

## **“Operational Guidance Notes For All volunteers, New and Current, at Falkirk Food Bank”**

These guidance notes are in line with all current Health and Safety and Food Hygiene policies and procedures with which the Food Bank is legally required to comply. It is vitally important therefore that all volunteers, both new and current, follow this guidance to ensure that the Trustees can evidence compliance to the relevant authorities.

Your support is greatly appreciated.

Alastair Blackstock

Chair Board of Trustees.

**Please note: Only the manager can approve any changes to procedures and work practices, if you have any suggestions please refer them to the manager.**

### **On Arrival At The Food Bank:**

- Volunteers must sign in and out, including the time, on the sheets inside the entrance hall. This is essential for Fire Safety Regulations.
- All volunteers must check the white board on the inside of the entrance door to Unit 1. This highlights any specific tasks required to be undertaken by volunteers that day, e.g. single boxes required. +

### **Specific Areas of Work Within Each Unit:**

#### **Top Section Unit 5 – Receipt of Donations.**

- First thing in the morning turn on the weighing scales. Set scale set to 0 Kg.
- All donations must be weighed in and the weight recorded on the sheet supplied, with the total calculated and written clearly. Write the date of donation followed by the name of the person/organisation donating
- A white board has been installed and is regularly updated. This identifies the current dates of food items on the shelves in unit one. Volunteers **must** check the use by dates on all items prior to sorting them into the crates, and where appropriate, send items directly down to Unit one so that they can be used first. This is essential for stock control.
- The top section has appropriately labelled crates to facilitate the sorting process e.g., Beans, Milk, Rice etc. It is the responsibility of the volunteers to ensure that donations are separated correctly and placed in the appropriate crate. If in doubt, ask.

### **PLEASE NOTE:**

- Tins to be laid horizontally on their side and not upright, and no more than two deep.
- All jars of Jam however **MUST** be stored upright to reduce wastage.
- **NO** deep crates can be used for cans as when filled are too heavy, resulting in an avoidable hazard to volunteers.
- Pasta and Rice will continue to be separated.
- Multi packs in either card or plastic wrap **MUST** be removed from all packaging before being placed in the appropriate crate. All card wrapping must be completely flat before being placed in the large black cardboard container. Plastic wrapping placed in the black bin bag attached

to the black container. At the end of each day both MUST be emptied into the appropriate large bins outside.

- Certain items need to be placed in a trolley and sent directly to Unit 1. These include; **All** sanitary products; all toothbrushes, all baby food, sugar, fizzy drinks, nuts, fresh produce, and anything that is out of date. \* (There will be seasonal items which will also be included as appropriate such as Easter Eggs, Selection Boxes etc.)
- Any items which are out of date **MUST** be placed in a separate trolley and sent to unit 1 where they can be transferred into the disposal box located just outside the office.
- Dog and cat food should be placed in the grey boxes located outside the pet food store. Separate dog and cat food before placing in the appropriately labelled grey box.

**PLEASE NOTE:**

To comply with Health and Safety legislation a maximum of 5 crates allowed on a single dolly to reduce the risks of injury to volunteers and loss or damage to stock. Please only stack crates of the same colour as mixing them can cause them to jam together.

When each dolly is complete transfer to Middle Section, Unit 3.

**Middle section Unit 3 – Stocking The Main Shelving Areas.**

- Transfer the contents of each crate onto the appropriate shelves.
- Each shelf is clearly labelled with the year and month to enable transfer and storage.

**PLEASE NOTE:**

**Unless specifically marked, no crates should be taken directly to Unit 1 and added to the existing stock This can result in wasted food.**

- Stack each shelf from rear to the front. This is the most efficient and safe way of undertaking this task. Only stack on top once the entire shelf has been filled. **Under no circumstance** try and start a third row as volunteers may injure their hands whilst trying to retrieve items. Pickers have been provided to allow all of us to safely reach the back and far corners of the shelf. Please use them.
- If a shelf is full, place a crate on a dolly and start a crate clearly labelled with the month and the year and place below the appropriate shelf.
- Pasta, Rice, Pasta Sauce, Condiments and Snacks are all stored by quarter **i.e., Jan-March; April -June; July -Sept.; Oct – Dec:**
- PLEASE REMEMBER IT IS ONLY THE YEAR LABEL WHICH CHANGES AS APPROPRIATE ON THE SHELVES IN THE MIDDLE SECTION
- It is essential that volunteers do not try and lift crates which are too heavy for them; get someone to help you.
- If you are not sure where something goes, ask the manager for advice.
- All crates which have been emptied must be returned and stacked on dollies in the middle section (Unit 3) for storage. **All labels must be removed.**

### **Bottom section Unit 1: Re-stocking Of The Shelves Used To Prepare Food Parcels.**

#### Management of stock on shelving

- Each shelf must be stacked from the rear to the front. This is the most efficient and safest way of undertaking this task. Pickers have been provided to allow all of us to safely reach the back and far corners of the shelf. Please use them.
- When re-stocking shelves leave space for items that pre-date stock on shelves.
- Change year labels when necessary (clearly mark months/quarters to be used)

#### Completion Of Food Boxes.

There are specific laminated sheets clearly listing the contents for each type of food box, e.g., Singles/Couples etc.

