

# CORPORATE VOLUNTEER INFORMATION AND INDUCTION MANUAL



Nourishing Our Country

## WELCOME TO OZHARVEST

Welcome to the OzHarvest family!

Volunteers are the heartbeat of our organisation. Since we began in 2004, OzHarvest has been blessed by the support of so many dedicated volunteers, now fondly known as the 'yellow army', who have shared their time, energy, ideas, skills, hearts and so much more with us.

Thanks to volunteers like you, OzHarvest continues to be a more efficient and effective organisation, which is constantly inspired and motivated by our people. The very existence of many of our programs and services depend on the vital contribution of our volunteers, we simply would not be able to operate without the tireless effort and countless hours that you all donate.

We are touched that you have chosen to volunteer with OzHarvest, and your personal contribution is invaluable to our cause. Any time dedicated to OzHarvest has a direct impact on someone in need and to environmental preservation – and for that we thank you! We also hope that your life will be further enriched by the experiences, connections and knowledge you gain from volunteering with us!

With the warmest of thanks,

A handwritten signature in black ink, appearing to read "Ronni Kahn".

Ronni Kahn  
Founder and CEO of OzHarvest



Nourishing Our Country

# **CORPORATE VOLUNTEER INDUCTION MANUAL – INDEX**

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# 1. ABOUT OZHARVEST

## 1.1 WHAT WE DO

OzHarvest is Australia's leading food rescue operation feeding people in need in Sydney, Adelaide, Brisbane, Canberra, Gold Coast, Melbourne, Newcastle, Perth and in regional communities across the country. Since 2004, OzHarvest has delivered millions of meals and saved thousands of tonnes of food from ending up as landfill.

Every week OzHarvest rescues over 100 tonnes of quality surplus food from more than 3,000 businesses including supermarkets, restaurants, cafes, hotels, retailers, airports and food outlets. Rescued food is delivered direct to charitable agencies across the country, helping to make a positive difference to the lives of men, women and children in need by providing a regular supply of nutritious food.

OzHarvest provides nutrition education to vulnerable communities and hospitality training to disadvantaged youth, playing a critical role in breaking the cycle of intergenerational poverty.

Every \$1 donated allows OzHarvest to deliver two meals to people in need.

## 1.2 OUR PURPOSE

Our purpose is to nourish our country.

OzHarvest has four pillars that will direct the work that we do:

### RESCUE

Eliminating hunger and food waste through the redistribution of quality surplus food underpins everything we do. Our framework for food rescue now operates from eight cities and through regional communities across Australia, enabling OzHarvest to save millions of kilos of good food from landfill.

### EDUCATE

Education about healthy eating, nutrition, preventing food waste and sustainability is central to our purpose, along with protecting and improving the environment through our actions. Our education programs are designed to increase community connectedness, improve self-worth and confidence and deliver the important food waste and sustainability message.

### ENGAGE

Community engagement is the heartbeat of OzHarvest and continues to grow every day through our devoted team of like-minded partners and our ever growing 'yellow army' of volunteers. There's no better way to experience how we nourish our country than rolling up your sleeves and getting involved.

### INNOVATE

OzHarvest is constantly looking for new ways and innovative solutions to combat food waste and hunger and use technology to mobilise everyday Australians to take meaningful action. We are proud of the unique for-impact, OzHarvest food rescue model which is being introduced to other countries across the globe.

## 1.3 WHY WE DO IT

OzHarvest is passionate about minimising food waste and protecting our environment for future generations. Here's why...

### THE WORLD

- There is enough food produced in the world to feed everyone. <sup>[1]</sup>
- One third of all food produced is lost or wasted –around 1.3 billion tonnes of food –costing the global economy close to \$940 billion each year.<sup>[2]</sup>
- One in nine people do not have enough food to eat, that's 793 million people who are undernourished.<sup>[3]</sup>
- If one quarter of the food currently lost or wasted could be saved, it would be enough to feed 870 million hungry people.<sup>[4]</sup>
- Almost half of all fruit and vegetables produced are wasted (that's 3.7 trillion apples). <sup>[5]</sup>
- 8% of greenhouse gases heating the planet are caused by food waste.<sup>[6]</sup>
- If food waste was a country, it would be the third biggest emitter of greenhouse gases after USA and China.<sup>[7]</sup>
- Eliminating global food waste would save 4.4 million tonnes of CO<sup>2</sup> a year, the equivalent of taking one in four cars off the road. <sup>[8]</sup>
- Throwing away one burger wastes the same amount of water as a 90-minute shower.

