



An Overview to Volunteering

thehygienebank.com | [@thehygienebank](https://twitter.com/thehygienebank)

The Hygiene Bank is a registered charity in England and Wales: 1181267 and in Scotland: SC049895.

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Introduction

The Hygiene Bank is a grassroots community initiative providing hygiene, personal care and household cleaning products to those of us who need throughout the UK.

The Hygiene Bank has grown from a simple belief that all of us should be able to access what we need to keep clean. It's not right that feeling clean should be a luxury or a privilege for anyone in our society, yet many of us are living in poverty and can't afford to keep clean. That's why our network of projects exist – to give access to essential hygiene products for people going without.

Our efforts are grounded in compassion and that hygiene poverty is unjust.

[We all have times in our lives when we need help, and times when we can offer help.](#)

It is only by standing together that we can destigmatize hygiene poverty and encourage a more empathic response to those of us who are struggling to stay afloat.

Along with collecting and redistributing new, unused and in-date personal care and household cleaning products, we will work with other anti-poverty advocates to raise awareness of poverty in the UK. We aim to influence the public conversation, to increase demand for action so that collectively we are a voice for change.

The Hygiene Bank promotes an inclusive environment and does not condone any form of discrimination.

This volunteer overview guide explains what you can expect from The Hygiene Bank and our expectations of you. Please read it carefully, along with all of our charity policies and if you have any questions, please contact Head Office.

Thank you

Our principles



Belief

Basic hygiene is not a privilege.



Vision

That one day everyone living in the UK will have access to essential hygiene products.



Mission

Bring communities, businesses and thought leaders together to tackle hygiene poverty by giving access to products and being a voice for change.

We challenge injustice:

It's not right that anyone should experience hygiene poverty. We take action by raising awareness to drive meaningful change.



Values

We foster wellbeing:

Everyone deserves to be able to care for themselves and their families. We know access to hygiene products is key to anyone's health and wellbeing.

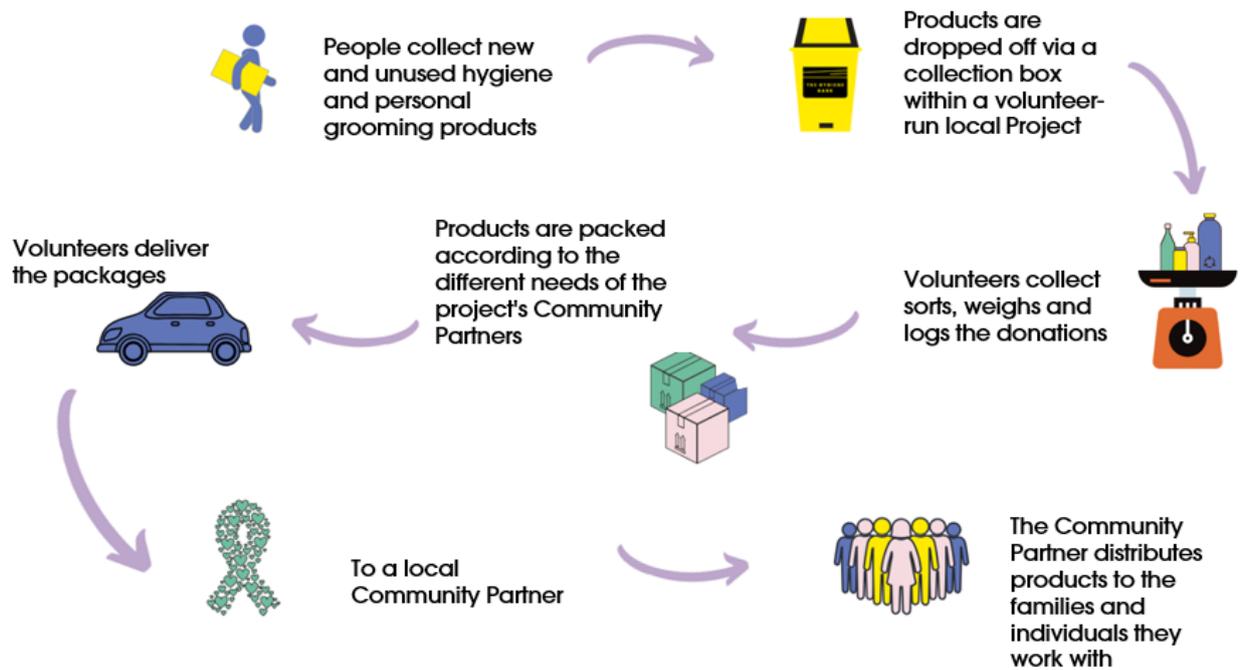
We are compassionate:

