



The FreeStore
Organizational Policies
Version 2.4 April 28, 2026

Organizational Policies

The FreeStore's Bylaws, in Article IV, Section 1 state: The Board of Directors (hereinafter "the Board") is responsible for the overall policy and direction of the FreeStore. Responsibility for day-to operations may be delegated to officers of the organization, specific members of the organization, or committees appointed by the Board.

Non Discrimination

The FreeStore is committed to equal opportunity for all persons without regard to sex, age, race, color, religion, creed, national origin, marital status, disability or sexual orientation. The FreeStore is committed to maintaining an environment for all volunteers and clients that is free of discrimination and harassment. Accordingly, the FreeStore will not tolerate discrimination against or harassment of any of our volunteers, clients, or others present at our facilities.

Conflict of Interest

It is the duty of all board members and others affiliated with the FreeStore to identify conflicts of interest and situations that may result in the appearance of a conflict and to disclose those situations/conflicts/or potential conflicts to the board of directors.

A conflict of interest can result in either inappropriate financial gain or the appearance of a lack of integrity in the FreeStore's decision-making process. Both results are damaging to FreeStore, and are to be avoided.

The FreeStore takes a broad view of conflicts and board/volunteers are urged to think of how a situation/transaction would appear to outside parties when identifying conflicts or possible conflicts of interest.

Board members and volunteers are also urged to disclose conflicts as they arise as well as to disclose those situations that are evolving that may result in a conflict of interest.

If the governing board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.

Whistle Blower

This policy outlines a procedure for reporting actions that are reasonably believed to violate a law, or regulation or that constitutes fraudulent accounting or other practices. This policy applies to any matter which is related to the FreeStore's business.

If anyone affiliated with FreeStore has a reasonable belief that another person affiliated with FreeStore has engaged in any action that violates any applicable law, regulation, or Board-adopted policy, including those concerning accounting and auditing, confidentiality or other fraudulent practice, the complaining individual is expected to immediately report such information to the Chair of the Board or the Operations Manager. All reports will be followed up promptly, and an investigation conducted. In conducting its investigations, the FreeStore will strive to keep the identity of the complaining individual as confidential as possible, while conducting an adequate review and investigation. Following investigation, the FreeStore will take appropriate action such as retraining up to termination of an ongoing relationship.

The FreeStore will not retaliate against a complaining individual in the terms and conditions of volunteering or other involvement with FreeStore.

All volunteers will be trained on this policy and the FreeStore's prohibition against retaliation in accordance with this policy.

Document Retention Policy

The Document Retention and Destruction Policy identifies the record retention responsibilities of volunteers, members of the board of directors, and outsiders for maintaining and documenting the storage and destruction of the organization's documents and records.

- a. Paper or electronic documents indicated under the terms for retention in the following section will be transferred and maintained by the Board Secretary, Treasurer and Operations Manager.
- b. All other paper documents will be destroyed after three years;
- c. All other electronic documents will be deleted from all individual computers, data bases, networks, and back-up storage after one year;
- d. No paper or electronic documents will be destroyed or deleted if pertinent to any ongoing or anticipated government investigation or proceeding or private litigation.
- e. Email that needs to be saved will be printed and filed or downloaded and stored in a separate file on the FreeStore share drive.

Paper documents will be stored at the FreeStore principal place of business, 741 11th St, Des Moines Iowa. Electronic documents will be stored on the website of the FreeStore in a secure location.

The following table indicates the minimum requirements as set by the FreeStore Board of Directors.

Type of Document	Minimum Requirement
Accounts payable ledgers and schedules	3 years
Audit reports	Permanently
Bank statements and reconciliations	3 years
Contracts, mortgages, notes, and leases (expired)	3 years past the life of the agreement
Contracts (still in effect)	Contract period
Correspondence (general)	2 years
Correspondence (legal and important matters)	10 years
Deeds, mortgages, and bills of sale	Permanently
Depreciation schedules	Length of schedule.
Duplicate deposit slips	3 years
Expense analyses/expense distribution schedules	2 years
Year-end financial statements	7 years
Insurance records, current accident reports, claims, policies, and so on (active and expired)	Permanently
Internal audit reports	3 years
Inventory records for products, materials, and supplies	3 years
Invoices (to customers, from vendors)	3 years
Marketing and Sales documents	3 years
Organization materials such as minutes, bylaws, and charter	Permanently
Tax returns and worksheets	7 years
Volunteer Timesheets	1 year
Donation receipts	3 years
Client Forms	3 years
Driving instructions for client deliveries	Shred immediately

Confidentiality Policy

Board members and volunteers of the FreeStore may not disclose, divulge, or make accessible confidential information belonging to, or obtained through their affiliation with the FreeStore to any person. Board members and volunteers shall use confidential information solely for the purpose of performing services as a board member or volunteer of the FreeStore. This policy is not intended to inhibit disclosure where disclosure is required by law.

