



The Real Junk Food Project Central

Official Governance

RCG0009

Volunteers Policy V4

Ratified on Wednesday 21st of November 2018

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The document and its contents are subject to revision, replacement and abolition, upon the unanimous decision of the Board of Directors

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• **Official Governance** •

Document RCG0009



The Real Junk Food Project Central CIC

Volunteers Policy

1. Defining volunteers

- A) The Real Junk Food Project Central CIC (hereby referred to as “the Company”) defines a volunteer as “a person who commits time and energy for the benefit of others, who does so freely, through personal choice and without expectation of financial reward, except for the payment of actual out of pocket expenses”.

2. Valuing volunteers

- A) Volunteers bring credibility and a different perspective to the Company and its work. Their knowledge and skills may help develop the organisation and services currently offered and they may have links with the wider community which could benefit future business plans.
- B) The Company recognises that there are a number of benefits of being a volunteer, including but not limited to: learning new skills, meeting new challenges, an opportunity to ‘give something back’ to the community and to be involved with something interesting, absorbing and rewarding.

3. Recruitment Procedure

- A) The Company recognises the breadth of experience, skills, dedication and goodwill that volunteers bring. Informal interviews will be carried out to ensure each applicant is suitable for the role. Selection will be based on the ability for each applicant to fulfil the role concerned.
- B) The Board of Directors recognises the bottom-up community development principle of the Company, and shall devolve all decisions relating to the recruitment of volunteers to designated sites. The Board of Directors shall be allowed to exercise their power of veto only where permitted by the Partnership Agreement, Company Constitution and Company Policies.
- C) This policy hereby differentiates and defines the terms “prospective volunteer” and “registered volunteer”. A prospective volunteer is an individual who has no formal or documented relationship with the Company, and wishes to explore opportunities which will see them become a registered volunteer. A registered volunteer is an individual who has completed the described Recruitment Procedure and has been confirmed by the Board of Directors through formal documentation.
- D) The following recruitment procedure will be followed without exception:



- 1) All prospective volunteers will in the first instance make contact with the Site Lead at a designated site. They will be invited to attend an upcoming operation at the designated site.
- 2) When attending the upcoming operation, the Site Lead will be made available to informally discuss volunteering opportunities at that designated site with the prospective volunteer. Where the Site Lead is unavailable, they will appoint another volunteer to have an informal discussion with the prospective volunteer.
- 3) The Site Lead will assess whether there is a suitable vacancy available at the designated site, suited to the needs and skills of the prospective volunteer. The Site Lead will inform the Board of Directors of the outcome of this assessment. Designated sites may determine their own assessment criteria for the recruitment of new volunteers.
- 4) Where the Site Lead assesses there to be a suitable vacancy for the prospective volunteer, they will nominate the prospective volunteer to the Board of Directors for registration. Where the Site Lead assess there to be no suitable vacancy for the prospective volunteer, they will communicate this outcome to the prospective volunteer and refer them to the Board of Directors for further inquiry.
- 5) The Board of Directors will review every nomination individually. They will exercise their power of veto only where permitted by the Partnership Agreement, Company Constitution or Company Policies.
- 6) Following successful review, the Board of Directors will make available the funds to finance the prospective volunteer to take the Level 2 Food Safety and Hygiene qualification. The prospective volunteer will complete the qualification prior to undertaking any food handling activity.
- 7) Following successful completion of Level 2 Food Safety and Hygiene qualification, and providing evidence of such, the Board of Directors will register the volunteer using the approved registration form. The approved registration form will require minimal information and not infringe on the privacy of the volunteer.
- 8) Upon completion of the registration form, the individual will be considered to be a registered volunteer, subject to all Company Policies and covered by the Company's public and employer liability insurance.

4. Recruitment specifics

- A) The Company reserves the right to not progress any initial enquiries from individuals who are known to be responsible for causing harm or grievance to existing volunteers or customers in the past.
- B) The Board of Directors shall respect the autonomy of designated sites, and shall recognise and respect the rejection of prospective volunteers where Site Leads assess there to be no suitable vacancy.



- C) All registered volunteers are eligible to undertake volunteering at all designated sites subject to approval of the Site Lead.
- D) The Company reserves the right to undertake a Disclosure and Barring Service check on each volunteer where it is relevant to their post. Volunteers should note that checks undertaken with the Criminal Records Bureau are now redundant and new checks must be undertaken with the Disclosure and Barring Service.
- E) It is generally expected that volunteers will be aged 18 or over. In exceptional circumstances, and only with the written permission of a parent or guardian, the Board of Directors will accept volunteers aged 16 and 17 at their discretion.

5. Responsibilities and expectations

- A) The Real Junk Food Project Central CIC commits to the following responsibilities:
 - To offer equal opportunities to all volunteers.
 - To match the skills and experiences of volunteers to a role suitable for them.
 - To offer appropriate training and support.
 - To respect all volunteers; to listen to what they have to say and consider all volunteer suggestions seriously.
 - To be transparent whenever possible; to make information about the organisation accessible to volunteers, including access to the policies and procedures.
 - To reimburse out-of-pocket expenses in accordance with the Expenses Sub-Policy.
 - To ensure arrangements are in place for the health, safety, welfare and wellbeing of volunteers.
 - To ensure that any opportunities that become available for paid employment with the Company are offered first to volunteers. Such opportunities will only be advertised externally if there is no volunteer suitable for the post.
 - To celebrate success, reward loyalty and commitment and support volunteers in all their endeavours.
- B) The volunteers of The Real Junk Food Project Central CIC commit to the following responsibilities:
 - To undertake the Level 2 Food Safety and Hygiene Qualification prior to undertaking any food handling activity, and to provide evidence of completion of this qualification to the Board of Directors.
 - To aim for high standards in the reduction of food insecurity and food waste.
 - To work in partnership with other volunteers and those of partner organisations



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- To protect any personal or confidential information to which they have access.
- To support, respect and adhere to company policies and procedures, guidelines and management decisions.
- To always consider the Company's good reputation in actions and personal conduct.
- To act responsibly and according to the law.
- To let the Board of Directors know if there is a problem, a change in personal circumstances, or any other matter that must be discussed.
- To take reasonable care for the safety of oneself, other volunteers and customers; to comply with health and safety law and report any accidents or incidents.
- To be an active part of the Company's bottom-up community development principle; to make their voice heard and to contribute to the development of the company
- To be positive ambassadors for the Company and to not engage publicly in behaviours which are likely to bring the Company into disrepute.
- To wear their Company-branded clothing only when volunteering for the Company. *Volunteers are not permitted to consume alcohol in public whilst wearing Company-branded clothing.*

6. Expenses Sub-Policy

A) All volunteers are welcome and expected to claim expenses for reasonable out-of-pocket expenses. These include:

- Mileage
 - An allowance for using their personal vehicle for Company business when approved in advance of travel by the Board of Directors.
 - Company business is here defined as use of a personal vehicle for the transport of stock or equipment. These are commonly referred to as "interceptions".
 - The Company does not pay expenses for personal travel (the travel undertaken between a volunteer's residence and the location of their volunteering activities).
 - All mileage allowance will be paid at a rate of 45p per mile (the Government Standard Mileage Rate).
 - On production of a receipt, car parking fees will be paid to the value of the time taken to undertake approved Company business.
- Sundries
 - Site Leads are permitted to purchase an appropriate quantity of milk, tea and coffee for use at their designated site. They are asked to exercise rational judgement in these purchases.



- B) The Board of Directors welcome enquiries concerning a range of potential expenses. Volunteers are encouraged to speak openly about their needs with the Board of Directors, the funds for which will not be unreasonably withheld.
- C) Volunteers are reminded that the primary role of the Board of Directors is to guarantee the legal and financial sustainability of the Company. As such, the Board of Directors reserve the right to refuse expenses claims where they are deemed irrelevant, frivolous or excessive.
- D) All volunteer expenses claims must be completed on the Expenses Claim form, to be submitted by 5pm on the last Friday of each month. If submitted and approved on time, expenses will be paid on the first Friday of the next month by electronic transfer. *The Company does not pay expenses in cash.*

7. Training and development

- A) Information and relevant training will be offered to all volunteers to help them to carry out their work successfully. An induction will be offered during the recruitment process.
- B) Volunteers will not be asked or expected at any time to fund training that has been deemed necessary for their role. The Company will fund such training subject to approval by the Board of Directors.
- C) Volunteers will be invited to discuss their training and development needs on a regular basis.

8. Monitoring and review

- A) This policy will be issued to all employees and volunteers. Any monitoring information collected will be used to monitor the effectiveness of the Volunteers Policy. Information will be processed in accordance with the General Data Protection Regulations, as outlined in the Company's Privacy Statement.
- B) The Volunteers Policy will be reviewed six months from the date of approval. The next review of this policy shall be conducted and approved no later than **Wednesday 29th of May 2019.**

9. Approval

Version 4 of the Volunteers Policy was reviewed and approved by the Board of Directors on **Wednesday 21st of November 2018.**