### IN AUSTRALIA:

- The Government estimates food waste costs the Australian economy \$20 billion each year. <sup>[9]</sup>
- 4 million tonnes of food ends up as landfill, enough to fill 8,400 Olympic sized swimming pools.<sup>[10]</sup>
- One in five shopping bags end up in the bin = \$3,800 worth of groceries per household each year.<sup>[11]</sup>
- 35% of the average household bin is food waste. <sup>[12]</sup>
- Nearly three million people are living in poverty, one quarter are children.<sup>[13]</sup>
- Over 644,000 people now receive food relief each month, one third are children.<sup>[14]</sup>

[1] 2016 World Hunger and Poverty Facts and Statistics

[2] FAO Save Food Global Food Waste and Loss Initiative

[3] FAO The State of Food Insecurity in the World 2015

[4] FAO The State of Food Insecurity in the World 2015

[5] <http://www.fao.org/save-food/resources/keyfindings/infographics/fruit/en/>

[6] FAO Food Wastage Footprint Report 2013

[7] FAO Food Wastage Footprint Report 2013

[8] <http://www.yousustain.com/footprint/howmuchco2?co2=4%2C400%2C000+tons>

[9] [http://www.joshfrydenberg.com.au/siteData/uploadedData/Minister%20Frydenberg%20-%20Media%20Release%20Pre%20Food%20Waste%20Roundtable\\_d0300e69-58ce-44ca-820d-8ccfd1dac0b.pdf](http://www.joshfrydenberg.com.au/siteData/uploadedData/Minister%20Frydenberg%20-%20Media%20Release%20Pre%20Food%20Waste%20Roundtable_d0300e69-58ce-44ca-820d-8ccfd1dac0b.pdf)

[10] <http://www.environment.gov.au/topics/environment-protection/nwp/reporting/organic-waste>

[11] <http://www.epa.nsw.gov.au/wastegrants/organics-infrastructure.htm> [12]

<http://www.epa.nsw.gov.au/wastegrants/organics-infrastructure.htm>

[13] ACOSS Poverty in Australia 2016

[14] FoodBank Hunger Report 2016

# 2. VOLUNTEERING WITH OZHARVEST

## 2.1 VOLUNTEER OPPORTUNITIES

- **COOKING FOR A CAUSE** is a truly unique team bonding activity. Cooking for a Cause is an opportunity for corporate employees to get together in our professional kitchens and take on an inspiring, fun challenge that delivers more than just nutritious food. After a three hour session with our trained chefs, they will have created hundreds of sustainable, restaurant quality, delicious meals using rescued surplus food and of course, the most important ingredient of all, love. The meals are then delivered directly to our local partner charities to feed vulnerable people that are experiencing food insecurity. Lots of happy faces, nourished bodies and souls make this a truly enriching experience for all involved.
- **THE OZHARVEST MARKET** opportunity is truly unforgettable. Corporate volunteers become a part of the OzHarvest family for a day by helping to run our crucial free Supermarket in Kensington. The market operates on the basis of Take what you need, give if you can.

Teams of 3-5 corporate staff don a yellow t-shirt for the day and assist with prepping tea room fruit, coffee and snacks, guiding customers through our personalised shopping experience, supporting our regular weekly volunteers, cleaning and re-stocking shelves, fetching freezer items, preparing fresh bread stocks before doors open to public, chatting to our customers and making everyone feel welcome. Overview: <https://www.youtube.com/watch?v=ShpBB63ZiqY>

## 2.2 BENEFITS OF VOLUNTEERING WITH OZHARVEST

By volunteering with OzHarvest you will learn new skills, meet new people, and gain valuable insights into the unexpected reality of food waste and food insecurity in Australia today. Other benefits include:

- Help make a positive impact on the lives of those in need
- Learn more about the charitable organisations that work with vulnerable Australians and how OzHarvest supports them
- Understand the circumstances that cause people to rely on food assistance
- Gain hands-on experience and learn transferrable skills for how to live more sustainably
- Build great connections and friendships with OzHarvest staff and volunteers
- Contribute to a truly innovative, local charity that a partner in the United Nations Environmental Program (UNEP)

## 2.3 DEFINING VOLUNTEERING

OzHarvest endorses *Volunteering Australia's* rights and definition of volunteering.

