



# VOLUNTEER HANDBOOK

This handbook applies to all trustees and volunteers and will be effective from September 2022. FoodBox will formally review this handbook at least every three years, unless changes in procedures, legislation or regulations require an earlier review.

Version	Effective	Review	Revised	Authority	Page
1.0	September 2022	September 2025	February 2025	Board of Trustees	1

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## USEFUL ADDRESSES & CONTACT DETAILS

Community centre for making and distributing food up food parcels and receiving donations:

Rose Community Centre  
Hawthorn Road  
Brentford  
TW8 0NT

Opening times: Tuesday – Friday 10am – 1pm, Saturday 10am – 12pm

Mobile: 07719 891787 (office hours)

Mobile 07718 263614 (out of office hours)

Community centre for outreach services, community garden, storeroom, correspondence and registered office:

Brickfield Community Centre  
Brickfield Close  
Brentford  
TW8 8JN

Sunny Kharbanda, Operations Manager  
[sunny@hounslowfoodbox.org](mailto:sunny@hounslowfoodbox.org) 07985 525231

Website: <https://hounslowfoodbox.org.uk/>

Twitter: <https://twitter.com/HounslowFoodBox/>

Charity Commission: <https://www.gov.uk/government/organisations/charity-commission>

## OUR STORY AND WHY WE ARE HERE

Here at FoodBox we pride ourselves on being inclusive. Our doors are open to everyone who shares our core value of making a positive impact on our community. Whilst emergency food can't solve poverty it can provide a lifeline while other issues in people's lives are being addressed.

Hounslow Community FoodBox was set up in 2012 and started delivering emergency food to those in need from April 2013. We are a volunteer run registered charity (1170666). The service was set up in response to the pending welfare reforms and rising number of people facing poverty in the London Borough of Hounslow. The reasons for poverty are varied and often are a result of ill health, unemployment, family breakdown, impact of the pandemic, zero-based working hours, or simply when something goes wrong in a person's life and it takes time to find a solution.

The inspiration for developing a service to provide food, support, advice, and volunteering opportunities enabling people to get back into work, was the vision of the late Honourable Alderman Steve Curran MBE formerly Leader of the London Borough of Hounslow and Cllr. Ruth Cadbury now Brentford & Isleworth MP. A start up grant and premises was provided by the London Borough of Hounslow, and their continued support and guidance is highly valued by the charity.

The FoodBox service was created to help alleviate poverty and support those in a time of need with both essential food supplies and assistance to get their lives back on track. There are many success stories that continue to inspire and encourage our volunteers to give even more time and personal support.

FoodBox has evolved into an important and vital part of the community, supporting those in need across the London Borough of Hounslow. Our service has been flexible and agile, reflecting the feedback and changing needs of both the people we support and our referral partners. Working with key partners ensures that not only can we provide emergency food, but we can signpost those seeking support and advice to additional services in the borough. At FoodBox we are proud of the personal and confidential service that we offer to anyone in need of help and support.

# VOLUNTEERING

## Why volunteer?

Volunteering can make a real difference to your own life and those around you.

FoodBox is a local community project where everyone is a volunteer. We understand that whilst emergency food can't solve poverty it can provide a lifeline while other issues in people's lives are addressed. Some of our volunteers were once helped by FoodBox to get them through difficult times and now volunteer so that they can help others.

We are inclusive and open to anyone who shares our values of making a positive impact on our community. Volunteers often find the experience enriching and it can help to build their own confidence. There's always an opportunity to learn new skills and share your own skills with others.

FoodBox welcomes young volunteers aged at least 15. This might be part of a HeadStart programme or Duke of Edinburgh Award Scheme but that's not necessary.

If you like being in a friendly, empathetic and professional environment where everyone is committed to providing the best service and your voice can be heard, why not join FoodBox? You'll receive an induction and training to help you prepare for volunteering. Everyone gives their time freely to FoodBox but we will reimburse your expenses incurred while volunteering.

## Ways to get involved

At FoodBox we're always looking for new volunteers to join our thriving team. There are over sixty members working within a range of activities that you could get involved in:

**Frontline volunteer** – Volunteering at the Rose Community Centre in Brentford you will create food parcels for people in need, taking into account their individual requirements. (number of people, dietary requirements, cooking facilities etc.) You will also help with sorting and logging donations, stock rotation and stocktaking.

**Driver** – If you own a vehicle, and you and that vehicle meet our specifications then you can deliver food parcels to people in need, collect donations from supermarkets, and various other collection points. Sometimes people cannot come to FoodBox because they are ill or immobile, so they rely specifically on our delivery. For this role you will need to confirm that: you have a full driving licence, no bans or convictions; your car is registered, insured and taxed; has a current MOT certificate (if your vehicle needs one); is roadworthy; your car insurance covers you while volunteering (insurers who have signed up to ABI's volunteer driving – motor insurance commitment do not charge an extra premium but you may need to notify them – check [here](#)); you are willing to undergo a basic DBS (Disclosure and Barring Service) check at FoodBox's expense. Mileage can be claimed while volunteering at the HMRC approved rate.

**Driving Buddy** - You will buddy up with a driver on an agreed set morning each week to help deliver food parcels to people in need. Your support will greatly assist our dedicated volunteer drivers, whose work is admirable, as well as supporting the mission of the FoodBox.

**Fundraiser** – We constantly need to create events to promote and raise money and food for FoodBox. You can get involved to help promote and raise these much-needed donations.

**Social media advocate** – Promoting the work we do at FoodBox and the help we need is essential on social media. You would be responsible for sharing regular news updates with our followers and keeping our social media pages up to date.

**Administrator** – If you like talking to and organising people directly, a FoodBox administrator role could be perfect for you. It ranges from contacting people referred to FoodBox (checking their requirements and what to expect from a food parcel) to working with the members of the team (co-ordinating rotas, recruiting and training, and utilising your skills to support and develop FoodBox).

**Young volunteer** – You don't have to be an adult to get involved with FoodBox. We welcome young volunteers aged at least 15 (accompanied by a parent or guardian if you're under 16) to help our Saturday team prepare food parcels at the community centre. You might be part of a HeadStart programme or Duke of Edinburgh Award Scheme but it's not essential to be able to participate.

**Gardener** – If you'd like to help Martha maintain our vegetable and flower garden situated at the Brickfield Community Centre, or our dedicated allotment plot at the Chiswick Horticultural & Allotments Society, we're always looking for green fingers. The FoodBox garden and plot in Chiswick allow us to grow fresh organic fruit and vegetables to include in our food parcels.

**School or business volunteer** – If you'd like to volunteer by getting your company, school or organisation involved, we hold various corporate volunteering and Make a Difference Days.

## Joining

Joining will usually involve completion of a standard application form, informal interview and the taking of references.

Equal opportunities principles will be adhered to when recruiting volunteers.

If someone is receiving food support from FoodBox there needs to be a gap, typically 3 months, between last receiving food support and starting to volunteer.

You can find current opportunities and application forms [here](#).

## MUTUAL EXPECTATIONS

### We will

1. Treat you with respect
2. Create a safe and friendly environment
3. Never forget the enormous contribution you make
4. Give you an induction and training to help you when volunteering
5. Everyone gives their time freely to FoodBox but we will reimburse your expenses incurred while volunteering

### Your commitment to us

1. To work in partnership with other volunteers and the public
2. To be reliable, open and honest
3. To uphold FoodBox's values and comply with our policies
4. To make the most of opportunities given, e.g. for training
5. To contribute positively to the aims of FoodBox and avoid damaging our reputation
6. To carry out tasks within agreed guidelines
7. To always adhere to our confidentiality policy

Please confirm that you have received this handbook and agree to your commitments when volunteering with FoodBox by completing the form you can find [here](#).

### Working through any difficulties

We acknowledge that sometimes problems do arise. In the first instance, any volunteer with a complaint or concern should bring it up with a lead volunteer or trustee. If the issue cannot be resolved by informal discussion, then it can be taken up formally through the Complaints Policy or Safeguarding Policy. Feedback and suggestions for improving our volunteer experience and creating a positive experience for all people using the service is welcomed and we are committed to learning and continuous service improvement.

Please read the [Complaints Policy](#) and [Safeguarding Policy](#).

## **YOUR FIRST VOLUNTEERING DAY**

Volunteers will receive an induction which will include:

1. An introduction to other volunteers and your role
2. A copy of this Volunteer Handbook with links to copies of FoodBox policies in respect of Health and Safety, Data Protection, Safeguarding, Lone Working, Complaints and etc.
3. Health and Safety procedures including verbal instruction regarding the Fire Evacuation Procedure
4. Housekeeping e.g. use of the kitchen, location of toilets

Most training for roles at the community centre or as a driver will be provided by the lead volunteer, but some roles may require formal training. Our focus is 'on the job training' learning through actively participating with key tasks and supported by an experienced volunteer.

