



HERO

Harris Employees Reaching Out

Handbook



HERO Mission Statement

Harris Employees Reaching Out, program strives to meet the needs of both public and private schools in Brevard County by donating Harris surplus furniture, computers and supplies, as well as communicating schools' mentoring and tutoring needs by **HARRIS** employees.

www.hero.harris.com



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HANDBOOK INTRODUCTION

- **The objective of this handbook is to define the HERO Program and its processes for effective operation and communication between HERO members and schools to aid in the enhancement of quality education in Brevard County.**
- **HERO Members teamwork and willingness to participate described within are instrumental for the success of this program. HERO is a volunteer program and activities relating to HERO should be performed during non-work hours whenever possible.**



HERO HISTORY & PROGRAM OVERVIEW

- The *HERO* Program evolved out of a System Improvement Project (SIP) sponsored by Human Resources in 1991.
The SIP team's objectives were to
 - 1) recommend ways to encourage Harris employees to volunteer in local schools,
 - 2) facilitate that involvement, and
 - 3) recognize them for their contributions.
- In March 1992, SIP became known as *HERO (Harris Employees Reaching Out)* and began donating good quality office supplies that were no longer needed by the company. HERO later joined efforts with the company's facilities and properties groups and expanded their donation capabilities to furniture items and computers.
- Since 1992, Harris employees have donated hundreds of hours as well as surplus furniture and supplies through the HERO Program for the use and benefit of school children, teachers, and school facilities.



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- Our HERO Program is executed and maintained per our Mission Statement: The Harris Employees Reaching Out (*HERO*) program strives to meet the needs of both public and private schools in Brevard County by donating surplus furniture, computers and office supplies, as well as communicating schools' mentoring and tutoring needs provided by Harris employees.
- Harris HERO's coordinate distribution of much-needed supplies and equipment to the Brevard County school district currently serving nearly 76,000 students in 17 municipalities through 85 schools, 14 special centers and 13 charter schools. All distribution is organized and carried out via Harris HERO's who volunteer their own time. Our HERO Program consists of 48 Harris employees and three Harris retirees working together as one team.



Team Structure

HERO operations are comprised of Team Leads and School Liaisons in various areas of the *HERO* program.

- *HERO* Team Leads oversee our program and interface with *HERO* Liaisons thru
 - Internal Harris communications & marketing
 - Surplus distributions
 - Communication to schools
 - Web enhancements & updates
 - Special projects



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Program Lead	Gail Sullivan
Program Co-Lead/Liaison Assistant (includes distributions/events)	Loreen Light
Program Development/Marketing	Denise Cherne
Communication Leads (includes HERO mailbox)	Gail Sullivan, Loreen Light
Webmaster	Nancy Maxwell
Retiree Representatives (includes HERO pickups)	Nick Bahorich, Don Davis, Okie Baughman
Computer Lead	Walter Blaser
Properties/Capital Equipment Lead (contact thru Gail Sullivan)	Mark Crumit
KIDS Lead (includes Inventory Control)	Dorothy Collison
HR Liaison	Cindy Kane, Lisa DeCordova



PROGRAM LEAD ROLES

CHAIRPERSON

- Plans & presides all HERO meetings, (monthly teleconference, HERO luncheons, and special event mtgs.)
- Makes final determination on HERO matters
- Delegates responsibility and monitors progress
- Supports the HERO team in community events. Arranges for guest and prospective speakers at meetings and acts as HERO spokesperson whenever HERO issues are addressed
- Share responsibility with Co-Chairperson and HERO Leads for all communications (email, phone requests, etc.)
- Aid Members to reach their goals as a volunteer
- Takes responsibility for all requests regarding financial records
- Maintains documentation such as historical club information
- Build and maintain HERO Membership through interaction with Co-Chairperson (currently at 45+ members) & provide recognition when members display above & beyond community service
- Administer awards
- Prepares and trains a successor



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CO-CHAIRPERSON/COMMUNICATIONS LEAD

- Assists Chairperson and presides in the absence of the Chairperson
- Builds and maintains HERO Membership records (currently at 45+)
- Arranges scheduled distributions and coordinates special events.
- Supports and advises the HERO team in community events
- Assists Members in their goals as a volunteer
- Plans HERO member meetings, (conf. Room reservations, catering, etc.)
- Responsible for ordering of HERO Materials (such as shirts, hats, awards; etc.)
- Maintains all pertinent HERO correspondence
- Takes shared responsibility for all communications (email, phone requests, etc.)
- Maintains communication with teachers/schools/school board/public library personnel regarding all HERO interaction
- Informs and Interfaces directly with HERO Liaison volunteers
- Maintains updated subscription list for all email communication
- Coordinates volunteer participation for all events



