

Girl Scouts of Greater Los Angeles 2016 Cookie Program Family Guide

Table of Contents

Purpose of the Cookie Program	2
Key Players	2
Troop Contact.....	2
Roles and Responsibilities	3
5 Skills for Girls	4
What Cookies Are We Selling?	5
Gift of Caring	5
What is the Starting Inventory Order and Direct Sales?	6
How does the Troop Come Up with the Inventory?	6
Ways to Market My Cookie Business.....	7
When Can I Sell Girl Scout Cookies?	8
Options for Running My Cookie Business	8
How and Where Can I Run My Cookie Business?	9-11
Special Booth Requests.....	12
How is Cookie Money Handled?	12
Exchange and Return Cookies.....	12
Southern California Council Border Agreement	13
Code of Conduct.....	14
Safety Tips	15
Rules and Consequences.....	16

Purpose of the Cookie Program

Launched in 1917, the Girl Scout cookie program has grown into the world's leading business, financial, and economic education opportunity by and for girls. The program has helped make Girl Scouts to be America's premier leadership development experience for girls.

- Did you know that the Girl Scout Cookie Program happens only once a year?
- Did you know that the Girl Scout Cookie Program grosses more than \$800 million in sales?
- And did you know that girls who participate in the Girl Scout Cookie Program learn and practice five valuable skills that will help them now and in the future?

The five (5) skills are: **Goal Setting, Decision Making, Money Management, People Skills, and Business Ethics.** These skills will help every girl be more successful, no matter what future she chooses. Why? Because they're leadership skills—and that's the Girl Scout mission, to develop girls of courage, confidence, and character who make the world a better place.

- And by the way, all of the proceeds generated from cookie activities stay right here, in your local Girl Scout council, to support Girl Scouting in our area.

The Key Players

There are several people who will make your cookie business a complete success:

- **Council:** GSGLA has provided Troops with the necessary tools to conduct a successful cookie business.
- The **Troop Cookie Chair/Troop Leader** will organize and guide your troop through the cookie program.
- The **Troop** consists of registered Girl Scouts ready to put their leadership skills into action.
- **Support Group** are the family and friends who will encourage and assist the Girl Scout as needed.
- **Customers** are the awesome people who will financially help the Girl Scout reach her goal!

My troop number is _____

My Troop Leader is _____

Phone: (_____) _____ Email: _____

ROLES AND RESPONSIBILITIES

Everyone has an important role and responsibility to ensure a successful cookie program.

- Ensure NO cookie orders are taken or sales made prior to the start date, Sunday, January 24, 2016.
- Follow all (GSUSA and GSGLA) rules, regulations, safety requirements, and guidelines.

GIRLS

- Must be a currently registered Girl Scout.
- Set individual goals and help the troop to set and achieve the overall fun/program and community service troop goals.
- Participate in the budget process of your troop goal to understand the finances of cookies.
- Be easily identifiable as a Girl Scout by wearing an official uniform, or other Girl Scout clothing, and your Membership Pin.
- Tell customers how your troop will use the cookie proceeds. Sell your goals and the cookies will follow.
- Encourage customers to support Gift of Caring (GOC) program. It's a WIN-WIN-WIN!
- Participate in the troop booth sales.
- Have a great and memorable time selling Girl Scout Cookies and earning patches, pins, badges, and rewards.

PARENTS

- Sign the 2015 Fall Product-2016 Cookie Program Parent/Guardian Permission Responsibility Agreement.
- Encourage your daughter to participate in the Cookie Program activities. Work with her to build her 5 skills.
- Guide your daughter when making individual learning and sales goals. Work with your daughter and her troop to determine the number of cookies to be ordered.
- Respect and support the troop goals.
- Participate with the girls in booth sales and assist the Troop Cookie Chair and Troop Leader as needed. Be responsible for payment of all cookies received and safeguarding all monies collected from customers.
- Participate in the receipting for all cookies received and for all money submitted to troop. Retain all receipts.
- Follow all troop defined guidelines and timeframes for turning in money and cookie box exchanges and returns.