We don't expect you to remember everything on your first shift, your fellow volunteers will be happy to help and answer questions you may have.

### **Volunteers WhatsApp group**

There is a Volunteers WhatsApp group. It's not compulsory for volunteers to join the group but is an effective way of keeping lots of people informed.

### **Taster period**

Most people enjoy volunteering with FoodBox but if your circumstances change or you decide it's not for you please let Sunny know to discuss whether alternative roles are available or whether it's best to part ways.

### **Becoming a regular**

Often volunteers have a regular day or days they prefer to volunteer. This helps us plan our rota to ensure we have enough volunteers for each shift. If you are not able to volunteer on your regular day please let us know in advance, although we know that's not always possible, so that we can try to find another volunteer to take your place.

## **DAILY PROCEDURES**

These procedures are a guide for volunteers while volunteering with FoodBox. They are intended to set out some of the key tasks volunteers get involved in on a typical day at FoodBox. They are current as at September 2022 and may need to be updated as necessary to reflect the changing circumstances, new FoodBox policies, HM Government and Public Health England guidance or instructions.

### **First things first**

Only come to FoodBox if you are scheduled to attend on the rota.

If you are feeling unwell do not come to FoodBox. If you need to self-isolate or stay at home, for whatever reason, please just let your Lead Volunteer or Sunny know. If necessary we will use the Volunteer WhatsApp group to check if anyone else is available.

### **Lead Volunteer**

Typically, the most experienced volunteer on duty will act to co-ordinate activities when FoodBox is open. There are separate guidance notes for lead volunteers.

### **Lanyard ID**

Please wear a volunteer lanyard, it just helps visitors to identify who is a volunteer

### **Opening up**

FoodBox should only be opened to provide food parcels and receive donations when 2 volunteers are present.

If alone at FoodBox it is safest to ensure the door is locked from the inside by using the thumb turn lock.

### **Facemasks & keeping your distance**

Wearing facemasks at FoodBox or on deliveries is no longer compulsory. They do however help reduce spreading droplets and discourage touching your own face. Similarly, there are no longer rules in force to keep a safe distance from others. However, all volunteers should recognise the preferences of others who continue to wear masks and try to maintain a safe distance. Hand sanitiser and face masks are available at the community centres.

### **Keeping the community centre clean and tidy**

Rose Community Centre is cleaned three times a week by a professional cleaner, nevertheless the volunteers on each shift should ensure the community centre is kept clean, waste bins emptied, floors swept and food storage bins kept clean and closed.

## Parking Permits

There is ample parking space at Rose Community Centre. If you have arrived at Brickfield Close by car you will need to display a parking permit in your car.

When volunteering drivers should display a "[30 minutes free parking](#)" notice in your car which should be effective on the street (it is not effective when parking in a private car park).

If a parking penalty is received while volunteering at FoodBox and a FoodBox parking notice has been displayed in your car please advise Sunny.

## Check the post at Brickfield

Brickfield Community Centre is not open on a daily basis. If visiting please check the post box and action accordingly.

## A typical day at FoodBox

The main activities for each day are: recording referrals for food parcels and contacting the people referred to check their requirements; making up food parcels for delivery and collection; delivering food parcels; welcoming and handing over food parcels to people who come to collect; receiving and picking up donations, checking and logging them; and, portioning suitable dry foods.

## How people access food support

Those wishing to access emergency food and support cannot self-refer. They must obtain a referral voucher provided and completed by a professional registered Referral Partner. There are more than 75 Referral Partner organisations - Council departments, DWP, schools, health workers, and charities etc - the most frequent referrers being: the Council's Community Solutions Team and social services, Hounslow Jobcentre Plus, West London NHS Trust, Citizens Advice Hounslow, Hestia Hounslow. FoodBox volunteers do not make an assessment whether a food parcel is required or not, that is the Referral Partner's role. If you receive a call from an external organisation wishing to become a referral partner please refer the request to Sunny.

A Referral Partner will complete a standard FoodBox [Referral voucher](#) for someone needing food support – it was last updated for use on 31 December 2021. A copy will be emailed by the Referral Partner to [info@hounslowfoodbox.org.uk](mailto:info@hounslowfoodbox.org.uk).