Volunteering is an activity that:

- benefits the community and the volunteer;
- is of the volunteers own free will and without coercion;
- is for no financial payment; and
- is within designated volunteer positions only

## 2.4 SUMMARISING YOUR RIGHTS AS A VOLUNTEER

Unlike paid staff, industrial awards and/or work-place agreements do not cover volunteers. Volunteers however do have rights, some of which are enshrined in legislation. As a volunteer, you have the right to:

- work in a safe and healthy environment in accordance with the legislation relevant to your location
- work in an environment where everyone understands their responsibilities and obligations within the Equal Employment Opportunity and Anti-Discrimination Legislation
- Be treated fairly and shown respect
- Be provided with:
  - activity description
  - safe systems of work
  - access to a grievance and complaints procedure
- Have your information stored and confidentiality maintained in accordance with the Privacy Act 1988

# 3. CORPORATE VOLUNTEER POLICIES & PROCEDURES

## 3.1 SUPERVISION AND MANAGEMENT

Unless otherwise specified, all volunteers report in the first instance to the staff present at their particular activity, then to the OzHarvest Corporate Engagement Coordinator. The OzHarvest staff supervisor present will ensure that volunteers understand:

- what their role entails;
- how they are expected to perform their duties; what results are expected

## 3.2 WORK, HEALTH & SAFETY (WHS)

OzHarvest is committed to providing a safe and healthy work environment for all staff and volunteers.

OzHarvest has appointed a qualified Work Health and Safety Officer. It has also taken all reasonable steps practicable to ensure the health and safety of all staff and volunteers – both within OzHarvest offices and in environments within the scope of its business.

OzHarvest has an obligation to ensure its staff and volunteers are aware of any risks (if any) associated with their roles and to eliminate all risks as far as reasonably practicable. In this regard, volunteers have a duty of care to themselves and others to comply with OzHarvest Work, Health & Safety (**WHS**) policies and to report all hazards, near misses, incidents and accidents as soon as reasonably practical. By reporting hazards, near misses, incidents and accidents, volunteers are contributing to the continuous improvement of the OzHarvest WH&S policy and procedures to help mitigate risks associated with all required tasks.

**Severe penalties and fines may apply to OzHarvest for any non-compliance and breaches of relevant legislation.**

## 3.3 INCIDENT REPORTING

All accidents, incidents, hazards and near misses must be reported to the OzHarvest staff member onsite **immediately or as soon as is practical**. The activity supervisor will then inform the Corporate Engagement Coordinator, and an Incident or Hazard Report must be completed and submitted to the People and Culture team as soon as is practicable after an incident occurs or at the time a hazard is identified. Furthermore, making the OzHarvest team aware of hazards will assist to continuously improve of the relevant policies and procedures, work instructions, which will help prevent more serious incidents from happening in the future.

Under applicable legislation, OzHarvest is also required to advise the WHS Regulator of any notifiable incidents that occur within the workplace as soon as reasonably practicable. If a notifiable incident occurs it is the responsibility of the OzHarvest Work Health and Safety Officer to ensure, so far as is reasonably practicable, that the site where the incident took place is not disturbed until an inspector arrives or otherwise directs.

For reference, the WHS Act provides the following definitions: A *notifiable incident* is a serious incident in a workplace that involves:

- the death of a person
- the serious injury or illness of a person, or
- a dangerous incident.

A *serious injury or illness* is one that requires a person to have:

- medical treatment within 48 hours of exposure to a substance
- immediate treatment as an in-patient in a hospital, or
- immediate treatment for a serious injury or illness such as a serious head injury, a serious burn or a spinal injury and a number of other injuries.

Importantly, it does not matter whether a person actually received the treatment referred to in this definition, just that the injury or illness could reasonably be considered to need the treatment.

A *dangerous incident* is an incident in a workplace that exposes a worker or any other person to a serious risk to their health or safety emanating from an immediate or imminent exposure to a number of risks. These risks include, but are not limited to, an uncontrolled escape, spillage or leakage of a substance, the uncontrolled escape of gas or steam or a pressurized substance, an electric shock, a fall from a height or the collapse of a structure.

\*Relevant forms can be found in work instructions/job packs provided by the OzHarvest office

### **3.4 TRAINING**

Volunteers will receive specific on-the-job training to help them competently fulfil their role. The timing and format of training will be determined according to the complexity and demands of the position and the needs of the volunteer.

### **3.5 CONFIDENTIALITY**

All personal, business or financial information that volunteers may be privy to whilst volunteering is to be kept strictly confidential. This means that all information that relates to OzHarvest, its food donors, recipient agency partners and agency clients may not be disclosed or made publicly available without prior written consent from OzHarvest. The names and addresses of any agencies must not be publicly discussed due to the sensitive nature of the service they provide. Furthermore, all information gathered from the application, interview, appointment and supervision processes is private and confidential.

### **3.6 ALCOHOL, DRUGS AND SMOKING**

The blood alcohol limit for all staff (whether full time, part time or casual) and volunteers while driving as part of their duties for OzHarvest is ZERO.

Any employee or volunteer who is in breach of this policy will not be permitted to commence or continue their duties. The ZERO alcohol limit is intended to ensure the safety of all OzHarvest employees and volunteers and those donors and agencies associated with OzHarvest. The ZERO alcohol limit means that employees or volunteers who drive as part of their duties cannot consume any alcohol before driving or, if he or she has been drinking alcohol, all alcohol has been eliminated from his or her system. Responsibility for complying with this policy rests with each driver.

OzHarvest also prohibits smoking inside any of its buildings, facilities or vehicles. This policy also applies to partner food donors and agencies.

### **3.7 UNIFORMS AND IDENTIFICATION**

All OzHarvest volunteers are required to wear, regardless of activity:

- flat, completely closed in shoes
- protective gloves when handling food
- tied back hair, if long

Yellow OzHarvest t-shirts may be provided under specific circumstances, but must be returned at the conclusion of your volunteer shift.

### **3.8 INSURANCE**

Under the OzHarvest Personal Accident Insurance Policy, anyone who undertakes voluntary activities for and on behalf of OzHarvest is classified as an 'insured person'.

### **3.9 REPRESENTING OZHARVEST, PUBLIC COMMENT & SOCIAL MEDIA**

OzHarvest takes pride in its brand and the services it provides. OzHarvest also relies on the invaluable support of its volunteers to help us further positively enhance our brand. While volunteers have the right to make public comment on their activities and about political and social issues that interest them, there are some circumstances in which this is inappropriate (including on social media platforms e.g. Facebook, Twitter). OzHarvest therefore requests volunteers always:

- represent our organisation positively and with dignity
- preface any remarks made publicly with a comment that they are made in a private capacity and do not represent the official view of OzHarvest
- refer all media enquiries to OzHarvest staff, unless directly authorised to discuss certain issues with them on our behalf

For further information and OzHarvest's expectations of staff and volunteers relating to Social Media use, please refer to 7. *Social Media Policy* at the back of this manual.

### **3.10 USE OF PERSONAL VEHICLES**

OzHarvest will *not* accept responsibility for any damage or liability arising from an accident involving the volunteer's vehicle. Further, OzHarvest will not cover the cost for any speeding, parking or other infringements that may be received whilst representing it.

### **3.11 ANTI-DISCRIMINATION, HARASSMENT AND BULLYING**

All OzHarvest staff and volunteers have the right to be treated fairly, with respect and enjoy a workplace free of intimidation, discrimination, bullying, sexual harassment and victimisation. This type of behaviour is unacceptable and will not be tolerated under any circumstances. Furthermore, any breach may constitute unlawful conduct, in breach of applicable legislation.

Discrimination is the treatment of a person less favourably on the basis of their protected characteristic, be it race, age, sex, marital status, pregnancy, parental status, sexual orientation, disability, carer's status, religion, political belief or activity, trade union activity, or a personal association with a person identified by reference to any of these characteristics.

Harassment is any form of behaviour that is unwanted; that offends, humiliates or intimidates; or that creates a hostile environment. Harassment can encompass a variety of behaviours, including verbal abuse and various forms of sexual harassment.