TROOP COOKIE CHAIRS / TROOP LEADERS

- Train the girls and parents for the product sale, distribute all needed materials, and provide ongoing support throughout the sale.
- Do not set quotas for individual girls.
- Allow time for cookies to be sold before requiring payment from parents and set up periodic collection dates.
- Collect and deposit all funds due from the girls/parents into the troop account frequently.
- Enter all troop and girl orders and money collected into the cookie system (eBudde).
- Meet deadlines as set by the SUCPC and as indicated in the Troop Guide.
- Keep track of individual girl sales and boothing sales.

Parents: Be Part of Your Girl Scout's Team

It's her business!! Help her develop a successful business. Your encouragement will help your Girl Scout receive the greatest benefit because participating in the Girl Scout Cookie Program teaches skills that will help a girl grow into leaders in their own life, leaders in business, and leaders in the world.

5 Skills for Girls

- 1 GOAL SETTING:** Your Girl Scout sets cookie sales goals individually, and with her troop. She creates a plan to reach them. She develops **Cooperation** and **Team Building skills** all along the way!
 - Assist your daughter in setting practical goals by looking at the rewards, talking about community projects, and discussing troop activities.
 - Aid her by role-playing when she needs assistance in this thought process.
- 2 DECISION MAKING:** Your Girl Scout helps decide how her troop will spend their cookie money, furthering the **Critical Thinking** and **Problem Solving skills** that will help her in many aspects of her life.
 - Ask her how her troop plans to use the cookie proceeds and what individual goal she'd like to set.
 - Ask her to tell you things she can do to meet her goals.
 - Allow her to decide when to set up a lemonade stand at home, do a walkabout, etc.
- 3 MONEY MANAGEMENT:** Your Girl Scout takes cookie orders, handles customers' money, and gains valuable and **Practical Life skills** around financial literacy.
 - For her personal sales, allow her to count the money with you.
 - Encourage her to separate the orders, tally up the amount due, and write thank you notes to her customers.
- 4 PEOPLE SKILLS:** Your Girl Scout learns how to talk to, listen to, and work with all kinds of people while selling cookies. These experiences help her develop **Healthy Relationship** and **Conflict Resolution skills** that she can use throughout her life.
 - Now's the time to meet her customers. Help your daughter feel comfortable with asking friends and family to support her. Set a time when your daughter can sell the cookies, collect the money, and say thank you.
 - Encourage your daughter to create a poster, sign or email promoting her cookie business.
- 5 BUSINESS ETHICS:** Your Girl Scout is honest and responsible at every step of the cookie sale. Her business ethics reinforce the **Positive Values** she is developing as a Girl Scout.
 - Act honestly, responsibly, and follow the rules during every step of the cookie program.
 - Encourage your daughter to run her business as a professional.
 - Be sure to sell only **between January 24, 2016 and March 6, 2016** --- nothing before or after!!

What Cookies are We Selling?

Customers LOVE our amazing, name-brand Girl Scout cookies which are baked especially for us by Little Brownie Bakers, one of the two bakers that produce Girl Scout cookies in the USA!

Variety of Cookies and Main Ingredients	Cookie Information
Thin Mints (Vegan) - Chocolate Mint	12 boxes per case
Samoas – Coconut, Caramel, Dark Chocolate	Cost is \$5.00 per box / \$60.00 per case, <u>except</u> the
Tagalongs – Chocolate, Peanut Butter	Toffee-Tastic is \$6.00 per box / \$72.00 per case
Trefoils - Shortbread	<i>No changing the price (i.e., allowing discounts)</i>
Do-Si-Dos – Peanut Butter Sandwich with Oatmeal	Girl Scout Cookies are date stamped for freshness
Savannah Smiles - Zesty Lemon with Powdered Sugar	No high fructose corn syrup; zero grams trans fat
Rah-Rah Raisins – Oatmeal Raisin	See order card for nutritional information or go to
Toffee-Tastic (Gluten Free) – Buttery with Toffee Bits	www.girlscoutsla.org/pages/product_sales/cookies

Toffee-Tastic, our gluten free cookie, was sold last year for the first time, and we had a great response, so we will be selling them again this year. Millions of Americans can't digest food with gluten – so in order to meet their needs, we offer a cookie just for them. Good businesses respond to their customers' needs. The gluten free cookie is priced differently than the traditional cookies because it costs more to produce them.

