



# FareShare South West Volunteer Handbook

(To be read before or at your first shift)

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Volunteer Welcome Handbook	Amy Sinclair	June 2023

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## 1. Introduction

### A. FareShare South West (FSSW)

FareShare South West is a food distribution charity with three warehouses. Two in Bristol, Little Ann Street (St Judes) and Vale Lane (Bedminster) and our third warehouse located in Plymouth, which covers Devon and Cornwall. We work with the food industry to redistribute in-date, fit-for-consumption food that has been either incorrectly packaged or over-produced by the suppliers of supermarkets as part of the industrial process.

The food is collected or delivered to our warehouses, where our teams of staff and volunteers sort the food by type and weight. Volunteers then pack the food into orders to be either delivered to or collected by our Community Food Members (CFMs). The organisations pay a small fee, which goes towards our running costs.

Our CFMs are all organisations that provide support to vulnerable people in the Southwest region. Our members vary from lunch clubs bringing elderly people together who are at risk of becoming lonely to schools or residential housing, who support people in recovery from mental health conditions, drug and alcohol addictions. Other charities include those who work with refugees, victims of domestic violence, and the homeless.

### B. Confidentiality and Data Protection

All information shared with us as part of our volunteer recruitment process, and any personal or private information that volunteers feel important to share with staff will be kept in the strictest confidentiality in accordance with the Data Protection Act (1998) and FSSW Data Compliance Procedure.

### C. Consent

On rare occasions, journalists or film crews from the media may wish to film, take photographs, and interview people within the warehouse. In these circumstances, the default decision is that volunteers *have not* consented to participate until they state otherwise in writing. Volunteers will be asked on the day if they consent for footage to be taken at that event only. This will be followed up with a consent form requesting to use the material for social media etc. The volunteer has the right to withdraw consent at any point, but they *must* notify a member of FSSW staff if this is the case. No pressure will ever be placed on volunteers to consent under any circumstances.

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## 1. Contact Information

### A. Who and how to contact for warehouses and on the day absences.

If volunteering in Bristol please get in touch using the volunteer email below, including if you are unable to make a shift. If you can't email us on the day, please leave a message on the warehouse phone.

#### **Little Ann Street - Bristol**

Email: [volunteer@faresharesouthwest.org.uk](mailto:volunteer@faresharesouthwest.org.uk)

Warehouse phone: 0117 450 2751

General Volunteer Enquiries: 0117 954 2220 (follow prompts)

#### **Vale lane - Bristol.**

Email: [volunteer@faresharesouthwest.org.uk](mailto:volunteer@faresharesouthwest.org.uk)

Warehouse phone: 0117 456 2570

General Volunteer Enquiries: 0117 954 2220 (follow prompts)

#### **Sisna Park - Plymouth**

Email: [tessa.phillips@faresharesouthwest.org.uk](mailto:tessa.phillips@faresharesouthwest.org.uk)

0117 450 5047/07393 431927

**Pritchard St Head office number:** 0117 954 2220

## 3. Your First Shift

Before you arrive, please check you are feeling fit and do not have anything potentially contagious. If you are not feeling well, please do not come in, instead please ring the warehouse you are due to volunteer in as soon as you know, so they arrange cover.

### A. What to do when arriving at the warehouse.

There are three documents on arrival to be aware of:

1. **Signing in sheet 1** This is the combined food safety, & fire safety sign in sheet that ensures you have read the –
  - health questionnaire for food safety purposes, and
  - signed in/out for fire safety monitoring & registering purposes.
2. **Signing in sheet 2** - Covid additional information
3. There is a laminated page on the wall to read, which has additional information about Covid, please read this on arrival.

When leaving the building (either when going out on deliveries, for a lunchbreak, or at the end of your shift), you must put the time that you leave on this sheet as this helps the

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emergency services know who might be still in the building who may require rescuing in the event of an emergency.

