

Health and safety for volunteers

Introduction

We're fully committed to ensuring your health and safety while you're volunteering. Help us keep everyone safe by ensuring that you:

- follow True Food's procedures on food hygiene and health and safety procedures;
- take reasonable care of the health and safety of yourself and other people who may be affected by your actions or omissions;
- report any accidents, incidents, near misses or potentially dangerous circumstances to a member of staff; Any accidents or incidents must be reported in the Accident and Incident Book which is kept under the till;
- are aware of actions to take when an emergency situation arises such as fire or robbery, and who to contact for support;
- undertake any health and safety training as requested by True Food Co-op and as appropriate for your role.

General health and safety

The table below sets out key areas where care is needed and explains how to do this.

Be careful in these areas	Action for you to take
Protect your fingers, hands and feet	<ul style="list-style-type: none"> • Take care and use the yellow cutting tool when opening boxes, • When cleaning shelves, check for sharp objects • Wear flat shoes with covered toes.
Avoid slips & trips	<ul style="list-style-type: none"> • Alert staff to spillages or trip hazards so these can be swiftly cleared up/warning signs put in place • Wipe or mop up spills, mark a wet floor with the 'Wet Floor' signs (place the signs so not to cause an accident) • Sweep up loose food spills • Wipe up any spilt household or personal care refills • Don't leave anything on the floor or in the walkways (Cardboard boxes for example) • Ensure loose dried food sacks are kept securely closed
Lift items carefully	<ul style="list-style-type: none"> • Don't try to lift something you can't easily manage. If you feel pain when lifting, the object is too heavy for you to handle alone; ask for help. • If possible, reduce the contents of a box before lifting • Assess the load and plan the activity. Think of the route, use of any handling aids (such as 'dolly trolley', sack truck or a shop trolley)and where the load will be placed. • Adopt a good, stable posture by positioning your feet apart. Place one leg slightly in front of the other for balance. • Make sure you have a good hold of the load before you lift it.

	<ul style="list-style-type: none"> • Bend your knees and hips at the start of the lift, and your back only slightly. • Start lifting the load with your legs bent and straighten them up only as they raise the object. • Hold the load close to your waist or torso. • Do not twist your back or legs while you are holding the load; turn by moving your feet. • Put the load down in the intended spot and re-adjust the position of the object if needed.
<p>Avoid bangs to the head/face</p>	<ul style="list-style-type: none"> • Pay attention to your surroundings, the shelves have sharp edges • Don't put heavy items on higher shelves • Hold the lid with one hand while filling the big green recycling bin
<p>Work safely at height</p>	<ul style="list-style-type: none"> • Always use step ladders or a step stool and do not use a chair or a desk • Take your time using the ladders/stool and pay attention to what you're doing • Reposition the ladder/stool frequently to avoid extending your reach. • Get another person to hold the ladder if it's higher than two steps • Check all four ladder/stool feet are in contact with the ground and the steps are level; • Make sure the ladder/stool is fully open and locked into position • Only carry light materials and tools • Wear appropriate footwear (flat shoes with covered toes)

Food Hygiene

Everyone helping at True Food must follow these **essential** food hygiene requirements. Please talk to a member of staff if anything is unclear.

<p>Always wash your hands thoroughly:</p>	<ul style="list-style-type: none"> • before starting work • before handling food • after visiting the toilet • after handling any waste • after every break • after blowing your nose • after doing any cleaning.
<p>General Hygiene</p>	<ul style="list-style-type: none"> • Keep yourself clean and wear clean clothing. • Wear a clean apron. • Tie back long hair. • Clean as you go and keep all equipment and surfaces clean. • Tell a member of staff, before starting work, of any skin, nose, throat, stomach or bowel trouble or infected wound - YOU ARE BREAKING THE LAW IF YOU DON'T. • Ensure cuts and sores are covered with a waterproof, high visibility dressing. • Avoid unnecessary handling of food. • Eat or drink only in the coffee area or rest area. • Never cough or sneeze over food. • Follow any safety instructions on food packaging or from a member of staff.

Fire Procedures

Element	Procedure
Fire evacuation strategy	<ul style="list-style-type: none"> • On hearing 'Fire', everyone to leave the building by the nearest exit, to the front or rear of the shop • Assemble on the green at the front of the shop • Staff will be last out and check all rooms to ensure that the building is empty
Action on discovering a fire	<ul style="list-style-type: none"> • Shout 'FIRE' loudly and ring shop bell (if possible) to alert all customers and staff • Ensure everyone leaves the building by the nearest safe exit • Staff to tackle the fire if it prevents exit and is safe to do so • Do not re-enter the building until you're told it's safe to do so
Calling the Fire Brigade	<ul style="list-style-type: none"> • A member of staff will call the Fire Brigade by dialling 999 but if they are unable to do so then you should do this • Give your number (not the shop number) and ask for FIRE • Tell them there's a 'FIRE at True Food Community Co-operative, 61 Grove Road, Emmer Green, Reading RG4 8LJ • Main access for the Fire Brigade is via Grove Road • Don't hang up until the Fire Brigade have repeated the address back to you • Tell them where they can find you so they know who the site responsible person is when they arrive
Identification of key escape routes	<ul style="list-style-type: none"> • Our fire exits are through the main front door of the shop, and through the rear of the shop as per the signage and lighting.
Fire wardens	<p>All permanent staff are Fire Wardens. They, and the casual shop managers are trained in the following:</p> <ul style="list-style-type: none"> • Fire risks in the premises • Fire safety measures in the building • Action in the event of fire • Location and use of fire extinguishers • Means for summoning the Fire Brigade • Assisting members of the public to nearest exits, including those evacuation of people with disabilities • Location of electricity mains switch, which is opposite the toilet door in a cupboard marked 'Electricity mains switch'
Place of assembly	<ul style="list-style-type: none"> • Assemble on the grassed area outside the front of the shop • People leaving from the rear door, turn right around the shop and walk through the arch and into the assembly area on the grassed area • Await Fire Brigade
Fire Fighting equipment provided	<ul style="list-style-type: none"> • Two water fire extinguishers - one at the front and one at the rear of the shop. These are NOT to be used on electrical fires • Personal safety is a priority, do not put yourself at risk to tackle a fire

Aggressive Customer/Robbery

Situation	Action
Aggressive customers	<ol style="list-style-type: none"> 1. Stay calm and be professional 2. Listen to the customer 3. Alert a staff member if safe to do so <p>If the customer becomes physically aggressive or threatening, it's important to protect yourself and others in the store. This may include asking the customer to leave and/or calling the police.</p>
Robbery	<ul style="list-style-type: none"> • Remain calm and obey the robber. Do only what the robber demands. • Keep them informed. Make sure there are no surprises. If there is someone else on the premises or if you are expecting someone, tell the robber. • As a member you won't be able to open the till, you will need a staff member to do this. Explain this to the robber. • Try to observe details about the robber such as hair and eye colour, height, build, clothing, sound of voice or accent. • If you must move, tell the robber what you are going to do. Ensure that they can always see your hands. • Don't have a discussion with them. Don't try to change the robber's mind. Speak only if spoken to. Answer in a confident voice and with short sentences. • Give the robber what they demand. Be honest about the amount of money which you can give the robber. • Do not give chase. Note the direction that the robber goes, and a description of the vehicle, if applicable. • Call the police after they have gone. <p>In the unlikely event of an attempted robbery do not try to resist. Handover any items demanded.</p>