What is Gift of Caring?

The Gift of Caring (GOC) program is a council-wide community service project that gives Girl Scouts the opportunity to learn philanthropy and community service. GOC allows a virtual box of cookies to be donated to the armed forces and/or food bank. When girls sell cookies through GOC, the cookies are not physically picked up by the girl or the troop. This is why it is described as a virtual donation. To increase sales:

- GOC is your 9th cookie variety. It satisfies customers on a diet, with food restrictions, are any other reason why they don't want to buy a "real" box. It is sugar-free, fat-free, transfat-free, and calorie-free.
- Girls should email relatives and friends (especially those out of the area). This is a great group to target for GOC without incurring the cost of shipping.
- You can sell GOC to those who want to support Girl Scouts, but just don't want to have the cookies around their house due to dietary restrictions.
- Monies received from someone who gives the girl a donation is considered a GOC donation. For example, if someone says "keep the change," this money (the change) goes toward GOC.
- GOC donations are tax-deductible; receipts can be provided to customers upon request.
- **IMPORTANT:** no cookies are exchanged when participating in the GOC program. The money is noted as a GOC donation, and the Girl Scouts of Greater Los Angeles (GSGLA) will send the cookies to our Gift of Caring community partners, which include the men and women in the armed forces and the local food bank.

What is the Starting Inventory Order and Direct Sales?

Sell actual inventory instead of promises!

- No more presale worries (i.e., returning to your customers to drop off cookies and collect money). It's all done at the get-go in one faster transaction!
- The direct sale format allows you to have the inventory IN HAND so customers DON'T HAVE TO WAIT!
- Cookies are distributed to families at the start of the sale using a specific formula for your troop. This is referred to as the Starting Inventory Order (SIO) which is placed by your Troop Cookie Chair.
- Girls can still use an order cards to track sales or customer contact information.
- Families are NOT limited to the one time inventory allotment; they should pick up additional inventory as needed throughout the sale--just check with your Troop Cookie Chair.
- Families turn in funds to the troop for cookies as they sell them. Cookies are not pre-paid.
- Balance for all cookies is due shortly after by the end of the sale (March 6, 2016).

How does the Troop Come Up with the Inventory?

By goal setting which is an important life skill!

Setting a goal is one of the most important steps to kick off the cookie program. The troop discusses what they would like to do with their cookie proceeds as well as what funds are needed by the troop for program supplies, registration dues, uniforms, etc.

- The troop determines the budget needed for the activities chosen to help determine the troop's sales goal.
- The sales goals helps inform the decision about the troop's Starting Inventory Order (SIO). Relying on the Troop's decision, the Troop Cookie Chair will submit the SIO based upon the goals.
- Based upon this information, it will take all members of the troop to support the collective goals that GIRLS debated and agreed on.
- The troop will be financially responsible for all cookies ordered and received.
- The SIO is how the troop will get the majority (75-80%) of its cookie inventory. Cookies are ordered in full case quantities (consisting of 12 boxes each). The TCC will be able to order additional cookies as needed.

What Are The Ways to Market My Cookie Business?

Marketing your cookie business is extremely important in order for it to be a success! You will want to let your customers know when your business is open for operation---like an Open House of sorts. Should you ever have questions about running a successful cookie business, you can always consult with your Troop Cookie Chair. Here are some effective marketing techniques:

Internet

Girls can use age-appropriate Internet tools to promote their cookie business. Cookie delivery and payment must be done in person.

