

St Germans Community Village Shop

- Volunteer Policy
- Health and Safety Policy

Volunteer Policy

Mission Statement

St. Germans Community Village Shop aims to:

- provide an economically viable village shop, with up-to-date equipment and services
- restore services to the community to meet the needs of all who live in or commute through the village
- operate the shop with community commitment and involvement through an Industrial and Provident Society Community Cooperative

Values of St Germans Community Village Shop

- respect – for each other, for our customers, suppliers and for the community
- confidentiality
- honesty
- open communication
- support – for the community and for each other
- promoting, valuing and implementing diversity and equal opportunities throughout the project and our work in the community
- celebrating and recognising our contributions and successes in the community.

Purpose of this Volunteer Policy

This policy:

- formally acknowledges and supports the role of volunteers within St. Germans Community Village Shop and sets out to ensure good working practices
- defines the rights and responsibilities of the management committee, paid staff and volunteers in respect of each other
- encourages and enables, rather than limits, the role of volunteers

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Rights and Responsibilities of St. Germans Community Village Shop Volunteers

All volunteers have the right:

- to be actively involved in the project
- to have a description of their roles and what is expected of them
- to be given appropriate training
- to be safe in their workplace
- to have all previously approved out-of-pocket expenses reimbursed
- to have all concerns or questions dealt with promptly
- to stop or change their involvement with the project at any time
- to have their personal information kept in a secure and responsible manner
- to have open access to the personal information kept on them by the Shop Manager/management committee
- to receive up-to-date information about St. Germans Community Village Shop activities
- to have fun working in the shop!

All volunteers have the responsibility:

- **To complete the Volunteer Registration form (available on the Shop web site) and provide a copy for the Shop Manager.**
- to abide by St. Germans Community Village Shop policies and procedures.
- to ensure all necessary paperwork is completed
- to attend any appropriate training arranged by the St Germans Community Village Shop
- to maintain their agreed level of commitment or discuss any changes with the Shop Manager
- to keep activities safe
- to respect confidences
- to respect the property of St Germans Community Village Shop and its staff and volunteers
- to be reliable and honest
- to act appropriately and set a good example to others
- to inform, in the first instance, the Shop Manager if they have a problem or want to leave

(see also Problem Resolution procedures, and Procedure for Stopping Volunteering at St Germans Community Village Shop)

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Confidentiality Procedure

- Volunteers should not discuss personal information given to them by other volunteers, paid staff or members of the management committee unless it is vital that the information is passed on for safety or security reasons.

Note: Any information given by volunteers to the management committee will not be discussed without their prior consent and knowledge unless there is an immediate safety issue for customers, volunteers, paid staff, members of the management committee or any members of the public.

- Information concerning the security arrangements for the shop are confidential and should not be divulged to any individuals not working for the shop as volunteers, paid staff or members of the committee.
- Information concerning the financial matters of the shop are considered confidential and should not be discussed with others who are not volunteers, paid staff or members of the committee. All concerns regarding the finances of the shop should be passed to the Shop Manager or the Treasurer

Insurance

- Volunteers are covered by St. Germans Community Village Shop Employer's Liability Insurance.
- The certificate of insurance will be displayed in a prominent position within the shop.

Procedure for Stopping Volunteering at St. Germans Community Village Shop

- Every volunteer has the right to leave the project at any time but also has the responsibility to inform the Shop Manager of this decision.

Problem Resolution procedures.

The aim of this section is to clarify procedures in the event problems being raised. In the event of a disciplinary or grievance, then we will adhere to the procedures in the ACAS Code of Practice 1 - Disciplinary and Grievance Procedures. www.acas.org.uk/dgguide

Part 1

If a volunteer experiences any problems or issues related to their volunteering with St. Germans Community Village Shop, it is their responsibility to raise these at the earliest opportunity, in the first instance with the Shop Manager. Any such issues will be treated as confidential.

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The Shop Manager will try to resolve the issue by:

- meeting with the volunteer at the earliest reasonable opportunity
- agreeing with the volunteer any action to be taken and an appropriate timescale.
- meeting with appropriate management committee members and volunteer to try and resolve the issue in order to find out from the people involved what their issues/concerns are and what they feel is required to resolve the situation
- agreeing with the volunteer a monitoring process
- meeting with the volunteer subsequently to report any action taken and to offer any necessary support
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Note: Any written information regarding the issue or problem will be regarded as confidential and kept securely.

If the Shop Manager is unable to resolve the issue in this way, if the volunteer is unhappy with the resolution, or if the issue is in connection with the Shop Manager, necessary action will be taken in accordance with *Part 3* of the St. Germans Community Village Shop Problem Resolution Procedure.

Part 2

If a complaint is made *against* a volunteer by a customer, another volunteer or a member of the management committee, or if a volunteer is found to be in breach of the volunteer responsibilities as set out in the section, **Every volunteer has the responsibility**, the complaint will be referred, in the first instance, to the Shop Manager. Any such issues will be treated as confidential.

In the first instance, the Shop Manager will try to resolve the issue by:

- meeting with other appropriate customers, management committee members and volunteers to try and resolve the issue and to find out from the people involved what their issues/concerns are and what they feel they need is required to resolve the situation
- agreeing with the volunteer any action that may be taken and the timetable for it
- meeting with the volunteer subsequently to assess any action taken and to offer any necessary support.

Note: Any written information regarding the issue or problem will be regarded as confidential and kept securely in the shop.

If the Shop Manager is unable to resolve the issue in this way, necessary action will be taken in accordance with *Part 3* of the St. Germans Community Village Shop Problem Resolution Procedure.

If the breach of responsibilities is of a highly serious nature, such as misappropriation of funds, stock or other property belonging to St. Germans Community Village Shop, other volunteers, management committee members or customers, the volunteer will be asked to cease immediately their involvement with the Shop and legal action may be taken.

Part 3

If the Shop Manager has been unable to resolve an issue raised in either *Part 1* or *Part 2*, above, or if the issue concerns the Shop Manager or member of the Management Committee directly, then the Chairman of the Management committee, will attempt to resolve it by following the same procedures as outlined in *Parts 1* and *2*, above, involving other members of the management committee where appropriate. Unless there are specific legal issues that have to be addressed by outside parties, the decision of the management committee will be final.

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Health and Safety Policy

Policy Statement

St. Germans Community Village Shop is committed to providing and maintaining a healthy and safe environment for all its volunteers, and any other people who may be affected by its activities.

In order to achieve this, St. Germans Community Village Shop has the following key objectives:

- As a minimum, to comply with requirements of relevant legislation
- to identify hazards (the potential for harm), assess risks (the likelihood of that harm being realised) and manage those risks
- To ensure that volunteers, paid staff and management committee members are adequately informed of the risks identified and, where appropriate, receive instruction, training and supervision
- To provide written instructions on the safe use of equipment used in the shop.
- To provide written instructions on the necessary food safety procedures in the operation of fridges and freezers, and the handling of food.
- To consult with paid staff and volunteers on health and safety matters
- To monitor and review the effectiveness of the policy and, where appropriate, to implement improvements
- To ensure that the demands of activities do not exceed the capabilities of volunteers, paid staff and management committee members to carry out their work without risk to themselves or others

While St. Germans Community Village Shop accepts the main responsibility for the implementation of this policy, individuals have an important role in co-operating with those responsible in order to ensure a healthy and safe working environment. It is the responsibility of all paid staff, individual management committee members and volunteers to acquaint themselves with all relevant safety notices and procedures.

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