



FOOD BANK AID

Volunteering Policy (Policy 1.5)

1. Our Aim

Our aim is to help relieve food poverty by collecting, sorting and distributing food and other supplies to food banks that serve the needs of people who are, or are in danger of, suffering from food poverty.

We aim to do this by carrying out the following activities:

- Raise awareness in our communities of the extent of food poverty currently endured by people in our local area and England as a whole.
- Establish relationships with local food suppliers, including supermarkets, who can supply surplus food and other supplies that are within their use-by date and remain edible.
- Collect food donations and other supplies contributed by individuals, communities, and schools (for example from street collections and collections by community organisations).
- Sort and organise donations and supplies received at the Food Bank Aid Hub (the “Hub”).
- Pack food and other supplies at the Hub ready for collection by drivers to deliver on a timely basis to food banks that we support.

Without volunteers, selflessly donating their time, effort, and skills, Food Bank Aid would not be able to provide the support that food banks desperately need.

2. Scope of this policy

This policy aims to provide guidance to staff, volunteers and associated personnel. It forms part of our commitment to volunteering and recognises the huge value that Food Bank Aid places on the contribution that volunteers make.

3. Our Volunteering Principles

- Food Bank Aid is an equal opportunities employer. Volunteers are recruited from all sections of the community, and we will endeavour to involve volunteers from a wide range of backgrounds and abilities.

- People interested in volunteering will be invited for an informal discussion with the volunteer co-ordinator or with a member of staff. They will be able to discuss the role, the tasks, and requirements as well as the time commitment involved.
- Volunteers will be provided with induction information, a Volunteer Handbook, option of attending an e-learning course on manual handling and any other appropriate training (usually given during the first volunteering session) and will be asked to read and agree to our volunteer agreement. Volunteers are integrated into the structure of the organisation and can actively contribute to the delivery of our services and provide different skills and perspectives.
- Staff and trustees at all levels will engage positively with volunteers.
- We expect our volunteers to perform their role to the best of their ability and to follow our procedures and standards, including health and safety and equal opportunities, and to comply with our Privacy Policy, Safeguarding Policy, Anti-corruption and Bribery Policy, Anti-fraud policy and all other policies as set out in the Volunteers' Policy Handbook. You can expect us to deal with you in accordance with our Equal Opportunities Policy.

4. Volunteering Roles

Food Bank Aid is committed to involving our volunteers directly in our activities in the following roles:

4.1 Drivers

With the help of our Food Sorters and Packers, our Drivers will pick up food collections from the community, schools and corporates to deliver to the Hub and/or pick up food and supplies from the Hub to deliver to one or more food banks. Drivers provide their own vehicle for this role and are responsible for their own appropriate level of insurance, road tax and MOT on the vehicle. It is the responsibility of the driver to inform their individual insurance companies that they are volunteering for Food Bank Aid and ensure they have satisfied any requirements of their insurance company. Food Bank Aid accepts no liability for any loss or damage to vehicles or property.

From time to time, volunteer drivers aged over 30 and holding a full UK driving license may, if they wish, volunteer when needed to drive the Food Bank Aid van to deliver donations to food banks and in these cases, the drivers' insurance on the van is arranged by Food Bank Aid.

4.2 Drop-off Point Volunteers

Drop-off Point Volunteers will provide a drop-off point at their home for members of the community to deliver their food donations. The collected donations will either be collected by Drivers usually once a week or can be delivered directly to the Hub by the Drop- Off Point Volunteers.

4.3 Food Sorters and Packers

Our Food Sorters and Packers at the Hub will take delivery of food donations from donors and Drivers and sort and organise the items into the appropriate sections at the Hub. Supported by the Hub Co-

ordinator who helps allocate tasks within the hub to volunteers, Food Sorters and Packers will pack food and supplies into boxes, bags and crates so that they can be collected from the Hub on a timely basis by our Drivers to deliver to the food banks that we support.

4.4 Shoppers

Our Shoppers will take prepared shopping lists to agreed larger supermarkets and make food purchases for delivery to the Hub. They will be reimbursed by Food Bank Aid for delivery to the Hub within 48 hours. Where a car is used, shoppers provide their own vehicle for this role and are responsible for their own appropriate level of insurance, road tax and MOT on the vehicle. Food Bank Aid accepts no liability for any loss or damage to vehicles or property.

4.5 Fundraising and Core Support

Our Fundraising and Core Support volunteers will provide valuable help supporting and co-ordinating fundraising initiatives, finance functions, governance, and administration. These roles will usually be home-based, require good computer literacy and organisation skills as well as home access to your own computer and the internet.

All volunteers will be ambassadors of Food Bank Aid, raising our profile positively in the community and elsewhere.

5. Safeguarding

Food Bank Aid believes that everyone we encounter, regardless of age, gender identity, disability, sexual orientation or ethnic origin has the right to be protected from all forms of harm, abuse, neglect and exploitation. In accordance with our Safeguarding Policy, Food Bank Aid will not tolerate abuse and exploitation by staff, volunteers or associated personnel.

6. Confidentiality of your information

In accordance with our Privacy Policy, Food Bank Aid will keep only the minimum information on its volunteers which will include volunteers' names and personal information such as contact details, and emergency contact details for the purposes only of managing our volunteers and keeping them abreast of news and developments. Further information is contained in the Privacy Policy.

7. Equality, Diversity and Inclusion

Food Bank Aid is committed to embracing diversity and promoting equality and inclusion in accordance with our Equal Opportunity Policy.

8. Expenses

Food Bank Aid will endeavour to pay for reasonable out-of-pocket expenses incurred whilst undertaking your volunteering role and these must be discussed and agreed first with the volunteer co-ordinator in advance of you taking your volunteer role. It is not our usual practice to pay for fuel.

9. Health and Safety

Food Bank Aid will endeavour to take all reasonable steps to ensure the volunteers' health, safety and welfare whilst volunteering with Food Bank Aid. All volunteers working at the Food Bank Aid hub are covered by its public liability insurance and any necessary training in order to carry out relevant roles safely will be provided in line with our Health and Safety Policy. Training needs will be regularly reviewed.

10. Problem Solving

Volunteers have the right to discuss any concerns they may have with the Volunteer Co-ordinator or Hub Manager. In case of any problem, Food Bank Aid will endeavour to listen to the concerns of volunteers and will follow guidance on good practice and refer to its policies for the appropriate course of action to achieve a resolution. Any complaint will be reviewed quickly and thoroughly in line with our Complaints Policy.