Bullying is repeated unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety. Such behaviour may be obvious or hidden or may escalate over time. Bullying behaviour is behaviour that a reasonable person would find offensive, humiliating, intimidating, degrading or threatening: this can cover a broad range of overt and subtle behaviours. The person bullying need not have intended to do so. Please raise any suspected discrimination, harassment or bullying issues on a confidential basis with the Volunteer Coordinator, or General Manager of OzHarvest. Disciplinary action will be taken against anyone who is found in breach of this policy in their treatment or dealings with another OzHarvest staff member, volunteer or representative and/or client of our food donor or agency partners. Any other persons who cause, permit, instruct, aid or induce unlawful conduct may also be personally liable as accessories.

Disciplinary action may involve counselling, a warning or dismissal depending on the nature and impact of the incident/s.

### **3.12 COMPLAINTS AND GRIEVANCES**

Volunteers have the right to raise and have resolved any grievances they may have without fear of retribution. All grievances will be handled in a confidential and sensitive manner and where possible, resolved quickly. Where feasible, OzHarvest encourages volunteers to discuss their dispute(s) with the concerned party as a first point of call, however also acknowledges that this is not always possible. In this case, please raise and discuss the matter with activity supervisor present or the Corporate Volunteer Coordinator. If the issue is not satisfactorily resolved with the Corporate Volunteer Coordinator, the volunteer is then encouraged to resolve the issue in collaboration with the NSW State Manager.

Please be aware that raising complaints outside of this official procedure and without first referring it to OzHarvest management, may be in breach of the Confidentiality Agreement and may result in disciplinary action or dismissal.

### **3.13 FEEDBACK & PERFORMANCE MANAGEMENT**

OzHarvest values community feedback, and is always striving to improve our systems and management. If you have any feedback regarding your volunteer activity, it can be reported to your immediate activity supervisor or alternatively to the Corporate Volunteer Coordinator.

### **3.14 CESSATION OF VOLUNTEERING ARRANGEMENTS**

OzHarvest understands that volunteers may need to cease their previous arrangement, and it is acceptable to do so at any time if needed. Please inform your immediate activity manager if you are no longer able to complete the duties related to your activity, or alternatively notify the Corporate Engagement Coordinator if prior to your volunteer activity.

## **4. VOLUNTEER CODE OF CONDUCT**

During the application and volunteering process, all OzHarvest Volunteers agree to observe a Code of Conduct when representing OzHarvest as a volunteer. This Code of Conduct requires Volunteers to understand, accept and behave according to the following standards:

- Keep all information and knowledge acquired during the application, interview, appointment process and ongoing placement private and confidential;
- Agree to refrain from taking photographs of any individual who is receiving OzHarvest assistance or is associated with an OzHarvest agency;
- Understand there is no payment for work as an OzHarvest volunteer;
- Agree that in the event of a personal insurance claim against OzHarvest, volunteers will not take any action, which is greater than the extent to which OzHarvest is insured;

- Ensure that personal vehicles are adequately insured for use as an OzHarvest volunteer;
- Authorise OzHarvest to use names and/or any photographs of volunteers taken in newsletters, press releases and other publications produced to illustrate and promote OzHarvest's work;
- Agree to be reliable and punctual for all agreed activities;
- Agree never to be under the influence of any alcohol or drugs whilst on a volunteer shift with OzHarvest and refrain from smoking inside any of OzHarvest's buildings, facilities or vehicles; and partner food donors and agency premises;
- Agree to represent OzHarvest in a positive, honest, fair and respectful manner when dealing with staff, other volunteers, supporters, food donors, recipient charities, agency clients and the general public (this includes when using social networking sites e.g. Facebook and Twitter);
- Agree not to speak to the media on behalf of OzHarvest, unless authorised to do so;
- Agree to contact and consult an OzHarvest staff member with any emergencies or queries, concerns and/or grievances;
- Agree to take reasonable care of their own health and safety, as well as the health and safety of those around them, whilst volunteering for OzHarvest; including immediately reporting workplace incidents or risks to health and safety as soon as they occur;
- Respect OzHarvest's ownership of funds, equipment, supplies, records and property;
- Maintain appropriate and presentable dress and footwear at all times;
- Behave in a manner consistent with OzHarvest's anti-discrimination, harassment and bullying policies. This includes no unlawful conduct, sexual or other harassment, bullying, discrimination or use of discourteous comments or images;
- Agree to uphold all of the above policies and procedures and immediately report any risks, hazards, incidents, accidents or near misses;
- Agree to follow any reasonable instruction given by an OzHarvest staff member or supervisor during your activity.