Key information includes:

- Name, address and contact number of the service user
- Whether the food parcels is to be collected or delivered. Deliveries will only be made where the service user is unable to come to FoodBox

- Special delivery arrangements
- Self-isolation or infection with COVID-19
- Reasons why the food parcel is needed
- Cooking facilities
- Dietary requirements: allergies, halal, vegetarian, vegan and etc
- Number of adults and children and age of children
- Name of referral partner organisation, name and contact details of the person making the referral and date form completed

A Referral Partner may refer an individual to the FoodBox a total of 8 times in a 12 month period. This is to ensure that we can continue to maintain a quality service to those who are vulnerable and need it most. The Referral Partner must make an assessment and complete a referral voucher for each referral. An individual cannot be provided with a food parcel simply because they have received one in the past.

People referred will be contacted by a FoodBox volunteer to check the details on the referral voucher and, in particular, whether they can come to FoodBox to collect, address especially if delivery is required, dietary requirements and special requests.

Referrals are recorded (currently on a daily spreadsheet). A daily batch of referrals for delivery or collection the next day will be prepared each evening. The batch will be emailed to the office email and to the lead volunteer.

## Making up food parcels for delivery and collection

Making up food parcels for delivery normally takes priority so drivers are not kept waiting. Food parcels for collection can be prepared afterwards.

Standard packing lists are available for different family sizes and dietary requirements: Meat & Fish (ie no dietary requirements), Halal, South Asian, Vegetarian, Vegan, Gluten Free, Lactose Free. For people with Diabetes there isn't a standard packing list as it is best to call to check specific requirements (e.g. brown rice, brown pasta, low sugar items and etc.).

Packing notes may note allergies and / or specific requests to be taken account of. The packing list is intended to provide 4 days food. Volunteers use their judgement when making up a parcel, but here are a few points to consider:

- For a particular food item try to use short-dated stock first
- Family size packets and tins are for families, not single adults
- If the packing list includes an item that is not available, include a substitute just like your online grocer does

Baby food, nappies of various sizes, formula milk and wipes are also normally available if requested.

We have a small selection of pet food too.

The individual shopping bags making up food parcels should not be too heavy. And no-one should attempt to lift a bag or bags beyond their capability – someone else will be able to help. The Health & Safety Executive website includes advice on good handling technique – [please read it](#).

Please take care not to overfill bags and double up flimsy bags so they do not fail when being delivered or collected.

Once filled the bags making up a food parcel are labelled with the delivery or collection reference number and delivery or collection notes attached. The food parcels for delivery are organised by pick up time and driver.

Food parcels for collection are placed on shelves and tied together. If a food parcel is not collected after 5 working days the person referred is contacted to see if they will collect. If they subsequently do not collect it is cancelled and our record updated

Food parcels should not be left on the floor in an area where they present a trip hazard.

Bread (usually frozen), eggs, fresh fruit and vegetables, chilled and frozen foods are added to the food parcels for delivery. Parcels for collection only have these items added once the person comes to collect and the bags are taken off the shelf.

Packing notes must be placed in a confidential waste bag once a food parcel for delivery has been prepared. Collection notes are also placed in a confidential waste bag when a food parcel has been collected and recorded.

### **Chilled, fresh and frozen foods**

FoodBox is fortunate to have a regular supply of fresh and chilled foods and we also freeze food. Some chilled foods that we receive often must be used by the following day. It is important to ensure that people receiving food parcels are confident that food has been stored correctly and that information that they need to know is drawn to their attention – for example, foods which have a USE BY date that is the same day as the day of delivery or collection – so that the risk of people eating unsafe foods is reduced.

Common standards to be followed are set out [here](#) to ensure consistency across our daily operations and that, as a registered food business, FoodBox complies with appropriate food safety and hygiene standards.

## Toiletries and household cleaning products

All food parcels include a toilet roll for each household member, other than children still in nappies.

Toiletries and household cleaning products are added to food parcels depending on a person's needs, only when known and requested, and availability. Typically, toiletries might include soap, shower gel, shampoo, toothpaste and brushes, sanitary products and etc.

## Deliveries: notes for volunteer drivers

The volunteers on duty in the FoodBox will prepare food parcels for delivery and coordinate with drivers.

Drivers will be notified the previous evening if there are food parcels for delivery with a time to arrive at the Rose Community Centre to pick them up.

Drivers will receive a delivery slip showing name, address and contact number of the person receiving the food parcel, how many bags there are making up the food parcel, whether self-isolating or infected and any special requirements and known information, occasionally including safeguarding concerns, to increase the likelihood of a successful delivery.

