



# True Food Volunteer Application and Agreement

True Food Co-op in Emmer Green, is a community co-operative business owned and managed by its members. The shop sells organic, ethical, zero-waste food and household products and is run by a small staff team alongside volunteers. Volunteers may be members or non-members. True Food recruits volunteers in several ways. We advertise a range of volunteering opportunities directly to our members; we also advertise to non-members via Reading Voluntary Action although volunteers are welcome to approach us directly. In addition, we have volunteers who are taking part in schemes for young people such as the Duke of Edinburgh Scheme, or school-run work experience schemes.

Volunteers must be aged 16 or above. The only exception to this is for those taking part in the schemes for young people mentioned above; in this case, volunteers must be aged 14 or over. Parental permission will be required for anyone under 16.

## Intention

The purpose of this Agreement is to describe the arrangement between True Food Co-op and the Volunteer in relation to voluntary tasks undertaken for True Food Co-op. Neither True Food Co-op or the Volunteer intend any employment, or other paid relationship to be created by this Agreement. The Volunteer will undertake their duties on a voluntary basis without payment from True Food Co-op.

## What you can expect from True Food

We value our volunteers and will ensure that everyone is dealt with fairly, regardless of age, disability, race, religion or belief, gender reassignment, sex or sexual orientation and that any complaints or problems are dealt with in accordance with our volunteer problem-solving process.

We will provide you with:

- An induction session and any training needed for the specific role for which you are volunteering, including health and safety training
- Access to relevant True Food policies and procedures
- Employer's Liability insurance cover whilst you are undertaking volunteering in accordance with your volunteer role for True Food, and assault cover for volunteers aged between 16 and 75
- Any equipment you need for your True Food volunteering role while on the True Food premises
- Ongoing support from our [Business Development Manager](#) from whom you can request more information or request assistance
- A friendly volunteering environment, where staff and other volunteers will be helpful, courteous and respectful.

We don't normally provide expenses but, in exceptional circumstances, will consider reimbursing reasonable out-of-pocket expenses on a case-by-case basis.



## What True Food expects from its volunteers.

We expect that you will:

- Be honest and reliable
- Take part in relevant training sessions
- Only volunteer for tasks that you feel physically and mentally confident in undertaking
- Carry out all tasks to the best of your abilities responding to requirements set by member of staff or whoever asked you to undertake the task
- If at anytime you are unsure of anything, seek clarification from the relevant member of staff or whoever asked you to undertake the task
- Interact with customers in a positive manner when working in the shop
- Be courteous and treat everyone you meet through your role with dignity and respect understanding that no form of harassment, bullying or discrimination will be tolerated.
- Work in partnership with other volunteers and staff
- Not share sensitive information about True Food Co-op, its volunteers, or any person, public body, or commercial organisation with which True Food works
- Support and act in accordance with our organisational policies and procedures, including health and safety and data protection. This includes raising any issues or concerns and reporting any incidents.

<b>Volunteer</b> I have read this Volunteer Agreement and confirm that I will abide by the expectations it contains.				
Signature:	Date:			
Name:				
Phone number:	Email:			
Name and number of emergency contact:				
I am interested in:				
Till work	Restocking	Cleaning	Opening	Closing

<b>True Food</b> We agree to abide by our Volunteer Agreement and the expectations it contains.	
Signature:	
Name:	Date:
Staff role:	



## Volunteering at True Food Consent form for under 16s

Every volunteer under the age of 16 must ask their parent or carer to complete and sign this consent form. Please return the completed consent form

Volunteer's Start Date:

Young person's name:	Parent/Carer's name:
Date of birth:	Relationship to the young person:
Address and postcode:	Address and postcode (if different):
Type of volunteering (please tick): <ul style="list-style-type: none"><li>• D of E</li><li>• School work experience</li><li>• Other (please state)</li></ul>	Phone Numbers Day: Evening: Mobile:
Name, address and phone number of school:	Email address:

### Parent or carer's permission

I confirm that I agree to the young person named on this form undertaking voluntary work with True Food, and that I have read the volunteer agreement.

Your name:

Signature:

If there is an emergency and we are not able to contact you, please give the details of someone else we can contact.

Name:

Phone: