



Norwich FarmShare: Health and Safety and Code of Conduct HUB

Norwich FarmShare expects all volunteers to read and sign this form.

Volunteer responsibility

As a volunteer, you are under no obligation to participate or continue with any tasks. Volunteers are responsible for their own health and safety and should not put themselves in a position that could place them, or others, in danger. You should never undertake any work if you have concerns about your own or others' health and safety. If you have any such concerns, you should stop the work and raise these with FarmShare and the Volunteer leader.

We have a comprehensive health and safety policy and risk assessment which you may see on request. The responsible person on each day will have a thorough knowledge of the risk assessment and will be making a dynamic assessment of risks throughout the time when visitors are on site. They will use their experience and judgement to advise people on how to stay safe. Please respect their decision and if there is anything you disagree with please raise it in a non-confrontational way on the farm or contact them or a member of the board at a later date.

We want our veg packing venue to be a safe and welcoming place for everyone. We have an excellent record of minimizing incidents and accidents which we are very proud of and want to maintain.

Please behave in a way that helps other people feel safe and respected. Be considerate of the language you use and the tone of voice you use.

Be aware of cultural and ethnic differences when sharing space with others. We do not tolerate any language or actions which could be considered discriminatory or prejudiced. You may be asked to leave and will be expected to apologise if you mistakenly offend someone. You may not be allowed to return if you disregard these expectations.

Consider the way your behavior and language impacts on young people. Try to be a positive role model and affirm other people's value and encourage their efforts no matter what stage of understanding or experience they are at.

Please be patient if the responsible person is explaining things to you that you feel you already know. We have a duty of care and it is important that everyone receives appropriate training relevant to our site and context.

Please inform us if you have any medical conditions which could put yours or anyone else's safety at risk and tell us if you are on any medication that we may have to administer or inform a paramedic about, such as an epipen or inhaler.

In line with our safeguarding policy please inform the responsible person or someone else you trust or one of our directors if you see or hear any behavior which could be interpreted as bullying, discriminatory, abusive or threatening.

All volunteers must inform Farmshare if they are less than 18 years of age. Parents or guardians of the under-18 are responsible for their children. Under 16s must be accompanied by an adult unless the parent/guardian and responsible person have come to an agreement that the young person can attend unsupervised.

Signing this form indicates that you take responsibility for your actions and have been through an induction session.

Please read and keep these guidelines.

RISK	ADVICE
Produce from order in and from the farm can often have soil on it, containing bacteria and microbes.	Wash your hands regularly to avoid unnecessary transmission of soil (dirt) to equipment. Try avoid contact with eyes and mouth when handling produce. If soil gets in your eyes, speak to a team member to access first aid box and wash eye out with saline fluid. Similarly, rinse mouth out if you come into contact with soil.
Sickness and Diarrhoea	Please refrain from volunteering at the Hub if you are experiencing sickness and/or diarrhoea to minimise risk of transmission. If you start to feel unwell, please make a team member aware and contact the Hub Coordinator to inform of sickness, then leave your post at the Hub. Try to arrange a safe and comfortable way to get home through communication with Hub Coordinator. Produce handled by those unwell should be isolated and removed from the Hub to avoid transmission.
Handling produce	Please practice good hygiene when handling produce at the Hub to avoid contamination of produce from foreign bodies. Please wash your hands or wear gloves when packing deliveries and shares. Avoid handling money without washing hands afterwards.
Tripping over produce and boxes on the floor.	Watch your step! Don't rush Wear sensible footwear Be mindful of others nearby. Avoid placing items where others could trip over them.
Lifting or carrying too heavy weight. Lifting incorrectly, Pulling muscles	Never lift more than max 25k alone. Judge what you can manage, get help if you cannot lift/move something. Follow advice on correct way to lift and carry items: see sign in cage of Hub.
Produce knives, tripping, slipping, lifting, outstanding medical issue.	For all first aid matters, please contact Hub Coordinator to inform of event once it is possible to do so. It needs to be documented and further action can then be taken, if necessary. Cuts: Use first aid kit. Wash or Use alcohol wipe. Antiseptic cream available. Plaster or bandages available if necessary. Do not ignore continuous bleeding. Medical assistance may be required. Bruises: Use cold packs for bruising (ask Wensum Sports Centre). Sprains: if sprained, avoid use of body part and check the person is confident it is only a sprain. Existing medical condition: Speak to individual and understand what they need. Follow their instruction and seek medical assistance if necessary. Fainting/unconscious: Call medical assistance immediately and contact the Hub Coordinator (See green folder in draw). For all first aid, please ensure you do not put yourself at risk, nor the injured/unwell, by acting upon an event if you do not feel confident to do so. Always contact Hub Coordinator and inform team members of an event. Please seek medical assistance if you are unsure of what to do. All emergency contact numbers can be found in the green folder in the draw.
Some may be allergic to produce/items at the Hub.	Be mindful to make team members aware of your allergies if you fear they could be present at the Hub. Minimise contact with them.
Nettles, some irritant plants, insects in produce.	Produce sometimes contains nettles leaves and insects in them. Look out for nettles and remove them from produce if you find them. Please try and remove insects from produce too. If stung by insect and allergy occurs, inform team members immediately and seek