If you have had Covid, please only come back once you are fully rested and feeling 100%, and it has been 10 days or if you have had 2 negative LFTs after day 5.

### **B. Who to ask for:**

When arriving at the warehouse and after signing in, please ask a member of staff in orange high-viz and they will direct you to where to sit whilst they find the right person for your induction.

During your induction you will be given Personal Protective Equipment (PPE) in the form of a Hi-Visibility (Hi-Viz) vest and check you are wearing appropriate safety shoes. If you do not own a pair of steel toe capped shoes/boots, slip-on safety shoes will be provided. The shoes must be returned at the end of your shift, but the high-vis is for you to keep.

**PLEASE NOTE:** Sandals and pumps are unsuitable for these slip-ons, so please wear a sturdy pair of trainers or boots.

### **C. Fire Exits and Evacuation Procedure:**

#### **i. Little Ann Street:**

##### **There are two main fire exits.**

1. The main entrance that you come in.
2. To the rear of the warehouse down the corridor to the right of the chiller.
- 3. The Evacuation Assembly point is the main carpark at the front of the building.**
4. Please do not leave until you have been accounted for

Do not use the shutter as an exit unless it is already open, as there is no guarantee that it will be working.

#### **ii. Vale Lane:**

##### **There are two main fire exits.**

1. The main entrance that you come in.
2. To the rear of the warehouse, to the side of the freezer
- 3. The Evacuation Assembly point is outside the main gate at the front of the building.**

Do not use the shutter as an exit unless it is already open, as there is no guarantee that it will be working.

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### iii. Sisna Park:

#### **There are two main fire exits.**

1. The main entrance that you come in.
2. The Evacuation Assembly point is the main carpark at the front of the building.
3. To the rear of the warehouse, next to the racking.

Do not use the shutter as an exit unless it is already open, as there is no guarantee that it will be working.

In the event of a **FIRE** your responsibility is to

- Raise the alarm by clearly shouting **“FIRE!”** to alert others,
- Safely vacate the building via the nearest emergency exit. Do not stop to collect personal items, and do not return to the building.
- Wait at the Evacuation Assembly Point until the Fire Brigade announce it is safe to return to the building.
- It is **NOT** your responsibility to attempt to tackle a fire, and you should only do so should you feel completely confident and **CHOOSE** to do so.

### D. Use of Lockers:

You are welcome to use our lockers to store personal items. However, please do not bring high value items in as we cannot guarantee their safety. All items left either in lockers or anywhere else on our premises (including the car park and bicycle racks) are left entirely at the risk of the volunteer.

**PLEASE NOTE:** Bags of any description, including handbags, must never be brought into the warehouse under any circumstances.

### E. Policies and Procedures:

Policies and Procedures are available for any volunteer to view at any time within our Volunteer Policy, which includes:

- Volunteer Code of Conduct (also found here on page 10)
- Fire Safety
- Manual Handling
- Grievances Policy
- Safeguarding Policy
- Equality, Diversity and Inclusion Policy

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- Whistle-blowing policy
- Volunteer expenses policy (also found in this handbook)
- Data-protection Policy

Please ask a staff member for access to these or they can be found on our website. If you would like a copy, please ask for one or all of them to be printed for you. If you have any questions, please do not hesitate to ask a member of staff who will be happy to assist you.

### F. Food Hygiene:

Food hygiene is an essential part of our role at FSSW. We require all volunteers and staff to always abide by food hygiene protocols. As such, we require all volunteers to:

- Ensure that their personal hygiene is appropriate and kept-up.
- Ensure that hair, clothes, and shoes are clean.
- Wash their hands thoroughly before each shift, and after eating, smoking, or visiting the toilet.
- Ensure that food is stored appropriately in the warehouse and kitchen based on whether it is ambient (room temperature) or chilled.
- Ensure that food, irrespective of how it is packaged or if it is in boxes or trays, is never placed directly onto the floor, but always placed on a pallet, a wheeled dolly, a table or in a delivery vehicle.

### G. Risk Assessment, Hazards and First Aid:

It is the responsibility of all volunteers and staff to be mindful of, and alert people to the presence of, any potential risks or hazards within the warehouse or while out on deliveries. These could take the form of:

- Broken or damaged equipment, including manual handling aids, machinery, pallets, trays, and cool boxes.
- Broken glass and/or spillages
- Leaks
- Faulty electrical items/exposed wires
- Incorrectly stacked or stored items
- Blocked or inaccessible exits
- Or anything else deemed a risk.

Should you see a potential hazard, it is your responsibility to **IMMEDIATELY** alert a member of staff, who will then instruct you and the other volunteers what to do. Hazards should **NEVER** be left unreported.

There is always a designated First Aid Responder in the warehouse. This is either the Operations Manager or the Shift Supervisor. Volunteers must report any issues regarding First Aid.

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First Aid boxes are available in all the offices and on all vans. If you need any item from the first aid box you first need to rep, this must be reported as soon as possible to a member of staff. If you need any item from the first aid box you first need to report to the designated first aider so any injury can be reported in the accident book and any products used can be replaced, if you're out on the van please use products from the first aid kit supplied but this must be reported on your return to the warehouse.

## H. Manual Handling and Using Manual Handling Aids

You will be given manual handling training; please ensure all manual handling you do complies with the instructions given. If at any point you have concerns about lifting or moving an item, or about the environment you will be performing Manual Handling tasks in, please alert a member of staff.

We try to keep manual handling to an absolute minimum, and as such encourage the use of manual handling aids wherever possible and appropriate. These aids include:

- Wheeled Trolleys (referred to as "Dollies")
  - Used for transporting trays, either loaded or empty, around the warehouse and fridges.
- Hydraulic Pallet Truck
  - Used for moving pallets around the warehouse floor.
- Stairclimbing Sack Truck
  - Used for delivering trays of food from our vans to a CFM's storage area.

Experienced volunteers and staff will be able to show you the correct use of these aids. Please do not hesitate to ask for assistance in using these if you have any doubts or concerns.

If you see or think there is damage to any of these aids, please **DO NOT** use it, ensure other volunteers are aware not to use it, and notify a member of staff **IMMEDIATELY**.

## I. Use of Counter-Balance Forklift Truck (CBT):

The CBT is to be used **ONLY** by fully certified and suitably experienced CBT operatives. If you have an in-date CBT license, please bring the certificate and photo ID card with you, and show it to the Operations Manager, who will confirm that you are allowed to operate it.

**PLEASE NOTE:** When the CBT is in operation, the area in which it will be working will be marked out. It is the responsibility of the operative to do this, please ask a staff member to show where these are kept. This will ensure people do not cross over the boundary, it is the responsibility of other staff and volunteers to not, under ANY circumstances, cross this boundary until declared safe to do so by the CBT operative.

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## J. Accidents and Incidents

**Accidents** – An accident is an event that has unintentionally happened, that results in damage, injury or harm. All accidents should be reported to Nessa Jones (Vale Lane Warehouse Manager), Robin Harrison (Deputy Warehouse Managers Little Ann), Charles Gabriel (Plymouth Warehouse – Sisna Park). An accident form (please ask a staff member for where they are kept) will need to be filled in with details. A copy will be sent to Charlie Mason (head of compliance). If there is a mixture of both an incident and an accident, please escalate to the deputy/ warehouse manager and Peggy Hall (Volunteer Manager) who will decide the process accordingly.

**Incidents** - An incident is an event that has unintentionally happened, but may not result in damage, harm or injury. This is the process for major and minor incidents within the warehouse, or if anything happens whilst volunteers are out on the vans. All staff will need to be fully aware of these processes and know where the correct information/forms are saved/kept in the event of an incident. 'Incidents' is a broad term, please see below for examples...