We stand alongside those in crisis. Our purpose is to ensure no one is held back from participating in society because of hygiene poverty.

We are community:

We believe in building stronger, resilient communities by working together to shape a more just society

How we work



What you can expect from us

We have a duty of care to you and are committed to the following:

- Providing a thorough, online induction into the role of volunteering and the work of The Hygiene Bank along with any on-going training that you may need to fulfill your volunteering role.
- Recognising that volunteers require satisfying work and personal development. We will seek to help meet these needs.
- Flexibility within volunteering opportunities, taking into account any other commitments that you have.
- The support of a dedicated Partnership Manager from Head Office and if we have one in your area, a Regional Coordinator. Your Partnership Manager will monitor your volunteering and discuss development opportunities. Regular check in with you to discuss any problems or concerns you may have.
- Volunteers will have a voice within the organisation – we'll ask for your views and ideas whenever we can.
- Reimbursement for reasonable, pre authorised, out of pocket expenses.
- Adequate insurance to cover you whilst undertaking voluntary activities authorised by The Hygiene Bank (excluding home & car insurance)
- Following the policies, procedures and standards of the organisation in relation to volunteers.
- Resolving any concerns promptly and fairly.
- Providing references for people who have actively volunteered their time for us.
- Operating within the spirit of equality, diversity and our values.
- Celebrating your successes and recognising your achievements.

Expectations of you

You are expected to be responsible

- Performing your role to the best of your ability and reading and adhering to all The Hygiene Bank policies detailed on the website and keeping up to date with them as and when they are updated:
 - Privacy
 - Environmental
 - Health and Safety
 - Equal Opportunities
 - Code of Conduct
 - Handling complaints: policy and procedure
 - Safeguarding
 - Modern Slavery
- Following prompt and accurate housekeeping administration procedures as detailed in the volunteer induction.
- Respond promptly to emails from Head Office and Community Partners.
- Satisfactory performance and meeting of standards.
- Upholding The Hygiene Bank's reputation.
- Understanding and support The Hygiene Bank's principles.
- Read and understand the responses to our FAQs as detailed on the website so the organisation has a united response.
- Keep up-to-date with the latest news and updates from the Charity by reading the Volunteer Newsletter and attending or watching back any of the Volunteer Townhalls
- As part of Your role, you may establish and help maintain relationships between Us and local businesses and organisations in your area, which we refer to as our 'Community Partners'. You agree that in such circumstances, you are acting on our behalf and shall make clear to those Community Partners that you are acting as our representative.
- In the course of your volunteering, you may have access to confidential information relating to us and/or Our Community Partners and/or Drop Off/ Collector Organisations. You shall not use or disclose this information to any person either during your volunteering experience with us or at any time afterwards.

- When using Our name, logo(s) and branding, you agree to comply with any guidelines or instructions which we may issue to you from time to time.
- A commitment to using the Framing Toolkit Language when you talk about poverty, benefits and the issues the charity is addressing.
- Respecting others and ensuring that we are all safe from harm.
- Disclosing concerns of abuse of a service user or volunteer by anyone connected to The Hygiene Bank.
- Disclosing convictions that might affect your suitability as a volunteer.
- Have adequate car insurance in place whilst you are carrying out your volunteering duties.