We recommend drivers use the Circuit App (or similar) to plot their route – it really can help to save time.

Drivers should contact the person before attempting a delivery to try to ensure that it will be successful. **It is best to dial 141 before the person's number when using your own phone** so that your own number is blocked. Any queries will then come back to FoodBox and not to the volunteer.

Food parcels should not be left outside or on the doorstep, they should always be handed directly to the recipient. **Drivers should not enter someone's home.**

Please be patient. Sometimes people receiving food parcels are reluctant to provide access until they know who is visiting – not all visitors are providing help. In these circumstances it is helpful to call to explain you are from FoodBox.

Drivers should confirm on the group WhatsApp group whether or not the deliveries were successful or if there were any problems. If the person is not at home, the driver should return the food parcel to the FoodBox.

Suggestions to help another driver delivering to the same address in the future are welcome.

Driver copy delivery notes should be destroyed and not simply placed in general waste. Confidential waste bags are available at FoodBox.

If a food parcel cannot be delivered for whatever reason then the voucher is cancelled and our record updated and the referral partner informed. The food parcel becomes a spare or returned to stock.

### **IMPORTANT:**

Drivers should always have regard for their own personal safety. Panic alarms are available.

Drivers should not complete a delivery if they consider the risks are unacceptable to themselves.

Drivers should always have FoodBox ID available to be shown if requested.

Drivers should always display their parking permit when volunteering. If you find you cannot park safely and within the law when attempting a delivery, you should contact the resident to arrange to meet at a place where you can safely park and hand the food over, or the parcel will have to be returned for the resident to collect.

### **Collections: notes for volunteers at the Rose Community Centre**

People who will come to FoodBox to collect their food parcel should be sent a text from the office mobile to confirm the reference number of their parcel, address of Rose Community Centre, opening times, bus routes and nearest bus stop. The Collection Record spreadsheet should be updated to confirm a text has been sent.

When a food parcel is collected fresh foods are added and the collection note is removed from the bags and used to update the Collection Record with the date collected. The collection note is then disposed of in a confidential waste bag.

If a food parcel is not collected after 5 working days the person referred should be contacted to see if they will collect. If they subsequently do not collect the referral is cancelled and our record updated.

It is possible that someone comes to FoodBox when

- The office has not yet received the referral
- There's an urgent need
- They are homeless and do not have a referral voucher
- They seek a food parcel without a referral
- ....

Please inform the lead volunteer who will need to use their judgement in the particular circumstances.

## Checking and logging donations of food and toiletries

Donors usually bring their donations to Rose Community Centre but there are several street collections that are picked up by FoodBox volunteer drivers. And collection boxes in Morrisons, Brentford and Asda, Hounslow and Co-op Boston Manor need to be regularly emptied.

Volunteers at FoodBox:

- Sort donations by food type
- Food must be kept separately from chemicals. Check to make sure no cleaning products/chemicals have been mixed with food. Chemicals will not contaminate steel cans.
- Check donations are within best before date (typically a few items may have date expired, some toiletries date expire too, such items are thrown away or if just passed the date are available by the door to offer to people coming to collect food parcels or volunteers at their own risk).
- Ensure the food seals are intact (occasionally food has been tried first) and packaging is intact, if in any doubt throw the item away
- Complete a donation record form noting quantities donated (for this purpose a large tin or packet and a small tin or packet all count as 1)
- Note the donor and date on the donation form – this record helps FoodBox to understand the scale/volume of donations and is used for analysis and to update the stock input record.
- Place donations on storage shelving in the main room or in the relevant storeroom as appropriate.
- Chilled or frozen items should be placed in the fridge or freezers (see [protocols for handling chilled, fresh and frozen foods](#)).
- Please be careful stacking items on shelves: tins are heavy – don't attempt to carry more than you are capable of carrying safely, don't stack tins too high, do not stack glass jars.
- Keep the storerooms tidy, it's a workplace
- Items on shelves may need sorting too. When adding stock to shelves ensure that those items with the shortest use by date are placed to the front- rotating stock is important to reduce waste

Please try to obtain a donor's details and email address so that a thank you letter can be sent with their permission. This enables donors to be contacted so that they can receive updates and appeals. Past donors are a great source of future donations.

If a donation is to be publicised, particularly on social media, a donor's express permission should be obtained.

## **Food purchases**

Food which is ordered and paid for by FoodBox, typically from Asda and Morrisons, does not need to be counted and entered onto a donation record.

## **Portioning suitable dry foods**

Some foods may be split into smaller portions for food parcels. Typically, these include lentils, rice, sugar, tea and coffee and fresh rolls from the bakery.

It is especially important that the risk of cross contamination is eliminated as far as possible and the following protocols must be followed:

- Hands must be thoroughly washed and sanitized and / or clean gloves worn
- Surfaces must be clean and disinfected
- Clean measuring cups must be used
- Food type labels and expiry dates must be noted, where relevant, on decanted bags

## **Cash donations**

It's unusual that cash donations are received at FoodBox (other than cheques by post). If someone asks to donate cash please ask them to contact Sunny or let them know about our [JustGiving page](#).

## **TRAINING**

FoodBox will support any volunteer who wishes to undertake any training which is relevant to their volunteering. For example, volunteers are encouraged to obtain a Food Hygiene Level 2 certificate and FoodBox will meet all training costs.

From time-to-time FoodBox will organise training which volunteers will be encouraged to attend.

## **REFERENCES**

FoodBox will be happy to provide references for volunteers whether seeking paid employment or for some other purpose.

## KEY FOODBOX POLICIES

### Confidentiality

It is key that there is no unauthorised or accidental disclosure of personal information, in any form, for example, written or verbally, to external third parties that identifies individuals who have used the service, volunteers, referral partners, donors or trustees. Authorised disclosure requires prior written consent.

Volunteers who will have access to confidential information may be asked to sign a confidentiality agreement. Breach of confidentiality is taken very seriously and may result in asking the volunteer to leave.

We are bound by the Data Protection Act to ensure that we treat volunteer information with respect. Only trustees or volunteers who need to see information for purposes related to volunteer involvement will be able to access it. We will not pass information to third parties without permission.

Please read the Data Protection Policy [here](#) and Privacy Notice [here](#).

### Safeguarding policy

The principal purpose of the Safeguarding policy is to set out guidelines to protect our volunteers and vulnerable people who use the FoodBox service. Anyone, including volunteers, can become vulnerable.

The policy outlines what to do if you feel that someone is being treated unfairly or someone tells you that they are being hurt or threatened.

If someone discloses that they have been harmed or are at risk of being harmed, you have a legal obligation to tell Sunny.

If someone discloses information to you remember:

- Do not promise to keep the information to yourself.
- Re-assure them that they have done the right thing in telling someone but that you will have to pass the information on to FoodBox's Safeguarding Representative or a trustee.
- Speak to Sunny or another FoodBox trustee immediately
- You may also need to write down, as accurately as possible, what they told you.
- If you have any concerns at all about how someone is being treated speak to FoodBox's Safeguarding Representative.

You can find the Safeguarding Policy [here](#).

## Complaints Policy

Complaints may come from any individual, including the general public, volunteer or organisation who has a legitimate interest in our work if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing.

FoodBox views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint. Where a complaint relates to our services to children or vulnerable adults, the Safeguarding Policy may be used instead of the Complaints Policy as the basis to address the issue. If this is the case the person complaining will be advised of this.

It is the duty of everyone at FoodBox to recognise complaints and to use this Policy to investigate them.

You can find the Complaints Policy [here](#).

## Lone Working Policy

FoodBox is committed to ensuring that volunteers working alone or unsupervised for significant periods of time are reasonably protected, as is reasonably practicable, from potential harm. All trustees and volunteers have a duty to report actual, suspected or risk of harm.

This policy applies to all volunteers who are lone working either within our community centres or offsite.

Please read the Lone Working Policy [here](#).

## Health & Safety Policy

FoodBox is committed to ensuring the health, safety and welfare of our volunteers, so far as is reasonably practicable, and recognise that the effective management of health and safety is an integral part of our activities as a charity. We also fully accept our responsibility for other persons such as service users, contractors and visitors who may be affected by our activities.

FoodBox will continually strive to improve our management of workplace risks. FoodBox asks that volunteers take all reasonable care to protect themselves and those they work with in the course of their volunteering activity. Volunteers must co-operate by:

- Working safely and efficiently, looking after themselves and others
- Reporting all hazards and accidents so that they can be investigated and measures taken to prevent recurrence

There is a First Aid Box and incident record book for minor accidents at both the Rose Community Centre (in the kitchen) and at the Brickfield Community Centre.

Please read the Health & Safety Policy [here](#).