PROGRAM DEVELOPMENT/MARKETING

- **Creates/Promotes advertising the HERO program to Harris, School District, Liaison Volunteers**
- **Maintains HERO advertising materials (i.e.. Handbook, brochures) & communications (also assists in web enhancements)**
- **Interfaces directly with HERO Chair and Co-Chairperson on future HERO events**
- **Participates in HERO distributions**
- **Builds and maintains HERO Membership (currently at 45+)**
- **Supports the HERO team in community events**
- **Assists Members in their goals as a volunteer**



WEBMASTER & COMPUTER LEAD

Webmaster

- Maintains website directly interfacing with Corporate on changes needed
- Interfaces directly with Program Development/Marketing, Chair and Co-Chairperson on HERO website matters
- Participates in HERO distributions
- Supports the HERO team in community events

Computer Lead

- Presides over HERO computer distributions
- Interfaces directly with Chair and Co-Chairperson on computer concerns and inquires
- Determines when a distribution date should occur and notifies Co-Chairperson to notify appropriate contacts
- Supports the HERO team in community events and promotes participation from schools



PROPERTIES/CAPITAL EQUIPMENT

- **Presides over HERO furniture distributions**
- **Maintains inventory listing of surplus furniture**
- **Interfaces directly with Chairperson on furniture inquiries**
- **Determines distribution need and when they should occur for next surplus furniture distribution**
- **Supports the HERO team in community events**



KIDS LEAD

- **Presides over HERO office supply distributions**
- **Maintains order of supply inventory in Bldg. 4 storage room**
- **Interfaces directly with Chair and Co-Chairperson on office supply concerns and inquiries**
- **Determines when distribution needs to occur and notifies Co-Chairperson to send out notice of next KIDS distribution**
- **Supports the HERO team in community events**



HR LIAISON

- Liaison with HR & HERO program Chair
- Interfaces directly with Chair and Co-Chairperson on HERO concerns and inquires
- Promoter of HERO program within Harris campus'
- Assists in maintaining our HERO Charter by informing program of what we can support and what is considered outside of bylaws
- Supports the HERO team in community events



RETIREE REPRESENTATIVE

- Liaison with all Harris Campus donors for HERO
- Interfaces directly with Chair and Co-Chairperson on HERO concerns and inquires
- Responsible for pickups of HERO items donated to store room or event
- May assist in HERO team in community events and distributions (i.e.. Computer, Furniture, Office Supply)
- Supports the HERO team in community events
- Keeps Harris Retirees informed of HERO involvement



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All HERO's are expected to participate and donate at least: 10 Hours a year through these ways:

- *HERO Meetings*
- *Community Events*
- *Distributions*
- *Assisting volunteers with program related questions*



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- **HERO Team Leads objectives combined are leading the program in the following ways:**
 - **Provide the primary interface with Harris management**
 - **Set goals and general policies for the HERO Program**
 - **Encourage & mentor team and maintain a current team roster**
 - **Develop and administer program budget**
 - **Work with HERO team liaisons to obtain clearly defined roles and responsibilities**
 - **Assess program and individual team performance based on team and school feedback**
 - **Recommend awards for HERO members**
 - **Interface with schools and other outside agencies as needed**
 - **Act on requests and/or resolve challenges escalated by liaisons**
 - **Publicize the HERO Program and its accomplishments**

- **HERO Liaisons working with the Team Leads, communicate directly with schools to promote the HERO program through coordination of donations & special requests for pickup from Harris facilities. Continued commitment to the HERO program by keeping open lines of communication with the Brevard County School's to fulfill needs and promote community service satisfaction.**

- **All HERO volunteers are expected to contribute in the following:**
 - **Attend and participate fully in team meetings**
 - **Nominate individuals for recognition of efforts and accomplishments**
 - **Promote the HERO Program through community service participation**



HERO DISTRIBUTIONS

HERO program is comprised of four different distributions to Brevard County School District Staff, each important to the success and operation of the program. Once there is sufficient supplies available, HERO subscribers are notified via email on these distributions at the Harris facility. This section of the handbook provides brief overviews of each HERO Distributions:

•Computer Distribution:

- Functional computers no longer used at Harris will be donated to the schools supported by the HERO Program. The EIT group reserves and keeps the computers intact with hard drives and network cards. Prior to donation, all data and software is erased per government requirement; thus, computers do not have operating systems upon donation. All equipment associated with CPUs, such as monitors, keyboards, mice, etc., are also made available, so schools may receive full computer setups. Properties will hold 10 or so computers at a time.
- The Computer Team objective is to organize the availability of computers that are no longer used at Harris and communicate that availability to the schools for distribution.
- Responsibilities:
 - Coordinate computer availability with EIT and Properties
 - Move computers or parts as necessary
 - Communicate information to the schools for distribution thru email notification
 - Fulfill special requests for computers and computer parts



Office Supplies & Furniture

- Office Supplies & Furniture that have been gently used and no longer needed in Harris offices are donated to the HERO program. Surplus furniture includes desks, chairs, file cabinets, bookshelves, etc. These items are placed in the HERO storeroom for furniture distributions to be used in the classrooms.
- KIDS (Kollecting Individual Donated Supplies) is a program coordinated through HERO where Harris employees can contribute school supplies. Donation drop-off schoolhouse boxes, called “Reddie” boxes, are located in key areas at each GCSD campus. Donations are routinely picked up, sorted by item and stored. These items can be obtained either through general distribution days or special requests.