Serious breaches of our standards include (but are not limited to)

- Use of donations for personal use or gain.
- Maltreatment of service users.
- Fraud, deliberate falsification of records, theft or unauthorised possession of money or property, whether belonging to The Hygiene Bank or any of our stakeholders.
- Possession and/or supply or use of illicit drugs and/or being incapacitated through intoxication.
- Indecent or immoral behaviour.
- Unlawful discrimination or acts of harassment.
- Dangerous and/or aggressive behaviour.
- Deliberate damage to property or donated goods.
- Insubordination and refusal to carry out reasonable requests.
- Breach of safeguarding, equality and health and safety standards in this policy.
- Disclosure of others' personal contact details in breach of GDPR regulations.
- Campaigning or lobbying using The Hygiene Bank name breaches our insurance policy and is not tolerated.

Concern about minor breaches will first be brought to your attention informally. Should the behaviour persist, The Hygiene Bank reserves the right to decide on an appropriate course of action and the volunteer may be asked to leave. Concerns that someone is

behaving in a way that is a serious breach of standards should be reported to Head Office immediately.

How do I apply?

You will need to read all of our **policies** and complete our **Volunteer Application Form** found in the footer of our website.

When you join The Hygiene Bank network, we will provide:

- Operating Guides, On-boarding and an Induction
- Support from a Partnership Manager
- An ID badge
- Access to an online Members Only area of the website
- Access to a closed Facebook Volunteers forum
- Data entry system (logging of data is a crucial part of running a project)
- Where possible, access to product donations through our brand relationships

How to proceed with your application

Once you have completed the Volunteer Application Form, you will be contacted to book your induction and go through the on-boarding process. You will also be required to forward a Proof of ID with your current address. This can either be driving license OR passport and recent utility bill showing your address.

Once your ID has been received and you have attended an induction, you will be given access to for our Facebook Closed Forum and our Hygiene Bank Members area where you will find all of the information and tools you will need to run a project. Your ID badge will then be sent to you.

Build a team

It is recommended that you work with a team of volunteers, we suggest a minimum of three people. This not only helps with easing the pressure but also there is always someone else to take over during times of absence.

Each of your volunteers will need to have read the Volunteer Handbook and register with us. Ongoing, Head Office will forward on any volunteer enquiries that are local to your location to check if you are happy to take more volunteers on prior to signing them up.

Funding your project

All of our projects are self-funded using a variety of different methods. These include setting up a project Just Giving page and promoting it in your local area – social media is great for this! Or applying for local grants that may be available locally. Either way, your Partnership Manager and our fundraising team can support you with this.

Data protection

We are committed to respecting individuals' right to have their data protected.

- We inform people why we collect their data and what we plan to do with it. We seek their informed consent and have a mechanism in place for them to refuse or withdraw that consent at any time. Volunteers are expected to:
- Keep information that is not in the public domain about The Hygiene Bank and our partners confidential.
- Only share information about individuals with their informed consent.
- Keep material containing confidential information safe and return it to Head Office upon termination of the relationship with the Hygiene Bank.
- Consider their profile on social media. Do not post anything that might be considered inappropriate or defamatory.
- Each project will be issued with a Hygiene Bank email address for use
- Please note that if you choose not to set up The Hygiene Bank Gmail account and choose to use your personal email then these details may be added to the website and shared as appropriate.
- When obtaining information from a third party, please ensure that you are only collecting information that is absolutely necessary.

Further information: see Privacy Policy on website and our Data Protection training on our members area.

Health, safety & welfare

We are committed to providing a safe and inclusive environment for our volunteers, partners and stakeholders.

ALCOHOL & DRUGS – use of, may impair safety, effectiveness and efficiency. Behaviour that indicates the misuse of drugs or alcohol will be investigated and treated as a serious breach.

EQUALITY – We adopt a consistent, non-discriminatory approach to advertising opportunities. Everyone at the Hygiene Bank receives fair treatment. Those involved in recruitment periodically review their selection criteria and choices to ensure that they are not consciously or unconsciously biased in their decision-making.

Please refer to our Equal Opportunities Policy on the website.

HARASSMENT - is unwanted behaviour towards an individual that includes (but is not limited to insensitive jokes, comments about appearance, unwelcome touching or insulting words). Personal harassment is not tolerated at the Hygiene Bank.