There are two types of incidents that we would ask all staff to report to the volunteer co-ordinators or the warehouse managers (depending on who is available) there are Minor Incidents and Major Incidents. The process for reporting these incidents is:

- **ALL** incidents (major and minor) should be logged on the 'Volunteer Incident Tracker' excel sheet owned by the Volunteer Co-ordinators
- **Each incident** should be mentioned to Peggy Hall (Volunteer Manager) and Zephyr Giddings (Volunteer Co-ordinator) who will decide with the deputy warehouse manager whether it's a Major or Minor incident.
- **Minor incidents will be logged on the Volunteer Incident Tracker only.**
- **Major incidents are for escalation** and subsequently following the incident reporting process would be –
  - Issues affecting things long term e.g., Breaking the law (speeding and in any other way),
  - Issues of an offensive nature e.g., Racism, sexism, homophobia etc.
  - Other issues which are clearly unacceptable behaviour within the warehouse environment, this could be for example, continuous disregard for health and safety, or aggression to other staff/volunteers.
  - Any collisions in the van, even if damage is small.
- In the event of a Major Incident, Volunteer Co-ordinators and warehouse managers will fill in a Volunteer Incident Report Form and will escalate to their line manager.
- If further action is to be taken, the line managers are to decide which processes should be followed and escalate to CEO accordingly.

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### K. Recycling:

Please use the recycling bins supplied for any packaging. It is important that items are cleaned first, and then sorted into the appropriate bins. Failure to do so will mean it may be rejected by our contractor.

### L. Smoking:

Smoking, including e-cigarettes, is prohibited in the building and in the entrances. People can smoke outside of the building, at least four metres from the main entrance and shutter. Please dispose of your cigarette butt appropriately without littering.

### M. Jewellery:

In line with FareShare’s food safety manual, nobody handling food is permitted to wear jewellery other than plain rings.

### N. Cleaning

Please clean as you go and assist with cleaning the warehouse tables and floors at the end of your shift. Cleaning products are kept in the locked COSHH cupboard (please ask a member of staff for the key should you require it), mops, buckets, and brooms etc are colour coded to avoid cross contamination.

### O. Volunteer Food Allocation

All warehouses have an allocation of food for volunteers to choose from. If you are unclear on what to take or not, please check in with a staff member. Please check with the Operations Team if the item you wish to eat is suitable, as certain items may already have been allocated for delivery to our CFMs. Hot and cold drinks are always available.

**PLEASE NOTE:** The consumption of food or drinks in the warehouse is **STRICTLY PROHIBITED** due to Food Hygiene legislation. The consumption of alcohol is **STRICTLY PROHIBITED** in any part of the premises, including the car park. Please see the Volunteer Code of Conduct for further details.

### P. Expenses and volunteer support:

Volunteers are entitled to travel expenses reimbursed up to a maximum of £8 per day for each individual claimant if a shift of at least 3.5 hours has been completed. As a charity

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working in the environmental sector, we would encourage all volunteers to use public transport or other forms of transport to our warehouses where possible.

**Bus and Train:**

Bus and Train tickets will be reimbursed to volunteers when presented to staff with a valid ticket or print-out of a screenshot from an electronic ticketing website e.g. First Bristol Buses’ ‘mTickets’. Please be aware that we can only reimburse when given a ticket, and therefore, if you require the ticket for the journey home, you will need to keep it and bring it in to be reimbursed on your following shift.

We would encourage all volunteers to take the most cost-effective option for travel which is nearly always the electronic ticket option for buses and pre-booked train fares. We will also pay against a proportional cost from a season ticket.

For Bristol bus travel, there is now a cap of £2 per adult single fare (with effect from 25th September 2022). This now makes two single journeys from anywhere in the Bristol City Council area cheaper than the Day Ranger tickets. Volunteers should seek out the cheapest tickets possible for recharging to FareShare South West.

**Own Vehicle:**

Where appropriate, volunteers will be entitled to car travel expenses. We would encourage all volunteers who have access to more sustainable forms of transport and live relatively close to our warehouses to not use their own cars.

Mileage reimbursement will be based on a 45p per mile rate but as the overall daily claim limit for all volunteer travel is £8 then this works out at a maximum of 17.75 miles that will be reimbursed.

**Bristol Central (Pritchard Street & Little Ann Street)**

In Central Bristol locations it is likely that parking costs will absorb the majority of the £8 per day allowance we are willing to pay, with then a discretionary interpretation by FSSW managers to decide if an additional top-up for mileage reimbursement will also be paid. Receipts for parking will be required for any claim.

We will not reimburse for private vehicle travel to the central Bristol warehouse in Little Ann Street or the offices in Pritchard Street, if you live within a 2-mile radius.

**Bristol South (Vale Lane and Ashton Gate)**

Both locations have access to free, unlimited-duration parking either at the site or on the roads close by. In the absence of parking charges, managers can reimburse for travel costs up to £8/day. As a reminder, both warehouses are within a 500m walk of frequent bus services.

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### **Bristol Clean Air Zone (CAZ)**

FSSW will not be reimbursing any CAZ charges, unless you can demonstrate that you had to travel through the charging zone as there was no other obvious way.

If you are a disabled badge holder, you can apply to be exempt from the CAZ zone.

### **Plymouth**

The location on the city periphery is not easy to access by public transport (hourly Plymouth City Bus #27) allied to limited parking within walking distance of the warehouse makes access more complex for FSSW volunteers. A more pragmatic approach to expense reimbursement will be allowed but managers should endeavour to stay within the £8 per day limit.

### **Other forms of transport:**

We will also reimburse reasonable costs up to £8 where a volunteer has used a Voi electric scooter; one of the hire bike schemes; or any other safe form of transport to get to one of our warehouses. We will not reimburse any joining fee for these operators – merely the costs of travel on the day to get to and from the warehouse.

Taxi fares will not be reimbursed unless a volunteer can prove they have a special reason for needing a taxi that prevents the use of other forms of transport. Again, we will only reimburse up to £8 a day for taxi fares.

### **Expenditure incurred whilst volunteering:**

FSSW will immediately reimburse the full cost incurred by a volunteer if they have to use their own funds to purchase goods or services that FSSW would normally pay for themselves. The most commonplace example is where one of the FSSW fuel cards does not work and the volunteer has to use their own debit or credit card to purchase fuel or motoring products for one of our vans. A full VAT receipt will be required to support this claim.

It is not standard practice that FSSW will pay for any meals for volunteers. The warehouses all provide food and drinks for volunteers. Driving crews are expected to utilise these or provide their own refreshments. Only in exceptional circumstances such as a full day volunteering with a long drive, will FSSW consider reimbursing food and drink purchases up to a maximum of £5. Managers are again expected to use their own discretion to approve such claims.

### **Q. Signing Out:**

As previously indicated, it is vital that you sign out at the end of your shift. Please put the time that your shift has ended. If you must leave before the end of your shift, it is imperative that

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you alert the Operations Team to this before signing out, so they know who will be available on the warehouse floor.

### R. Feedback:

We welcome your thoughts and suggestions about volunteering and about FareShare. You can share these by:

- Talking to any member of staff, including the volunteering officer, or designated volunteer, either informally or by arranging a one-on-one meeting.
- Emailing [volunteer@faresharesouthwest.org.uk](mailto:volunteer@faresharesouthwest.org.uk)
- Completing a feedback form, occasional surveys and / or using the suggestion box.

### S. Learning, Development & Training

FareShare is committed to the personal development of its volunteers and will provide any training which is necessary to your voluntary role. These opportunities will be provided at the discretion of the manager. We run a number of programmes, for example our Employability Programme FareChance. Please ask about any of these, should you want personal or professional development. We are also happy to act as referees where appropriate.

### T. Leaving FareShare South West

We ask you to notify the Volunteer Coordinator as far in advance as possible of leaving. We will send you an exit survey, your opinion is valued, and any input to enhance the volunteering experience is much appreciated.