These are stored in labelled plastic wallets stored in the magazine rack on the wall.

The list of contents for each size of parcel is constantly reviewed in line with stock levels. It is essential that you follow the list. If you are not sure please ask the manager.

Do not add extras without consulting the manager.

#### **PLEASE NOTE:**

- **It is essential that ALL boxes used for food parcels are robust and undamaged, this is to ensure that the delivery drivers can handle the parcels safely and maintain the integrity of the contents. If you are not sure please ask the manager before proceeding. Please dispose of damaged or broken boxes as per cardboard disposal procedure**
- **Due to short use-by dates on some donations, each shelf has a partition to the side to place these items. Volunteers MUST use this material FIRST when preparing food parcels.**
- **There are times when we receive donations of cakes, mince pies etc., DO NOT place these on any of the tables, they MUST be added to any food parcels which are going out each day. If there are any left at the end of the day they should be distributed to the pre-prepared food parcels.**
- Due to changes in food labelling legislation certain items e.g. multipacks can no longer be separated into individual pieces for distribution unless the full list of ingredients is clearly marked on the packaging. Failure to comply with this will not only leave the Food Bank vulnerable to litigation. Worse, may result in injury or death of clients.
- For Single Boxes the current menu indicates **Either** one porridge **Or** one cereal.
- NO large packets of biscuits/juice, etc. to be given to singles, and if we are short of a commodity a substitution could/should be made.
- If we are short on stew, sub with chilli or meatballs. If no stock of certain items (i.e. chilli) sub with another item on the shelf after consulting with the manager.
- All clients to receive bag with Toilet Roll, Laundry Powder, Shower Gel and Hand Soap. This should be weighed, weight noted on bag in dark sharpie pen and added to White Delivery Slip.

- Add female Hygiene items if appropriate.
- **Please note: A check list has been attached to the inside cover of the Blue folder which holds the delivery slips. Please refer to this if you are uncertain of the correct procedure.**
- Dark coloured Sharpie pen **MUST BE USED** to record use by date (can be located on wall above scales in each weighing area) and weight of each box/es.
- A stock of different sizes of boxes are required for the start of each day. Including Wellbeing Bags. **(Refer to + on First Page of this document)**
- When box/boxes are complete the packer **MUST** clearly initial the weight slip/s.
- Wellbeing bags **MUST** be weighed and labelled.

#### **AT THE EAND OF EACH DAY:**

To ensure that we reduce the risks of infestations by vermin, leading to destruction/contamination of stock, it is important that at the end of each day, every area is clean and tidy.

It is also courteous to the volunteers who will be in the following day and so we ask you to follow the following guidance for each area.

#### **Top section Unit 5:**

- At the end of each day, unless there has been an opportunity earlier, volunteers must use dollies to stack crates of donations which should then be carefully moved into the Middle Section, Unit 3.
- All crates to be stacked either under the tables according to size, or on dollies and placed in a safe position to allow the Electric Van to be stored and charged overnight.
- Note: other areas must be checked for trollies and crates. Empty trollies must be returned to the top section, Unit 5 and stored at the rear of the tables near the doorway into the pet food store. Crates should be stacked on dollies in the middle section, Unit 3 beside the fish stock)
- Move silver table to the side (scale side) and brush the floor. This reduces the risk of infestation.
- **NOTE, ALL PLASTIC BAGS/BAGS FOR LIFE, MUST NOT BE SCRUNCED UP AND LEFT ON THE LOWER SHELF OF THE SILVER TABLE. PLEASE LAY THEM FLAT IN THE BOX.**
- Tuen off the scales and radio at socket along with any other heaters.
- The black card/paper bin must be emptied into the appropriate large bin outside along with the general rubbish bag. Ensure card packaging is totally flat.

#### **Middle section, Unit 3:**

- At the end of the day the area should be left clean and tidy for the next day. Any donations which have not been able to be sorted should be left neatly in the centre of the floor.
- The grey bin under the small square table should be emptied and all other waste removed to the appropriate containers.

- Switch off Water Heater in Ladies' Toilet.
- Empty bin in Ladies' toilet.
- Any spillages must be swept up to reduce both the risk of infestations and as a trip hazard for volunteers.

**Bottom section:**

- NO items to be left in kitchen.
- Empty ALL bins (including those in toilets) PLEASE NOTE; A BAG MUST BE PLACED INSIDE THE FOOD CADDY AND ALL PACKAGING REMOVED FROM FOOD BEING DISCARDED. THE COUNCIL WILL NOT COLLECT ITEMS IF THEY ARE IN PACKAGING.
- Clean all surfaces, microwave.
- White slips for boxes to be delivered the next day should be taken to the office to be locked away overnight. This is in compliance with Data Protection legislation.
- The green boxes stacked opposite the back door belong to M&S and MUST NOT be used

Your time is vitally important not only to the Food Bank but to the many clients who have to use our service. This guidance is intended to support you in your time at the Food Bank whilst ensuring that we operate as safely, efficiently, and as effectively as possible.

Thank you

Board of Trustees Falkirk Food Bank.

3<sup>rd</sup> February 2025