WAREHOUSING/ STORAGE OF PRODUCT – This covers a range of activities that can result in various hazards and risks. Downloadable Manual Handling poster/ First Aid/ COSHH poster for display at a storage unit are available.

Please refer to our Health & Safety policy on the website and read given links.

MANUAL HANDLING - Care should be taken when lifting or carrying heavy items. Ensure you keep your back straight and bend at the knees when lifting. Any item over 25kg must not be lifted manually. Find someone to assist you or use a trolley device. A young person or child must not engage in lifting heavy objects. You should be aware of your own limitations when lifting (a history of back problems will affect your ability to lift many items).

For your safety, please watch this Manual Handling You Tube video:

<https://www.youtube.com/watch?v=IX9zZsBq8o0>. Keep floors and passages clear of any obstacles.

BEST BEFORE AND NEW - Ensure distributed products are new, unopened and in-date. Dispose of inadequate donations responsibly.

SAFETY – Do not take any risks with your personal safety, or the safety of others. Mop up any spill liquids. Report all accidents and injuries to Head Office.

SAFEGUARDING – Prior to commencing volunteering you will be expected to sign a commitment to keep children and vulnerable adults safe and to respond to concerns of abuse.

The Safeguarding lead is:

Amy Thompson: amy.thomson@thehygienebank.com. mobile: 07561 583962

Please refer to our Safeguarding policy on website

Whistleblowing & Complaints

Whistleblowing

Whistle blowing is where you have a concern about a danger or illegality that has a public interest aspect to it such as:

- Modern Slavery.
- A criminal offence that has, is being, or is likely to be committed.
- Unauthorised or inappropriate disclosure, misuse or loss of confidential, personal and / or sensitive information.
- A miscarriage of justice.
- Risk or damage to the environment.
- A danger to the health and safety of employees or others.
- Attempts to suppress or hide information relating to wrongdoing.

The concern can be about an incident that happened in the past, is happening now or that you believe is likely in the future. As long as you hold a reasonable belief that the information is true then you will be covered by the protection set out regardless of whether you are mistaken or the matter cannot be proved.

Whistleblowing may be very difficult. We will take every step to ensure we protect and support whistleblowers internally. However, we recognise that people may feel more comfortable seeking external support in this situation.

The independent charity Protect can also provide support. Their lawyers can give you free confidential advice at any stage about how to raise a concern and they will also provide advice on the circumstances in which it may be appropriate for you to contact an outside body.

Complaints

Unlike whistleblowing, complaints deal with personal grievances. A complaint is an expression of dissatisfaction, either written or spoken. We recognise that complaints are an important part of user feedback. All complaints will be investigated fully and fairly. All issues will be dealt with in confidence. If the person raising the issue is not happy with the result of the response from The Hygiene Bank, they will have the right to appeal.

See the Handling complaints: policy and procedure with regards to complaints you may receive externally.

Procedure

1. Where possible you should raise any matter of concern, serious or otherwise with your Partnership Manager. This may be done either verbally or in writing.
2. If you feel unable, for whatever reason, to raise the matter with your Partnership Manager, you may go to one of the Board of Trustees (
3. When raising your concern, it is helpful for you to provide an explanation with as much detail as possible including dates and times of incidents, any eye witness details and any supporting documents that you have.
4. Where attempts to raise matters internally have been unsuccessful or, exceptionally, you feel you cannot raise their concerns internally, you may consider raising the matter with the relevant regulatory authority.

What happens next

5. The person who you raise the concern to will listen to and consider your concern in full and determine whether any action is needed. This may mean reporting it to a more senior member of staff or The Board of Trustees.
6. We will try to keep you informed about the actions that we are taking in relation to the concern including how we propose to deal with the matter, whether we need further assistance from you, any action that is taken and the outcome of the investigation. However, we may not be able to provide you with much detail where we have a duty to keep the confidence of other people.
7. If you bring a complaint of harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is untrue and has been brought with malicious intent we will, subject to a fair procedure, no longer accept any further voluntary assistance from you.

General procedures

ID – We require proof of ID from you, either a copy of your Driving License or Passport with current utility bill showing your address. This is to be emailed to volunteer@thehygienebank.org.

