



# FareShare

Sussex

fighting hunger, tackling food waste

## Volunteer Handbook 2020

Welcome to FareShare! Thank you for wanting to join our volunteer team.

Note: This is a shortened website version of our Volunteer Handbook. Once you decide to volunteer with us, you will have an induction and receive the complete Volunteer Handbook.

### Background - Who Are FareShare?

FareShare is a UK wide charity fighting hunger and food waste. For more than 25 years FareShare has been working with the food industry to identify quality, in date surplus food that can be redistributed to frontline charities and community groups that support vulnerable people. FareShare currently reaches 1,960 towns and cities, providing food for 46.5 million meals a year and supporting 924,325 people every week.

We have 22 regional centres across the UK. Here at FareShare Sussex we currently redistribute 1500 tonnes of surplus food to approximately 140 charities across Sussex, Surrey and Kent.

We believe that working with volunteers enables FareShare to tackle food waste issues and provide food for vulnerable people. We are incredibly grateful for your support and hope you have a wonderful time volunteering with FareShare.

**We have calculated that for every hour of volunteering, 75 meals are provided for vulnerable people.**

### Our Values

**Passion** - for our cause and the challenge that lies ahead

**Ambition** - to go the extra mile and drive the change that must happen

**Respect** - for ourselves, each other, our volunteers, our partners and our beneficiaries

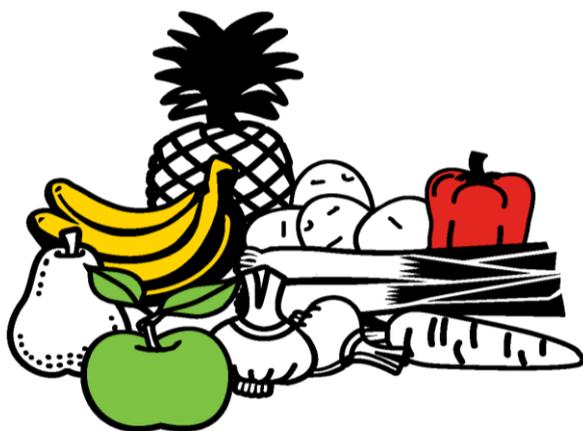
**Collaboration** - it's only by working with others that we can be stronger

**Focus** - on providing the best service possible so that we deliver and achieve the most for our clients/customers.

**Vision** - No good food goes to waste in our region

**Mission** - To fight hunger, tackle food waste, empower volunteers and transform lives through the redistribution of food.

## What is surplus food?



At least 270,000 tonnes of, fit for consumption food is wasted by the UK food industry every year

That's the equivalent of **650 million meals!**

### Surplus food occurs because of:

- Packaging errors
- Short date coding
- Seasonal stocks
- Deleted lines
- Retailers rejections
- Manufacturing mistakes
- Incorrect forecasting
- Damages



At FareShare Sussex we are delivered surplus food from big supermarkets like Asda, Morrisons and Tesco, also the Sussex Gleaning Network often drops off large amounts of rescued fruit and veg and occasionally the public will bring in surplus from their own homes and allotments! Everything counts when it comes to tackling food waste. We also pick up from supermarket food bins that is directly donated by the public.

## Volunteer Roles

Here is a selection of roles on offer at FareShare Sussex. We encourage all our volunteers to rotate into different roles on a regular basis so that you can get a chance to see how different aspects of the operation run.

**Warehouse volunteer:** Assisting the warehouse operations by unloading deliveries and preparing orders of food for our CFMs (Community Food Members) for example churches, supported housing schemes, community groups. Warehouse volunteer tasks include sorting and date checking, packing and unloading food, there is also various cleaning tasks to be done in the warehouse; whilst following FareShare Sussex Health & Safety procedures.

**Driver volunteer:** Driving our vans and delivering food to our CFMs across Sussex, Surrey and Kent. Completing van safety checks and the necessary paperwork. Van driving experience preferred but training is available. A driver assessment will need to take place and we will need to see your driver's licence and run a DBS check.