**Breaches of this Code of Conduct will be dealt with promptly and fairly.**

## **5. SAFE FOOD HANDLING POLICY**

OzHarvest is committed to adhering to the *Australian Food Standards Code* and delivering safe, quality food to our agency partners and their clients. These guidelines have been developed to provide volunteers, staff, food donors and our agency partners and their clients best practice guidelines in food handling and collection.

### ***Volunteers must:***

- Observe the following guidelines that have been adapted from *Follow Workplace Hygiene Procedures (SITXOH002A)* which is part of the Tourism, Events and Hospitality Training Package.
- Be in good health when collecting or distributing food on OzHarvest's behalf. Under no circumstances should staff or volunteers collect food when they are unwell or suffering from diarrhea, vomiting, and stomach ache with fever, gastro, jaundice, Hepatitis A or any other significant illness.
- Wear closed shoes and protective gloves at all times when handling food. Tie long hair with a band.
- Refrain at all times from eating the food being handled.

OzHarvest prohibits smoking inside any of its buildings, facilities or vehicles. This policy also applies to partner food donors and agencies.

### ***Food donors, collections and delivery***

- OzHarvest only accepts food donations from licensed businesses and food providers. These include (but are not limited to) cafes, delicatessens, bakeries, shops, corporate catering facilities, convention and events centres and farmers' markets.

- OzHarvest is unable to receive donated food from individuals, private homes or unlicensed groups.
- When collecting food from events, OzHarvest may seek assurances/evidence from the overseeing 'contractor' that all food being donated was originally supplied to it by a licensed operator.
- OzHarvest distributes donated food to registered recipient agencies on the same day it is collected from food donors. OzHarvest does not store or warehouse any perishable food (except in very rare cases where it is the most feasible option).
- OzHarvest collects and distributes food that is within its "use by" date. As a minimum, all donated food must have at least 24 hours shelf life before the "use-by-date". OzHarvest drivers and volunteers also have a responsibility to inform recipient agencies of food that is near to its "use-by-date".
- On occasion, OzHarvest accepts food and beverages that are just past their "best-before" dates *if* they are low- risk packaged items, tested prior to donation and in good condition. Examples include canned drinks, bottled drinks or chips. OzHarvest does not accept items that are more than three months past the "best-before" date.
- OzHarvest cannot accept shellfish (fresh or cooked) or cooked rice. Smoked salmon, cooked eggs, fresh fruit salad and other salads can only be accepted if the packaging is unopened and/or they have been prepared on the same days as collection. OzHarvest drivers and volunteers also have a responsibility to inform recipient agencies that they must eat these items on the same day they are delivered.
- OzHarvest cannot receive or distribute any food items containing alcohol in any form due to the client profile within their recipient agencies. Some examples include: Coq au Vin; Beef Burgundy, Brandy sauce, alcoholic marinades etc.
- OzHarvest recommends that all hot foods are chilled from 60°C to 21°C within the first two hours of cooking and to 5°C within the following four hours before collection.
- To prevent contamination and spoiling, perishable food must be refrigerated below 5°C whilst waiting for collection. It must never be left at room temperature or outside food donor premises.
- All donated food items must be in good condition and fit for human consumption – food donors are requested to ask the 'reasonable person test' i.e. would they consume or serve such items to their patrons and guests?
- Food donors must appropriately package donated food in containers, bags or trays, ready for safe transportation. OzHarvest can supply food containers if required or unused take-away style or insulated containers are ideal.
- All containers must be clearly marked with OzHarvest issued labels with date of collection and a description of the contents.
- All food containers used by OzHarvest for food collection and distribution are washed in commercial dishwashers at a minimum water temperature of 82°C. This ensures optimal cleanliness and hygiene.
- OzHarvest drivers will check that any containers used for food donation are clean prior to food being placed inside.
- Depending on its nature, it may be helpful for donors to provide a short description/ information sheet about any food being donated e.g. ingredients, allergens (i.e. nuts, dairy, soy, seafood, egg etc.) or heating or reuse instructions.
- OzHarvest and its drivers reserve the right to:
  - Appropriately dispose of donated food that is not fresh, contaminated or suspected as unsafe for consumption.
  - Suspend food collection if a driver suspects an ongoing supply of questionable, unsafe food.

## ***Recipient Agencies***

- OzHarvest can only distribute food to registered businesses. It cannot distribute food to the general public or private homes.
- Prior to agreeing to deliver donated food to a new recipient agency, OzHarvest staff must inspect kitchen, storage and refrigeration facilities to ensure the ongoing safety of OzHarvest staff and volunteers AND sufficient food safety procedures are in place to receive and store any donated food. No agency may receive donated food until this inspection has taken place.
- OzHarvest reserves the right to abort or cease planned food deliveries if there are any concerns about an agency's capacity to receive and handle food safely.
- OzHarvest must ensure delivered food is given to an appropriate representative of the recipient agency.
- OzHarvest will never leave food outside of an agency's premises.

## ***OzHarvest Vans***

- OzHarvest maintains a fleet of 33 bright yellow refrigerated vans across 8 locations.
- Each van is regularly maintained and serviced and is cleared and cleaned daily.
- When transporting perishable food refrigeration in OzHarvest vans is maintained at 5°C or lower at all times.

# **6. SOCIAL MEDIA POLICY**

## ***Social Media Definition***

It refers to any internet website (based in Australia or overseas) that provides public or private online social services (such as online news, chatting, photo/video/file share, interest groups, mobile/internet texting, phone/video conferencing, blogs) using either an anonymous or dedicated user profile for the purpose of sharing any type of information including online social services that are only accessible via mobile devices or any special type of electronic devices.

**Some examples of social media:** Facebook, Instagram, Snapchat, Vine, Reddit, LinkedIn, online forums, online news sites such as Nine MSN, Yahoo! 7 News, SMH, Daily Telegraph, ABC, SBS, online sharing platforms such as MySpace, Google+, Twitter, Flickr, YouTube, MegaUpload, 4Share, Break, online messenger services such as Skype, Windows Live Messenger, Yahoo! Messenger, ICQ, Microsoft Lynch, online publishing sites such as WordPress, Wikipedia and any online gaming or gambling web site.

## ***Electronic Contents***

Including text messages and articles (such as news articles or blogs), multimedia (such as electronic images and video clips), hyperlinks, emotions expressed in discussion threads (such as like, dislike, rating, etc.), and any type of electronic documents (such as PDF, HTML, Microsoft Word, Microsoft Excel, etc.)

## ***Expressing Emotions***

That can be any gesture that reveals your feelings or impression about a particular electronic content such as "Like", "Dislike", rating, and thumb up or down.

## ***OzHarvest***

It refers to any business entity fully or partially owned by OzHarvest including but not limited to trademarks, brand names, based in Australia or overseas.

## ***You Should***

- Conduct all internet activities in a professional manner showing maturity and respect to others.



- Present positive views of OzHarvest and its business achievements and employees when contributing to any discussion (by commenting, sharing electronic contents or expressing your emotions).

#### **You're allowed to**

- Associate OzHarvest with your profile on any social media as your employer, with your correct current job title (including OzHarvest's logos and trademarks).
- Share the electronic contents that are explicitly authorised by OzHarvest management.
- Share OzHarvest's promotions and special offers that are explicitly authorised by OzHarvest management.

#### **You're not allowed to**

- Associate OzHarvest with your profile on any social media with a job title different from your [actual] current job title.
- Use a [fake name] or a real name of an existing or former OzHarvest employee while creating a user profile in any social media.
- Share information about the nature of your current or past role at OzHarvest that could reveal details of any internal OzHarvest business.
- Share (or make a reference to) any details about past, current or potential business deals or contracts between OzHarvest and any 3rd party including vendors, services providers, partners and clients.
- Share any (or part of) OzHarvest owned electronic contents (compiled by any OzHarvest employee) without an explicit permission from OzHarvest management including but not limited to development plans, and financial or operational reports.
- Share any (or part of) electronic contents about any OzHarvest employee (inside or outside OzHarvest premises) without a written consent.
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