Once registration has been fully approved, you will receive an official ID badge, authorising you to set up collection points, distribute products to Community Partners and fundraise in the name of The Hygiene Bank.

ADMINISTRATIVE HOUSEKEEPING – Regional and Project coordinators are required to complete monitoring forms every week as this forms part of our Charity reporting requirements.

CHANGES IN PERSONAL CONTACTS - Please notify us of any changes so we can update our records accordingly.

COVER – If you are unable to fulfil your activities due to ill health or other commitments, please notify either your Regional Coordinator or Partnership Manager as soon as possible.

FUNDRAISING – Please read all relevant documents on the website. If you fundraise, please make sure you undertake a suitable risk assessment and follow all necessary **Health and Safety** and **Keeping It Legal** procedures. You will need to keep accurate accounts to be shared with our Treasurer. Please email the Treasurer if you have financial questions: finance@thehygienebank.com

INSURANCE – We have employers / volunteers and public liability insurance to cover you during your volunteering activities. Please ensure you have read the Health & Safety section of this guide. Motor insurance is not covered. You will need to ensure that your own motor vehicle insurance covers you if you are using your own vehicle to transport donations. A copy of the current Insurance Policy is available on the Members Area of the website.

LOSS OR DAMAGE TO YOUR PROPERTY - No liability is accepted by The Hygiene Bank. It is recommended that you do not take any personal items of value when you volunteer.

MEDIA – Direct any requests for interviews from the media to Head Office. If you are interviewed, please remember you are the voice of The Hygiene Bank.

CONCERNS – Please raise concerns you may have with your Partnership Manager or a member of Head Office.

STANDARDS OF DRESS – Please present a professional, clean appearance, whilst wearing clothes appropriate to your tasks.

STATE BENEFITS - Voluntary work may affect your eligibility for state benefits. We recommend that you check with the appropriate agencies.

EMAIL ADDRESS - All Regional and Project Coordinators will be set up with a THB email address, as this information will be displayed on the website and given to third parties as necessary. If this has not been set up, The Hygiene Bank will assume that you are happy for your personal email address to be shared as appropriate

Expenses

We need to ensure volunteers do not inadvertently incur expenses that we can neither justify nor reimburse and that any expenditure is relevant to our charitable objectives and can be fully justified; therefore, all expenses should be reasonable and kept to a minimum.

We are extremely grateful to volunteers who choose to meet incidental expenses from within their own resources as with the number of volunteers involved, we could not afford to deliver our services to people in crisis at the current levels of scale and quality. However, affordability is not a prerequisite to volunteering so please speak to Head Office about available budget and the volunteer's own needs.

Activities likely to incur expenses for volunteers should be authorised by Head Office in advance and we cannot accept liability for expenses not pre-agreed.

Making an Expense Claim

- Submit using a Volunteer Expense Claim Form within three months of expenses being incurred.
- Only actual costs can be reimbursed i.e. expenses do not represent a reward or compensation for loss of time.
- Car/Motorcycle: 45p per mile (in line with HMRC guidelines). Parking costs, toll and congestion charges can also be claimed for where necessary when pre-agreed; however, we do not reimburse parking fines or speeding tickets under any circumstances.
- Administration costs - e.g. phone calls, printing materials or sending letters on behalf of The Hygiene Bank can be reimbursed if pre-agreed and supported by receipts or an itemised bill. These costs would come from your projects ringfenced funds unless otherwise agreed.
- We are unable to reimburse the costs of furniture, utilities including gas, electricity, broadband/phone line installation and rental costs computer equipment.
- Expenses will be reimbursed by direct bank transfer. Please add your bank details to the Volunteer Expenses Claim Form.

Contacts

- **Head office:** Telephone number: 07593 054190
- **General enquiries:** Georgina Loom: admin@thehygienebank.com
- **Safeguarding:** Amy Thompson: amy.thompson@thehygienebank.com mobile: 07561 583962
- **Finance:** Edgar Penollar: finance@thehygienebank.com
- **Chair of Trustees:** Tom Poynter: tom.poynter@thehygienebank.com