- Online social networking sites (such as Facebook and Twitter) are a great place for teens, 13 and older with parent permission, to promote and ask for cookie orders.
- With permission, younger girls can use their parent's internet tools.
- Be sure to follow Computer/Online Use Guidelines in Safety Activity Checkpoints. For additional resources, visit GSUSA's Basic Online Guidance for Product Sales at www.girlscouts.org.
- Girls or their family/friends may **NOT** engage in selling on the Internet. Selling Girl Scout cookies on eBay, Craigslist, Amazon, or any other online internet website is **NOT** allowed.

Cookie Club

The Cookie Club is a fun and interactive website that assists girls in learning the essential 5 skills and tracking cookie sales. It is a password protected private area only for Girl Scouts. The Cookie Club complies with the federal COPA rules (Child Online Protection Act of 1998). Cookie Club has been proven to be an effective marketing tool girls can use and returns a high number of boxes sold per customer.

When using Cookie Club girls can:

- Learn about goals and selling tips
- Set troop and individual goals
- Record their customer lists so they can be saved and reused each cookie season
- Send secure "ask" emails to customers, receive orders, and track progress

Before entering the Cookie Club, the parent must provide permission to the Troop Cookie Chair (TCC). Once the TCC sets the girl up in Cookie Club, the girl/parent is provided with a login and password. Go to <https://cookieclub.littlebrownie.com/> to get started.

Cookie Mobile

Bling your booth! Girls can decorate wagons for walkabouts, lemonade stands, and their cookie booths to attract customers to purchase cookies. Watch for council communications that advertise contest rules and other ideas.

When Can I Sell Girl Scout Cookies?

Cookie Program Sale Dates: Sunday, January 24, 2016 – Sunday, March 6, 2016.

- **NO cookie orders are allowed to be taken or sales made prior to Sunday, January 24, 2016.** You are allowed to announce in advance to potential customers that the sale starts January 24, 2016; however, girls **CANNOT** accept orders until then.
 - It is considered **EARLY SELLING** any time a girl/adult accepts someone's request for a certain quantity or certain variety of cookies, takes money for cookies, asks potential customers questions such as, *"Will you buy cookies from me?"* or solicits for Gift of Caring donations before January 24.
 - If a potential customer responds prior to January 24 with comments such as, *"Put me down for.....,"* the appropriate response must be *"Thank you for your pledge, we will contact you at the start of the sale to take your order."*
- When receiving the cookies for delivery day (January 22-23):
 - Count each box of cookies before leaving your Troop Cookie Chair.
 - Sign a receipt and take a copy with you. Remember you are financially responsible for each box of cookies you sign for.
 - Always keep your cookies in a cool place. Do not keep them in the car, the chocolate cookies will melt, and then you are still responsible for paying for the cookies you damaged.
 - Cookies should not be stored in the garage due to lack of climate control and concern of insects.
 - Store cookies away from strong odors, such as cigarette smoke and pungent foods.
- **NO sales are allowed after Sunday March 6, 2016.** Selling cookies after the March 6 sale end date undermines the integrity of the sale and girl efforts and is prohibited as the applicable sales permits have expired.

Do I have Options for Running My Cookie Business?

There are many decisions to make in where to sell cookies. Girls are encouraged to participate in many of the possible venues:

	In Person Sales	Cookie Club	Walkabout OR Door-to-Door	Lemonade Stand	Cookie Booth	Special Booth Request
WHO CAN SELL						
Girls Individually	✓	✓	✓	✓		
Sell with Your Troop			✓	✓	✓	✓
WHERE TO SELL						
Residential Area	✓	✓	✓	✓		
Business/Commercial Area					✓	✓

How and Where Can I Run My Cookie Business?

Individual Sales

- Start by asking friends and family to buy Girl Scout Cookies or contribute to Gift of Caring.
- By phone, girls should review last year's order cards and contact these reliable customers.
- Try a troop Text-A-Thon to let friends and family know *"It's Cookie Time"* or *"I have cookies NOW, no waiting!"*
- As you sell out of the cookies, go back to your Troop Cookie Chair for more cookies throughout the sale.
- Parents should be in communication with their TCC on the girl's current inventory. You don't want too many, and you don't want too few.
- As the sale nears an end, ask your customers if they would like to purchase more before they are gone.
- Remind customers that Girl Scout cookies are only available once a year, and they freeze well.
- Expand your circle of customers by selling via the Cookie Club, door-to-door sales, doing a walkabout, setting up a Lemonade Stand, and participating with your troop at a cookie booth.

Walkabouts and Door-to-Door Sales

- Girls are allowed to go door-to-door (in residential areas only) with cookies in a wagon or cart, anytime throughout the sale. If a customer stops you while walking around your neighborhood, the girl can sell them cookies; however, the girl is NOT permitted to stay in that spot and continue to sell. A walkabout means you are walking, not boothing.
- Girls must be familiar with the neighborhoods where they sell.
- Walkabouts are NOT allowed in commercial or retail areas, such as strip malls, store fronts/sidewalks, shopping centers, parking lots, etc.
- Girls must always have an adult with them.
- Girls should leave all pets at home while selling, unless a working animal companion is necessary.
- NO door-to-door sales or walkabouts after dark.
- Girls should not go into a yard if there is a dog or a closed gate/fence.
- Girls should never enter a customer's home. Stay outside the home where they can be seen from the street.
- Girls should never accept food or beverages while selling.
- Girls should never approach customers in cars.
- Girls should never give their last name, address, or personal phone number while selling.
- If you are conducting a walkabout or lemonade stand, make sure cookies are shaded from the elements (i.e., heat, rain, etc.). Consider using a rolling cooler on hot days to keep cookies from melting.

Lemonade Stands

Girl Scouts can set up a “lemonade” type stand to sell on the property where the girl currently resides (ONLY), as their city and/or homeowner's association permit. A lemonade stand can be set up anytime throughout the sale.

- Both the adult and the girl must be present at all times.
- Cookies and money must never be left unattended.
- Girls who reside in an apartment, gated community or any other property requiring management approval, **MUST** obtain management approval prior to setting up.
- Apartment, Condominium, and Townhome set-up must be in a common area inside the complex, not on the street or sidewalk.
- Can NOT be set up on someone else's property.
- Can NOT be set up on the street corner, sidewalk, street medians, or outside of fencing or walls.
- Any signage must follow city and/or homeowner association signage rules.
- Adhere to local city/government ordinances.

Workplace Selling

Girls can contact business owners or managers to request permission to take orders for cookies at a workplace (including a parent's workplace).

- Approach places as: parent or family workplace, a beauty salon owner, car dealership, doctor's office.
- With management approval, girls can:
 - Make a quick “sales pitch” at a staff meeting or leave an order card in a location visible to employees (not walk-in customers). Leave a note from the girl outlining the troop/girl goals and plans for the cookie proceeds. **DO NOT** list the girl's last name or phone number on the order card or note.
 - Sell cookies to the employees of these locations (office door-to-door or cubicle-to-cubicle); however, you can NOT sell directly to the establishment's customers.
 - Remember, girls are to sell the cookies, not adults.
 - Set a date to pick up the order card and deliver the cookies so customers know what to expect.
- A parent may have cookies to sell at their place of work, but any displays must include a message from the girl and must not be visible to the business's customers.
- Setting up a table display in front of a small business is considered a special booth and needs advanced approval. Consult with your Troop Cookie Chair to obtain the necessary approval.
- Cookies can never be displayed on the counter for patrons/customers even if the family owns the business. Cookies can only be sold to the establishment's employees --- not the customers/patrons.
- There are several high rise buildings in downtown LA, Burbank, Woodland Hills, Long Beach, and on the Westside that belong exclusively to Council's Corporate Booth Program. Older girl troops can apply for these sites separately. Refer to your Troop Cookie Chair for information.

Cookie Booth

Boothing is a privilege! We are GUESTS when we set up a cookie booth at a business location. As guests, we need to be on our BEST behavior. Boothing is primarily a troop activity that encourages teamwork and learning for all girls. All girls are encouraged to booth with their troop to get the most from this experience.