	medical assistance if necessary (see green folder in draw). Hub Coordinator should be informed of event.
Prepping produce and opening bags can require use of knives	Always give yourself plenty of room, using a flat surface and chopping board to cut vegetables. Do not allow children or young adults to use knives.
Risk to young adults and children from sharp items, knives.	Make sure all sharp items are put away in their storage box after use to avoid children and young adults accessing them.
Spillages - floor becomes slippery from wet shoes and produce.	Look out for spillages and wet patches on the floor. Wipe up spillages and wet patches to ensure others do not slip.
Items in the cage can be difficult to reach and some require lifting from/to high up shelves.	Only lift items you are confident you can carry comfortably and make sure you have removed all obstacles before reaching up high. Ask someone for help if you are unsure.
The fold away tables can trap fingers and heavy items can easily be dropped.	Ensure you setup (fold in/out) tables by holding the bottom of the legs. Do not pick up or move any items that are too heavy, as this often leads to accidents. In the event of an injury from trapping or dropping items, please speak to Wensum Sports Centre and request an ice pack. Let a team member know, and the Hub Coordinator and seek medical assistance if necessary (see green folder in drawer).
Risk of exploitation or abuse by others. Risk of taking on tasks without proper assessment or self - awareness of capability. Awareness of potential risk for person who may feel safe to disclose abuse happening elsewhere. Awareness of risk by poor, inappropriate or abusive leadership.	Watch out for behaviour towards one person which you might feel is bullying, belittling, discriminatory, abusive to race, gender, ethnicity, sexuality, mental capacity etc . Alert the Hub Coordinator to this discreetly. And offer (but don't insist) help if needed. Some people, adults or children, may have gaps in capacity, physical or mental, which make some "ordinary" jobs harder to do. Hub Coordinator and Team Leaders must take note, and adjust tasks wherever you can do, to fit the person. Volunteers, pay attention if you feel someone is working beyond capacity and bring it to the attention of Hub Coordinator discreetly. Listen and respond kindly, if you can, and report discreetly to session leader. Session leader, be aware of requirements to disclose potential abuse you hear about. If you feel the Hub Coordinator or Team Leaders have behaved inappropriately in any such a manner, and cannot confront them directly, make a record of time and nature of event as factually as you can, seek witnesses, without attempting to shame anyone else there. Report the matter to a Board member of your choice as soon as you are able (see green folder in draw). Assist/support the person at the time, if you can.
Accompanying children at Hub	Children are welcome, but MUST be supervised by a responsible parent or adult at all times, to ensure all of the above risks are managed, so that all can enjoy a safe Hub environment.

Please sign this to indicate that you have read and agree to the instructions and code of conduct for volunteering at the hub. You should also receive an induction to the veg packing where you will be made aware of any risks to your health. Signing this form also acts as a disclaimer to indicate that Norwich FarmShare is not responsible for any injury or loss of life due to your activities while volunteering for us.

Signed:

Name:

Date:

Next of kin/emergency contact:

Any medical conditions we should know about: