EWOIC Food Bank Volunteer Handbook

Nourishing the Community

Exclusive Women of Influence Circle CIC — Empowering People • Building Futures • Changing Lives



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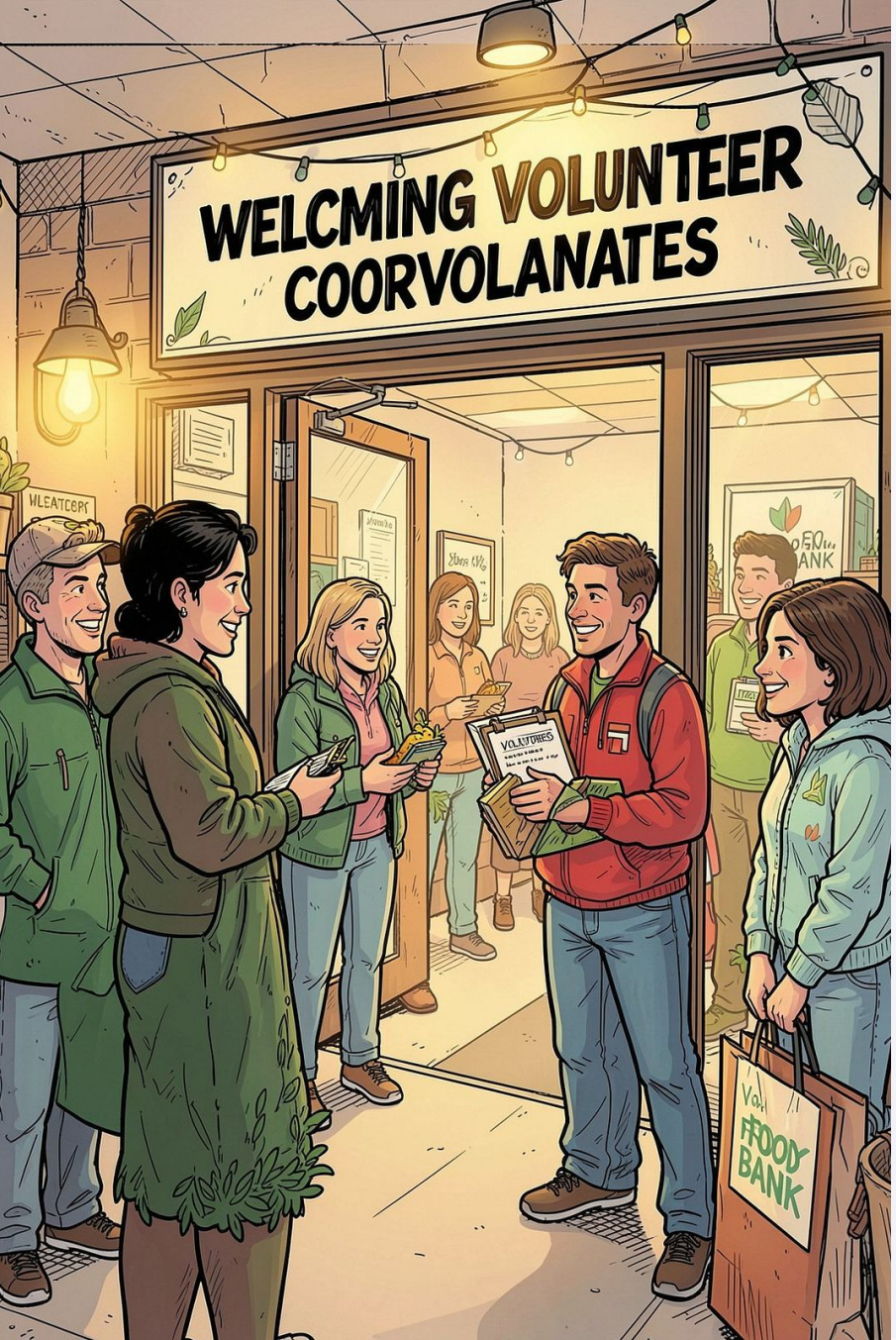

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Welcome Message

Welcome to the EWOIC Food Bank Volunteer Team. You are joining a nationwide mission that supports families, strengthens communities, and ensures no one is left behind. This handbook outlines your responsibilities, expectations, safety rules, and mandatory training.

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Our Mission: Nourishing the Community

"Nourishing the Community" is EWOIC's promise to deliver:

A. Nourishment Through Food

Essential groceries, fresh produce, and emergency support.

B. Nourishment Through Care

Compassion, dignity, and respect in every interaction.

C. Nourishment Through Opportunity

Training, skills development, and pathways to stability.

Learn more: EWOIC Purpose

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Our Impact: Feeding 69,000 People

EWOIC has fed up to 69,000 people through its nationwide food bank operations.

This achievement reflects:

- **Volunteer Dedication**
- **Strong Store Partnerships**
- **Daily Collection Consistency**
- **Community Empowerment**

Impact report: Community Impact

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Volunteer Roles & Responsibilities

Volunteers are the engine of EWOIC's food bank.

You are responsible for:

01

Daily check-in

02

Store confirmation

03

Collection time update

04

Safe collection & delivery

05

Feedback submission

More detail: Volunteer Roles

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Daily Communication Structure

To keep operations smooth, volunteers follow a predictable cycle:

1

Morning check-in

2

Store assignment

3

Collection time confirmation

4

Safe collection

5

Feedback submission

6

Admin summary

Expand: Daily Communication

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Safety & Food Hygiene

Safety is essential.

Volunteers must:

- **Lift bags safely**
- **Avoid heavy loads**
- **Reject unsafe food**
- **Follow hygiene rules**
- **Leave unsafe situations immediately**
- **Never confront store staff or customers**

Food hygiene guidance: Safety Guidelines

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Customer Service Excellence

Every interaction matters.

Volunteers must:



Speak politely



Use the EWOIC store script



Show gratitude



Maintain professionalism



Protect EWOIC's reputation

Customer service guide: Store Interaction

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Store Interaction Script

Use this script when speaking to store staff:

> "Hello, I'm a volunteer from Exclusive Women of Influence Circle CIC Food Bank. I'm here for today's donation collection. Thank you for your support."

More scripts: Interaction Card

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Feedback & Reporting

Feedback ensures transparency.

Submit feedback after each collection:

1	**Store name**
2	**Time collected**
3	**Items collected**
4	**Issues**
5	**Positive notes**

Feedback guide: Feedback Template

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Zero Tolerance Policy

EWOIC upholds a strict zero-tolerance policy to ensure a safe and respectful environment for everyone involved. Any breach of these principles is taken seriously.

Disrespect

Dishonesty

Misuse of donations

Failure to follow instructions

Harassment or bullying

Sharing confidential information

Policy details: Zero Tolerance

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Volunteer Recognition

At EWOIC, we deeply value the dedication of our volunteers. We ensure your invaluable contributions are recognized and celebrated through various initiatives:



Weekly Highlights

Showcasing outstanding contributions and individual efforts across our platforms.



Certificates

Formal acknowledgment of your service hours and skill development.



Appreciation Messages

Personalized notes and public shout-outs to express our gratitude.



Leadership Opportunities

Pathways for growth into mentor roles, team leads, and project coordinators.

Recognition ideas: [Volunteer Recognition]

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Admin Responsibilities

Admins are critical to the smooth operation of EWOIC's food bank, ensuring volunteers are supported and donations reach those in need. Admins must:

Assign Stores

Allocate volunteers to store collection points efficiently.

Maintain Rota

Manage and update the volunteer schedule regularly.

Respond Quickly

Address volunteer queries and issues promptly.

Clear Communication

Ensure all operational updates are communicated clearly and on time.

Fair Enforcement

Apply EWOIC policies consistently and without bias.

Support Volunteers

Provide necessary assistance and resources to the volunteer team.

Admin duties: [Admin Responsibilities]

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Mandatory Training Links

To maintain our high standards and ensure every volunteer is equipped for success, EWOIC requires completion of mandatory training. These courses cover essential knowledge and skills, supporting both your safety and our mission.

Food Hygiene Training

Ensure you handle donations safely and prevent contamination by completing these critical food hygiene courses.

- Food Hygiene Course
- UK Food Hygiene & Safety Standards
- RSBA1 Food Safety & Hygiene
- Food Safety in Catering
- Basics of Food Safety

Customer Service Training

Develop the communication and interaction skills needed to represent EWOIC with professionalism and empathy in every encounter.

- Customer Service Training
- Diploma in Customer Service
- Customer Service Skills
- Customer Service Excellence

Access these and other development resources via the Volunteer Portal.



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Resource Directory

Your go-to hub for all essential information and tools, ensuring you have everything you need for successful volunteer work.



Store List

Comprehensive details for all collection points.



Collection Scripts

Standardized communication for store interactions.



Feedback Templates

Structured forms for reporting after each collection.



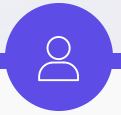
Rota Schedule

Up-to-date volunteer assignments and timings.



Safety Guidelines

Important protocols for food handling and personal safety.



Volunteer Support Contacts

Key contacts for any questions or urgent assistance.

Explore resources: [Volunteer Resources]

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EWOIC Commitment to Volunteers

EWOIC is dedicated to fostering a supportive and empowering environment for all volunteers, ensuring their invaluable contributions lead to meaningful impact:

Supporting volunteers

Training volunteers

Protecting volunteers

Appreciating volunteers

Empowering communities

> "Nourishing the Community" is not just a programme — it is a movement, a standard, and a promise.

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