- Cookie Booth Dates: February 5, 2016 - March 6, 2016.
- The booth locations are pre-authorized by GSGLA.
- Consult with your Troop Cookie Chair for detailed locations your troop has secured, as all booth locations, dates, times are arranged by the Troop Cookie Chair.
- Only registered Girl Scouts can booth; therefore, siblings and friends are NOT allowed.
- Each booth requires both girls and adults to be present. Parents are asked to help at each booth location. The troop cannot do this without your help.
- At least two girls PER DOOR are required to be present at all times.
- Two adults are required to be present at all times, at least one of whom is female. One adult must be a registered member of GSUSA.
- Exception: Seniors/Ambassadors ONLY: a minimum of two girls and only one female adult OR one girl and 2 adults (one of which is female)
- One Girl / One Parent Boothing (Available for Cadettes and older ONLY). Although boothing is primarily a troop activity, GSGLA recognizes that some girls have high reaching goals or have additional product to sell towards the end of the sale and may want the opportunity to booth independently to meet their goals. In this case:
 - All girls in the troop must be given the opportunity to participate in the booth.
 - Priority will be given to troop boothing opportunities over individual girl boothing.
 - Booths must be scheduled by the Troop Cookie Chair on behalf of the girl. There are date restrictions.
 - Check in with the Troop Cookie Chair before and after the booth to verify sales to be credited to the girl, true up inventory, and to remit proceeds to the troop.

Before, During and After a Booth

- Arrive on time and end on time. Respect the next scheduled troop and prepare to turn over the site on time.
- Set up your booth to appeal to customers. Bring your own equipment and supplies. Use a covered table to display your cookies, and use posters, troop banners, etc., for your display. Unless authorized by the business, do not affix anything to the property of where the booth is held.
- Ensure the cookies are right next to you and never out of your sight.
- Cash box MUST always be in your possession. Do not leave cash visible to customers. Using a fanny pack, money belts, or cross body purses are a great option for holding cash. Have change available, never ask the host business for change.
- Do not eat or smoke anywhere near the booth site or anywhere visible to girls or customers.
- Make sure you have the important phone numbers: Troop Leader, Troop Cookie Chair.
- Arrive at a booth location with a great attitude, smile, and say thank you even if a customer does not buy.

- Do not block the entrance; approach customers only as they are leaving the business.
- All conflicts must be resolved quietly, peacefully, and out of ear shot from the girls.
- Cell phones, iPods, or other electronic devices should not be used during your boothing shift for personal use.
- Clean up ALL trash and take it with you to dispose of. Do not leave empty boxes or trash at the booth site. Do NOT use trash cans at the booth location to dispose of your trash. Clean up should be part of your booth time. Remember: Girl Scouts always leave a place cleaner than they found it!

What is A Special Booth Request?

Special Booth Requests require written, pre-approval and can take up to a week or longer to obtain. Examples of a special booth include: churches, schools, sporting events, and small owned businesses. Consult with your Troop Cookie Chair sooner rather than later if you want to do a special booth.

How is Cookie Money Handled?

- When collecting money from family and friends for individual sales, make sure to count the money and only take checks from people you trust. Checks received are to be made payable to "Girl Scout Troop XXXXX (insert your troop number)."
 - Accept only preprinted checks with issuer's address. Write the issuer's phone number and driver's license number on the face of check.
 - Note the girl's first name and last initial in the memo line of the check.
 - Caution against accepting out of state checks.
- Do not accept \$50 or \$100 bills no matter how tempting it is to make a big sale. These are the most commonly counterfeited.
- Turn in money to your Troop Cookie Chair (TCC) promptly and frequently, as communicated by your TCC. Don't hold onto the money. It can get misplaced or mixed with your own funds. You definitely want to keep it separate. Make sure to get a receipt from your TCC for money you turn in for your daughter's individual orders.
- Money turned in is to be what was directly received from the customer. Families are responsible for any lost, stolen or counterfeit money.

Can I Exchange and Return Cookies?