### Extension volunteer roles

**Driver assistant volunteer:** We like to offer *all* volunteers the opportunity to assist the drivers in delivering food to our CFMs, which includes loading and unloading, navigating, and liaising with CFMs on route. Routes will vary on each shift.

**Lead volunteer:** Assisting Warehouse staff, delegating tasks and supporting volunteers. There are 1 -2 lead volunteers per shift.

**Office volunteer:** Supporting FareShare staff with admin tasks such as fundraising, social media, volunteer introductions, events and office based work.

**Electric cargo bike volunteer:** Riding the E-cargo bike to collect from local food supplier's and deliver to local projects. Confident cyclists preferred but training is available otherwise. For more information, email [nathan@faresharesussex.org.uk](mailto:nathan@faresharesussex.org.uk)

**CareShare Volunteer mentor:** Supporting volunteers at our wellbeing hub, CareShare, with tasks such as CV writing, job searches, upskilling, signposting to other services and more.

**Volunteer Buddy:** 'Buddying up' with our volunteers who have additional support needs and helping them to feel settled, supported and to carry out tasks on site safely.

**Kitchen Hero:** Support our volunteers by cooking or helping to cook a delicious 'surplus surplus' lunch! Whether you are an experienced chef or a keen amateur, if you would like to contribute to our cause by keeping bellies full and smiles wide, then talk to Josie. Training will be provided to add daily entries in the Safer Food Better Business folder.

## Training and development

At FareShare Sussex we are committed to the training and development of our volunteers. We will make you aware whenever a new training opportunity arises.

We encourage all volunteers to undertake Food Safety Level Two training **within 3 months** of volunteering with us. Laura, our training coordinator will be in touch with you about it.

Forklift operator training is available to our volunteers, subject to operational need and volunteer availability, usually after volunteering consistently for at least 3 months at FareShare. Places are limited and require a commitment of one full week for training, and a commitment to volunteering with FareShare after you have completed your training.

We also run an employability programme called **FareShare Futures**. The programme runs for 8 days over 4 weeks and participants receive employability training, get one-to-one support with the job application process, will be introduced to potential employers and gain volunteering experience in the food industry. The programme runs for 8 days over 4 weeks and participant's time is split equally between the operations of the FareShare warehouse and in training sessions.

FareShare Futures is open to anyone who has been unemployed for 6 months or more and is looking for experience in the Food Industry.

## Volunteering Policies & Procedures

### Attendance, absence and punctuality:

The smooth running of our service depends on having enough people per shift, volunteers are expected to be reliable with dependable and punctual attendance. If you are unable to attend your volunteer session, or if you will be arriving late, please contact the volunteer coordinator or your shift manager no later than 24 hours before your shift, this will give us as much time as possible to arrange someone else to cover the shift in your absence.

**Please sign in and out on the time sheet upstairs when you arrive and leave.**

### Opening hours:

Our opening hours are 8:30-8pm, Monday to Thursday and 8:30-7pm on Friday.

### Shifts:

Each shift is 4 hours long, you can choose between the morning, afternoon and evening shift. It is our policy that volunteers work **no more** than 16 hours per week (2 full days or four 4 hour shifts) unless there is an urgent need for cover; this is to make sure that your health and wellbeing is taken care of.

Warehouses shifts generally start at 9am, 12pm or 4pm, but there is flexibility. Office, mentoring and cleaning shifts can be more flexible.

### Introductory period:

Your first month of volunteering at FareShare is considered an introductory period. This introductory period will be a time for you to get to know your fellow volunteers, your shift leaders and the tasks involved in working at FareShare. Your shift leader (the lead volunteer on shift with you) will work closely with you on the first few shifts to help you get to grips with the processes involved in working in the warehouse.

### Dress code:

The dress code at FareShare is casual, though as we are working with food, it is essential that your clothing is clean. Steel toe-capped shoes are essential to the role, but we have lots of these on site if you don't own a pair already. Please do not wear any jewellery in the warehouse, there is an exception for ring bands without ornaments, such as wedding rings. Safety clothing is provided by FareShare for the tasks that require it. **Please ensure you wear a high visibility item of clothing (such as vest or jacket) and steel toe-capped boots at all time when on site or out delivering food.**

### Expense reimbursement:

FareShare understand that many of our volunteers incur travel costs to enable them to volunteer. We will reimburse travel expenses up to the price of a daily citysaver bus ticket. We will issue you with a ticket for you to use on your next shift. Volunteers are also entitled to claim a car mileage allowance of 45p per mile for travel to the warehouse, to a maximum of £5 per shift.

### How to claim:

You should claim your expenses on a daily / shift basis using a standard volunteer expenses form. FareShare will provide a bus ticket for you to use on your next shift, so that you are never out of pocket, and will always have a way of coming to your shift.

Receipts for travel and other expenses must be attached to all claim forms. (Receipts can also be copied onto the expense form)

### Lunch & Volunteer Food:

We currently have a volunteer chef cooking on every day of the week. You can eat on site at FareShare and take a well-earned break, or you can bring a Tupperware box in and take some home for later.

You are also welcome to help yourself to any goods on the volunteer shelves in the kitchen, and in the shelves in the chiller in the warehouse which are marked up for volunteers.

### Substance abuse:

The use, distribution or consumption of alcohol, illegal drugs or controlled substances immediately before or while volunteering constitutes grounds for immediate dismissal from site. Volunteers who show signs of having consumed alcohol, and/or drugs will not be able to complete their shift and will need to see the volunteer coordinator before resuming their role in future.

### Smoking:

The FareShare depot & vans have to be non-smoking/vaping environments as we are dealing with food and drink. This includes the area immediately outside the warehouses. If you smoke/vape there are outdoor spaces available for you to enjoy a short break. **THE VAN, WAREHOUSE AND OFFICES ARE 100% NO SMOKING AREAS**

### Diversity & Equality:

FareShare Sussex is committed to being an equal opportunity organisation and we strive to ensure equality of opportunity and the fair treatment of its volunteers at all times.

FareShare Sussex expects all volunteers and staff to treat each other fairly and legally and any acts of discrimination, harassment or victimisation by any individual will be treated as a serious disciplinary offence.

FareShare Sussex will not unlawfully discriminate on the grounds of age, colour, disability, ethnic or national origin, gender, gender reassignment, marital or civil partnership status, nationality, pregnancy, race, religion or belief, or sexual orientation.

### **Equal Opportunities & Harassment:**

FareShare seeks to be an organisation that serves vulnerable people throughout Sussex and Surrey. We therefore require all volunteers to adhere to our equality and inclusion policy as laid out in this handbook.

FareShare provides equal volunteering opportunities for everyone and intends to provide a volunteer environment that is pleasant, comfortable and free from intimidation and hostility, therefore harassment of any kind will not be tolerated.

### **Grievances:**

FareShare aims to maintain harmony in the workplace, and encourages any work/volunteering related disagreements to be resolved speedily and informally wherever possible. We encourage free communication between volunteers, employees and management in order to promote the quick and effective resolution of any difficulties. However, we recognise that not all problems can be resolved in this way. If you would like to raise a grievance, please speak to the volunteer coordinator (Josie Jeffery) or the Operations Manager (Oli Kyndt).

### **Safeguarding:**

FareShare Sussex is committed to safeguarding - promoting the welfare of all volunteers and staff. We want to maintain a safe working environment, which is free from abuse, where everyone feels confident and able to report concerns without fear of reprisal.