## Thank you.

FareShare South West could not run without volunteers, we really appreciate you coming on board and hope you enjoy your time with us.

## 4. Volunteer Code of Conduct

### Purpose

The purpose of this code is to provide a clear framework within which employees and volunteers of Fare Share South West (FSSW) are expected to conduct themselves. FSSW strives to maintain a work environment for its staff in which honesty, integrity and respect for fellow employees, volunteers, and the customers/clients of FSSW is constantly reflected in personal behaviour and standards of conduct.

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## Principles

FSSW and its actions and the behaviour of its employees and volunteers have an impact on thousands of people, as well as on the local environment and the community. Employees and volunteers are expected to have regard for the impact of their personal behaviour on colleagues, customers, the environment, and our community. This code covers some of the most important issues relating to personal conduct, and gives a framework of standards and behaviour guidelines, but it is not intended to be exhaustive.

## Standards of personal behaviour

### Equality of opportunity

One of the FSSW's core values is the promotion of inclusivity and valuing diversity. FSSW seeks to ensure that the work environment for its employees and volunteers is supportive, and one where individual respect is shown to all. All members of staff, regardless of their gender, race, ethnic background, culture, (dis)ability, sexual orientation, age, religion, socio-economic status, or any other factor will be supported and encouraged to perform to their potential.

### Harassment and bullying

To secure an environment in which members of staff and volunteers can flourish and to achieve their full potential, FSSW is committed to ensuring that everyone is able to work and to participate without fear of harassment, bullying or intimidation. Everyone in FSSW has a part to play by ensuring that their own behaviour, whether intentional or unintentional, does not constitute harassment. FSSW will act against inappropriate behaviour which shows lack of respect for others, or which leads people to feel threatened.

### Health and safety

FSSW places a high priority on providing a safe working and learning environment and will act positively to minimise the incidence of all workplace risks as required by the Health and Safety at Work Act 1974 and other associated legislation. All activities should be carried out with the highest regard for the health and safety of employees, volunteers, visitors, and the public. Our aim is excellence in health and safety, by means of continuous improvement of standards, and the comprehensive use of risk assessments to systematically remove the causes of accidents/incidents and ill-health. This, together with more specific aims and objectives, reflects FSSW's commitment to promote employee wellbeing.

### Relationships with other members of staff, volunteers and other clients and customers of FSSW

FSSW does not concern itself with the private lives of its staff unless they affect its effective operation or its reputation. Members of staff who are relatives or who have a close personal relationship should not normally have a supervisory, assessing, or authorising relationship with each other.

Employees and volunteers must inform their line manager if they have a close personal relationship with another employee, a volunteer, or a client or customer of FSSW which could be considered by colleagues, volunteers, or others, as impacting on the way they conduct themselves at work.

### Performance

FSSW expects individuals to follow all reasonable rules and instructions given by those supervising or managing their activities and/or work areas.

### Misuse of drugs and alcohol

It is a disciplinary offence to be on FSSW premises and/or carrying out official duties when under the influence of alcohol or non-medically prescribed drugs.

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### **Gambling**

Gambling activities must not be conducted on FSSW premises, discretion may be used in relation to small raffles for charitable purposes, national lottery syndicates, occasional sweepstakes etc.

### **Conduct outside work.**

FSSW does not seek to dictate how employees and volunteers conduct themselves in their personal lives outside work. However, unlawful, anti-social or other conduct by employees and volunteers which may jeopardise FSSW's reputation or position will be dealt with through the disciplinary procedure.

### **Dress code**

FSSW does not operate a formal dress code for its employees and volunteers, other than for those who are provided with a uniform and/or protective clothing. However, employees and volunteers must ensure that their dress is appropriate for the situation in which they are working and that they present a professional image and one that reflects sensitivity to customer perceptions. This may reflect their ethnicity and lifestyle but should not be provocative or cause offence to those with whom they have contact.