SCHOOL BACK-PACK CAMPAIGN

Back-packs and basic school supply items are donated once a year by Harris employees and assembled together to be given before the start of the school year. These back-packs help furnish a child in need with the essential supplies needed to aid in beginning their school year with the appropriate tools.



DONATION OVERVIEW

- All equipment, computer, furniture, and office supplies cleared by Harris for *HERO* distribution will be stored on Harris property until a future distribution date is set.
- Team Leads will review inventory and determine distribution dates.
- HERO liaisons need to participate in distribution of items on designated dates.



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Complying with Harris Corporate Headquarter policies, donations are organized into one of the following categories:

- **Capital equipment**

Functional computers and printers no longer used at Harris facilities

- **Non-capital equipment**

To include items such as calculators, lamps, projectors, space heaters, etc.

- **Harris employee-donated and surplus office supplies**

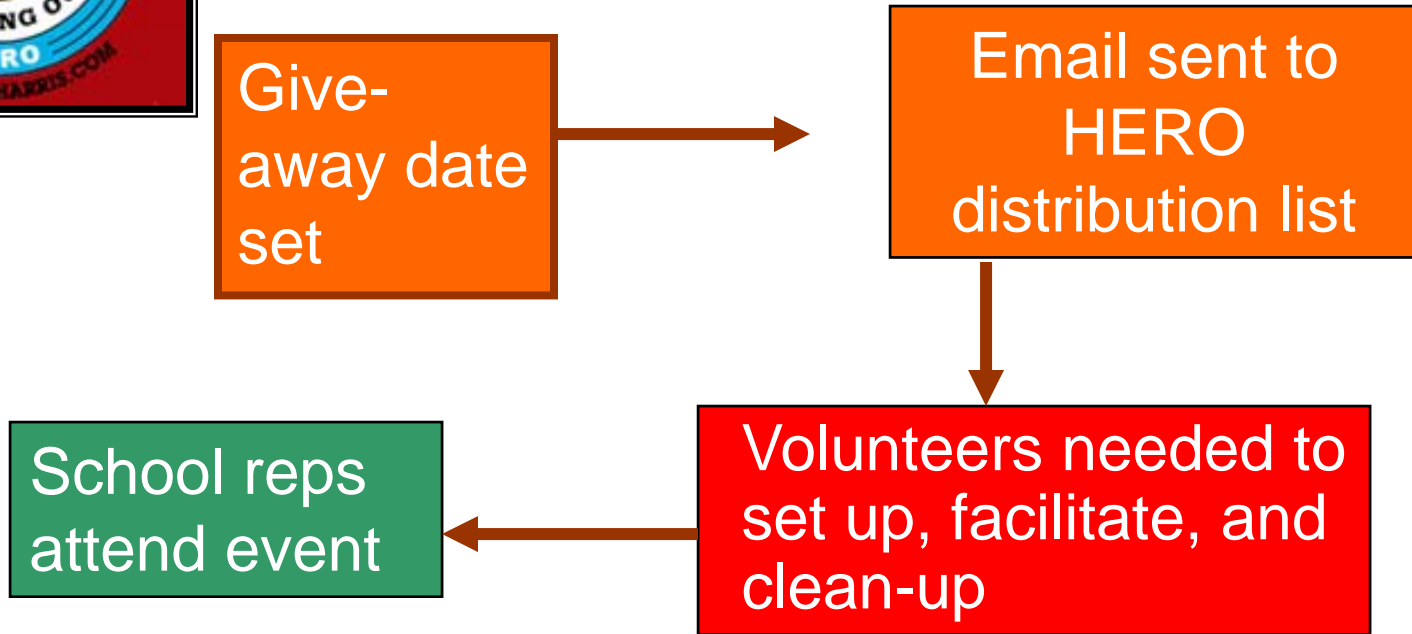
Harris employee-donated and surplus office supplies is the primary responsibility of the [KIDS](#) (Collecting Individual Donated Supplies) Team.

- **Excess furniture**

Excess furniture donations can be made when the items are identified as surplus.



