceled thru ABC Smart Cookies no less than 3 hours prior to start of booth
 - Three Strikes Rules for No Show at Booth
 - Verbal Warning
 - Troop not allowed to book any additional booths for a week
 - Troop remaining booths will be canceled, and troop not allowed to booth for the remainder of the program

- Booth Staffing
 - Minimum of two adults and two Girl Scouts (many stores will not allow more than that - check special instructions for each specific booth)
 - Only Senior and Ambassadors may have 1 Girl and 1 Adult(1:1) or 2 Girls and 1 Adult(2:1) at a booth. Daisies, Brownies, Juniors and Cadettes may **NOT** do 1:1 or 2:1 booths.
 - Girls must be in Full Uniform (Membership Tab and Sash/Vest)
 - Must display council poster at all times regarding 1:1 booth
 - One adult must be a Registered Girl Scout and complete Cookie training
 - Second adult must be over age of 18 and mentally competent
 - Two adults may both be the same gender and can be related
 - Refer to booth notes for additional specific booth details
- During Booth
 - Prop 65 flyer **MUST** be displayed at Every Booth Sale
 - Always wear Girl Scout appropriate attire and uniform
 - Girls ask customers to purchase on the way out
 - Always leave area cleaner than you found it, and take ALL trash with you
 - NEVER put boxes/cases on the ground. Utilize wagons, crates etc
 - NEVER give samples! It is against California Health Department
 - NEVER eat at the booth
 - NEVER bring siblings, friends or pets (even those waiting in your vehicle)
 - NEVER block store entrances/exits, handicapped ramps or card access
- Crediting Booth Sales Cookies to Girls
 - Utilize "Booth Calculator" to track sales
 - Girls NEVER allowed to receive "extra" hours for any reason
 - Adults who work booth may NOT earn booth credit for their time for anyone
- Managing Troop Product Sales Finances
 - Parents turn collected money into product coordinator and receive a receipt
 - No Checks (except from parents if your Troop allows)
 - Venmo//Cash App/Paypal etc MAY NOT be attached to troop bank account for ANY REASON
 - Troop will not be responsible for the loss on a Check/Venmo/Zelle/Cash App etc transaction for any reason
 - Cash handling fees are the responsibility of the troop
 - Mobile payment **MUST** be linked with the Troop Bank Account and any fees are the responsibility of the troop

Gifts & Top Sellers

- Gifting is prohibited outside your own troop; even if the girls are related
 - Girls can never be gifted an amount that brings her reward level up more than one level and over the 875 (Cookie Boss) level.
 - Girls who gift boxes away in an amount that loses their Top Seller status will NOT be considered Top Sellers, they will forfeit that opportunity. Additionally, girls who

are gifted an amount of boxes that brings them up to the Top Seller status, will also NOT be considered Top Sellers.

- Sisters selling together are not eligible for Regional or Council Top Sellers
- Troop must have a clear 1st and 2nd top seller. Ties will not be accepted.

Southern California Council Border Treaty - Cross-Border Allowances

- Selling cross-border is allowed on an exception basis. Cross-border selling begins on the same day as their own council's start date and with these cross-border conditions:
 - Family: Troops can sell to family, and to family's next-door neighbors.
 - Friends: Immediate friends are OK. The neighborhoods your friends live in cannot be defined and you are prohibited from selling product
 - Workplace: In the parent or guardian's immediate workplace only; no friends nor family's workplaces.

Infractions That Can Shut Down A Sale

- Selling cookies for more than they cost
- Selling expired cookies
- Selling cookies from another baker (Little Brownie Bakers)
- Selling in unauthorized locations such as setting up a booth that is not in the booth scheduler.
- Code of conduct violations including acts of violence, vandalism, substance abuse, etc
- Repeated violations of other program rules
- Severe safety violations including but limited to Girl's selling with adequate adult supervision.

Complaints

- Third-party complaints will not be accepted. The person with the complaint must be the person who saw it, heard it, read it, or was directly involved in it.
 - You must be willing to put your complaint in writing and sign your name.
 - You must be willing to back up your complaints with examples. Random, vague complaints will not be accepted.
 - If you are going to lodge a complaint you must be willing to face your accused. Accusers will no longer be kept confidential.
- Complaints must be submitted via Wufoo form provided on the GSSGC.org website.