At the end of a board member's term in office, or the end of a volunteer's involvement with FreeStore he or she shall return all documents, keys, equipment, papers, and other materials, regardless of medium, that may contain or be derived from confidential information in his or her possession, as well as electronic user names, and passcodes relating to the affairs of FreeStore. Each board member and volunteer must agree to continue being bound by this Confidentiality Policy even after the termination of the relationship with FreeStore.

Gift Acceptance Policy

The FreeStore solicits and accepts gifts that are consistent with its mission. Donations will generally be accepted from individuals, partnerships, corporations, foundations, government agencies, or other entities, without limitations. In the course of its regular fundraising activities, FreeStore may accept donations of money, real property, securities, and in-kind services.

Donor Relations and Recognition Policy

The FreeStore receives its operating revenues from donations and grants. We realize donors have many choices for giving and we appreciate each and every donation that supports our mission.

The FreeStore board supports the following steps to recognize donors who make contributions:

- Donors who contribute more than \$5,000 in a calendar year will be publicly recognized
- Donors will be recognized in text mentions at the bottom of the front page of the FreeStore website. The text mentions will link to the donor's website, if one exists. Donor logos may be substituted for the text mention. The list of recognized donors should also be included in each newsletter
- Donors will be recognized in order of size of the contributions with the largest contributor listed first. Donation amounts will not be included. The donor recognition list will be updated for consideration at each quarterly board meeting for approval. Once approved, the list will be given to the website administrator for updating on the website.

- Recognized donors will be removed from the list one year after the donation, although exceptions can be made if the board wishes to continue recognizing a specific donor
- The board assumes most donors will want to be publicly recognized but should the board be aware of a donor who might want to remain anonymous, the board chair should contact that donor to determine the donor's wishes.
- All donors will be recognized with a thank you letter. Donors who contribute less than \$1,000 will receive a hand-written note from the treasurer or from a person directed to do so by the treasurer. Donors who contribute \$1,000 or more should receive a thank you letter written by the board chair. In the case of donors giving more than \$5,000, the chair's letter will inform the donor that the gift will be publicly recognized on the website and in our newsletter unless the donor indicates otherwise in a timely manner
- The FreeStore treasurer will send all donors a formal letter with income tax information in January of the year following the donation

Policy on sale of donated items

Occasionally, items are donated that have value on the open market above usual retail price. Some volunteers have offered to try to sell these items and return the proceeds to the FreeStore. Examples include vintage dishware, artwork, silver eating utensils, etc.

However, many donors state the reason they donate to the FreeStore is because we don't sell the donated items and they will be given to our clients. To sell those donated items could be a betrayal of their trust.

Generally, the FreeStore does not sell donated items to volunteers, clients, advocates, retailers or other buyers.

Any exceptions must be made in consultation with the warehouse team and/or operations manager. Exceptions to be considered include:

- Items with extraordinary value. For example, donated artwork could be worth much more than typical donated artwork. In these cases, effort should be made to contact the original donor to make them aware of the value and our intent.
- Items that aren't likely to be taken by clients. An example is silverware that is tarnished or will tarnish.

Process for checking in items purchased for the FreeStore
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While much of the inventory at the FreeStore is donated, a significant amount of material is purchased, usually using a FreeStore credit card. The following describes the process of checking in those purchased items:

1. Items purchased.
 - a. Preferred to use FreeStore credit card. Be sure to get a receipt with an itemized listing of items purchased.
 - b. If a personal credit card or cash is used also obtain a receipt with an itemized listing of items purchased.
2. Bring items and receipt to warehouse, as soon as possible after purchase.
 - a. If during warehouse hours, find a volunteer who has been identified as a processor to do the check-in.
 - b. If “off hours”, leave the items on the dock or in an area in the warehouse where they will not be commingled with other inventory. Then, as soon as possible, find an identified processor or to check in the items.
3. Check-in process.
 - a. Processor matches items to receipt.
 - b. Processor Oks and initializes the receipt
 - c. Receipt is placed in specified receptacle for the FreeStore treasurer.
 - d. Treasurer accounts for receipt against credit card records. If purchase was paid with a personal card or cash, Treasurer will use normal reimbursement procedures.
4. Processors.
 - a. Processors will be volunteers who are not part of the purchasing effort for the item being checked in.
 - b. Processors as of April 28, 2026, are:
 - i. Bob Culbertson
 - ii. Barbara Corson
 - iii. Phil Cottingham
 - iv. Sheila Govani
 - v. Doug Haefele
 - vi. Sue Huber
 - vii. Ruth Jordal