- You may exchange or return undamaged, factory sealed cookies to your troop within the timeframes and guidelines provided by your Troop Cookie Chair (TCC).
- Returning and exchanging to your Troop Cookie Chair is the responsibility of the family!
- Any cookies not returned to the Troop Cookie Chair by the designated date will be the financial responsibility of the family.
- Returning cookies does not mean the girl stops selling. The Troop is still financially obligated to pay for all cookies received. Therefore, it will take all members of the troop working together to sell any unsold cookies.

SOUTHERN CALIFORNIA COUNCIL BORDER AGREEMENT

GSGLA and other California Girl Scout Councils agree to train all troops and volunteers involved in the 2016 Cookie Program in accordance with these operating principles, and in compliance with:

GSUSA's Safety Activity Checkpoints

www.girlscoutsla.org/documents/All_Safety_Activity_Checkpoints.pdf

Volunteer Essentials

www.girlscoutsla.org/pages/for_volunteers/resources.html

Guidelines

- Girls must not take orders, or distribute direct cookies in hand, until their own council's respective start date. Our council is Girl Scouts of Greater Los Angeles (GSGLA).
- Girls must follow the start date for the council that they are members of, even if they reside in another council's geographic domain. Our start date is January 24, 2016.
- NO early selling under any circumstances.
- All girls must adhere to universal rules (i.e., proper uniform, adult presence requirements, etc).

Cross-Border Allowances

Selling cross-border is allowed on an exception basis. Cross-border selling begins on the same day as the council's start date (January 24, 2016) and with these cross-border conditions:

- **Family**: Girls can sell to family and to the family's immediate neighbors across the GSGLA border.
- **Friends**: Immediate friends are okay.
- **Workplace**: In the parent or guardian's immediate workplace only (to friends and work colleagues only, not to their customers). No friend's nor extended family's workplaces are allowed (i.e., your aunt's workplace is NOT allowed).
- **Lemonade Stands, Walkabouts, and Boothing of any kind**: Are **NEVER** allowed outside of GSGLA borders.

Council Map

A map of GSGLA's boundaries may be found at: http://www.girlscoutsla.org/documents/GSGLA_MAP_121813.pdf.

CODE OF CONDUCT

Girls and adults must adhere to all information contained in this Family Guide and all GSUSA and GSGLA rules and regulations when selling Girl Scout cookies. Girls and adults should behave in a manner that is befitting a Girl Scout and appropriate to a public place. The Troop Cookie Chair (TCC) should be consulted with any questions.

Adult Code of Conduct

- I will adhere to the principles of the Girl Scout Promise and Law and follow the guidelines in this Family Guide.
- I will be respectful of the Girl Scout Leaders, Troop Cookie Chair, or adult in charge.
- I understand I am responsible for all money collected on behalf of the troop and misuse of Council and/or Troop funds will not be tolerated. I understand I am financially responsible for all product received.
- I will treat other people, myself, property and equipment with respect.
- I will remove all cardboard boxes and trash from boothing sites and dispose of them at my home.
- I will make sure my daughter does not sell cookies prior to the start of the sale (January 24, 2016).
- I understand that siblings (Tagalongs) are not allowed at a cookie booth.
- I will not willfully violate Council or National Girl Scout policies, create discord, or damage or misuse property.
- I will not demonstrate any violence of any kind, including inappropriate conduct, profanity or verbal abuse.
- I will not be under the influence of or hold possession of illegal drugs or alcohol during any Girl Scout activities. Firearms or weaponry of any kind are not allowed.
- I understand smoking is not allowed in the presence of girls during Girl Scout activities.
- I will support the goals established by my daughter and her troop.
- I understand all cookies must be paid no later than the March, 2016 deadline set by your TCC.
- I understand that adults may assist, but they cannot sell cookies. This is the girl's business to operate.
- I will follow the rules to help make sure program activities are safe, fun and successful.

Girl Code of Conduct

- I will adhere to the principles of the Girl Scout Promise and Law and follow the guidelines in this Family Guide.
- I will follow the rules to help make sure program activities are safe, fun and successful.
- I will not sell cookies prior to the start of the sale (January 24, 2016).
- I will wear appropriate Girl Scout attire. I will always dress neatly and be prepared for the weather.
- I will treat other people, myself, property and equipment with respect. i.e. no trash behind.
- I will listen carefully to all instructions and appropriately respond to all directions given by the Girl Scout Leaders, Troop Cookie Chairs, or adult in charge.
- I will not run or demonstrate any physical activity that could place me in harm. I will not participate in any roughhousing, running, loud voices, or inappropriate language.
- I will never give out my last name, address, or telephone number to customers. Instead, I will refer the customer to the adult volunteer.

SAFETY TIPS

All girls who participate in the Girl Scout Cookie Program use 10 Basic Safety Guidelines.

- **Show You Are a Girl Scout** Wear the membership pin and Girl Scout clothing to identify yourself as a Girl Scout.
- **Buddy Up** Always use the buddy system. It's not just safe, it's more fun.
- **Be Streetwise** Become familiar with the areas and neighborhoods where you will be selling Girl Scout cookies.
- **Partner with Adults** Adults must accompany Girl Scout Daisies, Brownies, and Juniors when they are taking orders, selling, or delivering product. Cadette, Senior, Ambassador Scouts must be supervised by an adult when selling door-to-door and must never sell alone. Adults should be present at a cookie booth in any public place at all times.
- **Plan Ahead** Always have a plan for safeguarding money—avoid walking around with large amounts of it or keeping it at home or school. Give proceeds to supervising adults who should deposit it to your troop account promptly and frequently.
- **Do Not Enter** Never enter the home or vehicle of a person when you are selling or making deliveries. Avoid selling to people in vehicles or going into alleys.
- **Sell in the Daytime** Sell only during daylight hours.
- **Protect Privacy** Girls' names, addresses, and email addresses should never be given out to customers. Use a group contact number or address overseen by an adult for customers to request information, reorder, or give comments. Protect customer privacy by not sharing their information except for the product sale. Girls should never take credit card numbers.
- **Be Safe on the Road** Always follow safe pedestrian practices, especially when crossing at intersections or walking along roadways. Be aware of traffic when unloading product and passengers from vehicles.
- **Be Net Wise** Take the GSUSA Internet Safety Pledge before going online and follow the specific guidelines related to marketing online. Visit: <http://www.girlscouts.org/en/help/help/internet-safety-pledge.html>. Girl Scouts cannot collect money online.

RULES AND CONSEQUENCES

Throughout this Family Guide, you have been provided with many things you can and can't do. All of these rules and regulations have been put into place for many reasons. Reasons include, although are not limited to: safety, fairness to all girls, and GSUSA/GSGLA rules and regulations. **The rules and regulations put in place are to ensure all girls can run a successful, fair, fun, and safe cookie business.**

Consequences

If girls and/or troops are not selling in accordance with the established rules and regulations, girls and/or troops can be penalized by having one or more of the following consequences enforced:

- Removal of the highest reward level earned
- NO future boothing
- Reduction in troop proceeds or opt out proceeds
- Reduction in boxes sold for girl and/or troop
- Forfeiture of girl and/or troop proceeds/rewards

Most common examples of rules or regulations NOT complied with are as follows. NOTE: This is **NOT** an exhaustive list, only a few examples.

- Taking orders or selling before Sunday, January 24, 2016
- Selling cookies for the incorrect price
- Selling cookies outside of authorized areas. For example: selling on a sidewalk or street corner, setting up a Lemonade Stand on someone else's property, conducting a walkabout in a commercial/business area, selling in front of a school, boothing outside of GSGLA borders, adults selling without a girl present.
- Conducting a booth without submitting and receiving a special request approval.
- Girls selling or delivering cookies alone
- Boothing with the incorrect girl/adult ratio or inappropriate behavior at a booth location
- Failure to pay for cookies and submit money as stated by GSGLA and/or your Troop Cookie Chair.

Enforcement of Consequences

In the event a consequence needs to be enforced, the decision on which consequence to impose will be decided by the GSGLA's Product Sales Manager and/or Product Sales Director. The severity of the consequence imposed will be based on the rules and regulations broken, impact to others, safety, and if one or multiple infractions were made.