If you are concerned that you or someone you know may be being abused, neglected or exploited, please say something. Everyone is responsible for preventing abuse by raising concerns they have. If you have any concerns, you can contact:

**Josie Jeffery** - Volunteer Coordinator

**Rob Orme** - Chief Executive

**Gwyn Davies** - Trustee safeguarding lead - [gwyn@faresharesussex.org.uk](mailto:gwyn@faresharesussex.org.uk)

**Access Point** - Brighton and Hove Adult Social Care service

Email: [accesspoint@brighton-hove.gov.uk](mailto:accesspoint@brighton-hove.gov.uk)

Phone: 01273 295 555 (24 hours)

**Samaritans** - Confidential and non-judgemental emotional support.

Phone: 08457 909090 (24 hours)

### **Health & Safety:**

It is a legal requirement that all persons involved with this project are made aware of any risks potential and actual that may exist. Regular risk assessments are carried out to identify these and the management team explores way in which these can be eliminated where possible or minimised, and then managed.

- Please follow all instructions, notices and information provided within the building, especially relating to cleanliness.



- In the event of a fire you should leave the building via either the front doors or the front shutter doors. Fire rendezvous point is immediately outside the main complex in Westergate Road.
- If you have an accident (however minor) whilst on shift, please report it immediately to the shift manager or volunteer coordinator.
- First aid kits are located in units 3,4 and 8 warehouses, in the office above unit 3, in the kitchen and on the vans.
- All Warehouse staff are first aid trained, and many office staff are too.
- Please assist us by reporting any health and safety concerns you may have.

### Covid-19 Precautions:

Social distancing and personal protective measures are in place at FareShare as in other parts of community life.

Please ensure you wear a face covering whilst in the chiller or picking in the warehouse, or if you are working on any other task which means that maintaining an appropriate social distance will be impossible.

Please make sure that you wear a face covering and have the windows open of the van when you are out delivering food to our CFMs.

Face coverings are available on the sign-in desk.

### Food Safety & Personal Hygiene:

There are specific guidelines and instructions regarding food safety legislation. You are all food handlers and the following represents obligations that must be adhered to at all times:

- We require that all volunteers are clean and have clean clothing on when starting a shift in the interests of hygiene.
- Wash your hands before starting your shift, regularly throughout handling foods and, in particular after eating, using the toilet, going outside and smoking. There is also hand sanitizer available.
- You must report all symptoms of illness immediately - or before reporting for your shift, so that we can arrange for someone to cover your shift. Illnesses that are especially important to inform us of are Covid-19 and Flu, vomiting, diarrhoea & food poisoning. **IF YOU ARE ILL DO NOT COME TO FARESHARE!**
- You must wear protective gloves any time you are required to handle unwrapped foods.
- If you have any cuts, grazes etc, then you must cover them with a BLUE PLASTER. These are in the first aid boxes.
- Please advise staff if you have returned from holiday destination that is known to have problems with food borne diseases.
- Ensure that chilled/frozen foods are kept out of refrigeration for as short a time a possible (30 minute limit) to ensure temperature standards are maintained.
- Please follow the cleaning schedule guidelines. These indicate the chemicals to be used for each cleaning task. All chemicals are subject to the Control of Substances Hazardous to Health (COSHH) and you have a responsibility to ensure that you understand these before using any products.

You will be required to undertake your food safety level 2 certificate within your first three months of volunteering with us.

## Food Allergen Awareness:

Some people are allergic to certain foods. Eating these foods could make them ill and may even be life threatening. There is currently no cure for food allergies and the only way to manage this is to avoid the food that makes you ill. Around ten people a year in the UK die from allergic reactions to food. An allergic reaction can be produced by a tiny amount of the ingredient that a person is sensitive to; for example, a fragment of peanut or just one or two sesame seeds.