### **Access to confidential information**

Although FSSW strives to conduct its business in an open fashion there will be times when individuals, through their positions as members of committees, line managers and volunteers etc, become aware of confidential information, either about other individuals or in connection with FSSW's activities. Individuals should be aware of the need to keep such matters confidential and to respect the proper channels of communication for such information.

### **Bribery Act 2010**

Under the [Bribery Act 2010](#), a bribe is a 'financial or other advantage' offered, promised or given to induce a person to perform a relevant function or activity improperly, or to reward them for doing so. The Act makes it a criminal offence to:

offer, promise, or give a bribe.

request, agree to receive or accept a bribe.

bribe a foreign public official to obtain or retain business or a business advantage.

(By an organisation) fail to prevent bribery by those acting on its behalf ('associated persons') to obtain or retain business or a business advantage for the organisation.

Small payments made to government officials or others to make something happen, or happen sooner, (commonly called facilitation payments) are likely to be bribes and unlawful under the Act.

Under the Bribery Act, individuals can be prosecuted for accepting bribes or offering bribes. In addition, FSSW can be prosecuted for failing to prevent bribery committed to obtain or retain business or a business advantage for FSSW by an employee or other individual or organisation performing services for FSSW.

### **Use of equipment for non-work purposes**

FSSW will allow employees and volunteers reasonable use of equipment and facilities, if authorisation has been obtained from the appropriate line manager, that the use does not interfere or conflict with the work of the FSSW, and that any costs are met by the individual.

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### **Private telephone calls**

Volunteers may use FSSW telephone facilities to make occasional private calls for essential or emergency matters. Private international calls are not permitted without prior authorisation.

### **Use of IT equipment, internet, and social media**

Users of FSSW's IT and internet facilities must behave reasonably towards other users and the facilities and in public areas they must behave appropriately. Users who do not behave reasonably and appropriately may be subject to disciplinary action in accordance with relevant procedures.

Volunteers must not use FSSW's facilities to create, display, produce, store, circulate or transmit obscene or pornographic material in any form or medium. Volunteers may use FSSW's internet facilities for occasional personal matters but only when agreed by a member of staff.

### **Data protection**

FSSW holds and processes information about employees, volunteers, and other data subjects for academic, administrative, and commercial purposes. When handling such information, FSSW and all staff or others who process or use any personal information, must comply with the Data Protection Principles which are set out in the Data Protection Act 1998. Any doubts or queries about data protection issues should be referred for guidance to the CEO.

### **Breaches of this code**

This code of conduct has been drawn up to provide a source of guidance to FSSW's employees and volunteers. It is not a contractual document and can be amended at any time by FSSW. All staff and volunteers must comply with both the provisions of this code and FSSW's policies and procedures, breaches of which will be taken seriously and may result in disciplinary action up to and including dismissal.

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**5. Declaration of Agreement (to be signed, witnessed, and returned to FSSW)**

Once you have read, understood, and agreed with all the preceding information, please sign the Declaration of Agreement and have it countersigned by a member of staff. This will then be stored in your file.

**Starting Date:** ..... **Finish Date:** .....

**Agreed days/times of work:** .....

**Declaration:**

I declare that I have read and understood all sections of the Volunteer Induction Pack, including the Volunteer Code of Conduct and the Manual Handling Booklet, and that I will adhere to all instructions set out within it, and will follow all reasonable instructions given to me by FSSW Staff.

**Name:** \_\_\_\_\_ **Sign:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Witnessed by:** \_\_\_\_\_

**NOTE:** All information is held in strict confidence and will not be passed onto a third party, and in no way affects your rights under the equal opportunities policy.

**NEXT OF KIN:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**HOME TELEPHONE:** \_\_\_\_\_ **MOBILE:** \_\_\_\_\_

Reference	Document Owner	Issued
Volunteer Welcome Handbook	Amy Sinclair	June 2023