HERO DISTRIBUTION PROCESS



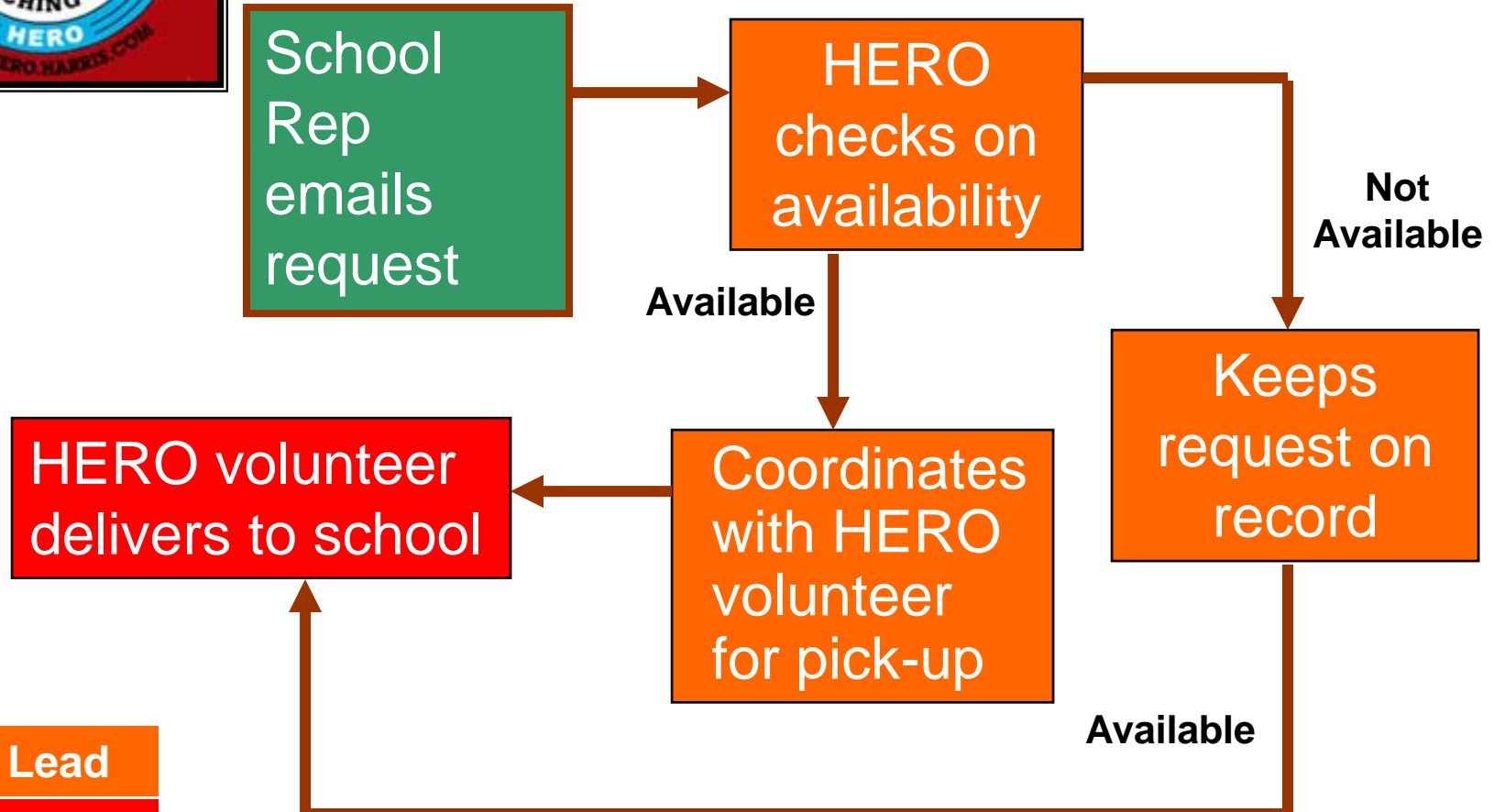
HERO Lead

HERO Team

School



SPECIAL REQUESTS



HERO Lead

HERO Team

School



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- All special requests from both public and private schools are facilitated through the appropriate school liaison or the HERO website via email at hero@harris.com.
- On occasion, the HERO Program makes furniture donations to the Brevard County School Board warehouse. Public schools may contact the warehouse at (321) 633-3678 to request and arrange pickup and delivery of items.
- Although *HERO* is not associated with other charitable organizations, the group does support school-related programs, such as the [Brevard School Foundation's Take Stock in Children](#) and various non-profit teaching facilities, by promoting them to the Harris employee population.



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- Please send your questions and request to: hero@harris.com
- To be notified of the distribution days and to receive important HERO updates, teachers and faculty at schools in Brevard County are invited to subscribe for our email notifications, using their school email accounts, at www.hero.harris.com