- The 14 most common foods that cause allergens and need to be declared are:
- Cereals containing gluten namely wheat (such as spelt and Khorasan wheat), barley, rye and oats
- Crustaceans like prawns, crabs, lobster and crayfish
- Eggs
- Fish
- Peanuts
- Soybeans
- Milk
- Nuts namely almonds, hazelnuts, walnuts, pecan nuts, brazil nuts, pistachio, cashew, macadamia or Queensland nut.
- Celery
- Mustard
- Sesame
- Sulphur dioxide or sulphites (often found in dried fruit and wine)
- Lupin which is from the same plant family as peanuts and often found in gluten free products
- Molluscs like clams, scallops, squid, mussels, oysters and snails etc.

**If you are handling allergens you will be asked to wear gloves, which are kept on the warehouse walls next to the roller shutters.**

## In the warehouse:

- The warehouse is a dangerous environment. There are moving vehicles, people and other risks. Please be aware of your surroundings.
- Keep your high visibility vest or jacket on at all times while in the warehouse or on the vans.
- Leave nothing on the floor. There are areas for recycling and places to stack dollies/trays/pallets.
- There is no eating or drinking in the warehouse, a table is provided outside for drinks.
- Clean as you go, if you spill or break something clean it up straight away, and let a member of staff know.
- Do not take food from the warehouse, there are sections labelled for volunteer's food.
- Do not use headphones whilst in the office.
- Stay warm, there are jackets, fleeces, gloves and hats available.
- Communicate pleasantly and respectfully with other volunteers and staff at all times.

## Manual Handling:

- It's important to check the weight before deciding to carry something. A good way of judging something is to test it with your foot, if you can easily move the tray you should be able to lift it.
- If too heavy, split the load or ask for help. There is equipment provided for moving heavy items; dollies, pallet trucks and a forklift. Only do what you feel comfortable doing. It is your responsibility to put your own safety and wellbeing first.
- Do not lift something if you can't see what's in the tray or if it's above shoulder height.

- Keep a wide base of support. Your feet should be shoulder-width apart, with one foot slightly ahead of the other (karate stance).
- Squat down, bending at the hips and knees only, keeping the back straight, and don't twist as you lift.
- Keep good posture. Look straight ahead, and keep your back straight, your chest out, and your shoulders back.
- Hold the load as close to your body as possible, at the level of your belly button.
- Lead with your hips as you change direction. Keep your shoulders in line with your hips as you move.
- Set down the load carefully, squatting with the knees and hips only.
- Stack trays and use dollies as shown, if in doubt - ask!
- Take care when pushing things up and down ramps.
- Do not climb on or under the racking; we have mobile ladders to reach items.

### On the vans:

- Most of the vans have a weight limit of 900 KG. Ensure that the weight is evenly distributed. Do not overload them. If you are unsure ask one of the members of staff. Overloading can cause brakes to fail, steering problems and loss of control of the vehicle.
- Take food and drink with you; you're likely to be out for lunch.
- Manual handling still applies - see above.
- Watch for pedestrians, stairs and other hazards
- Remember you're the 'face of FareShare'. Clients at projects are from a variety of backgrounds so please smile and watch your language.
- Stay in contact - if you are running late back to the warehouse or something happens on your route please call us and let us know.

### In the Kitchen:

A volunteer chef usually cooks lunch every day for any volunteer that wants it. You can ask for a meal to be put aside for you if you know you are going out on a late van run. The chef is in charge of ensuring that food safety standards are adhered to when in the kitchen, and you should follow his/her guidance at all times. There may be times when you cannot go into the kitchen, for example, when hot food is being served.

You are welcome to make yourself a drink whenever you want. However please remember: Always wash your hands BEFORE entering the kitchen, and respect social distancing measures. Clear up after yourself by wiping work surfaces and washing up dirty mugs / caffitieres or putting them in the dishwasher. If the dishwasher is running then please wash your crockery up instead of putting it in the sink.

Use the correct recycling and food waste bins. **Do not put anything except food in the food waste bin.**

Please help yourself to food in the fridge, other than at lunch time, or bring in your own labelled food and snacks, but please remember to clear up after yourself.