

## FARA CHARITY SHOPS - VOLUNTEER ENROLMENT/AGREEMENT FORM

FARA BRANCH NAME: \_\_\_\_\_

Number of hours expected to work per week \_\_\_\_\_

### PERSONAL DETAILS

Surname \_\_\_\_\_ (Mr./Mrs./Miss) First Name \_\_\_\_\_

Address \_\_\_\_\_ Telephone Numbers \_\_\_\_\_ (Mobile)  
\_\_\_\_\_ (Home)  
\_\_\_\_\_

Date of Birth \_\_\_\_\_

Post Code \_\_\_\_\_

*Emergency Contact details – Please give the name of a family member or close friend who we can contact in the event of an emergency*

Emergency contact Name \_\_\_\_\_ Emergency contact Telephone number \_\_\_\_\_

### HEALTH

Please detail below any health ailment or medications in case of an emergency which FARA should be aware of:

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(We need to know if any of the duties asked of the volunteers could have a damaging effect on your health.)

### CRIMINAL CONVICTIONS

Have you had any criminal convictions? YES/NO If YES, please give full particulars (including dates)

### VOLUNTEER AGREEMENT

This Volunteer Agreement describes the arrangement between FARA Enterprises Limited and you. It is in honour only and is not intended to be a legally binding contract of employment. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your experience enjoyable and rewarding.

#### We, FARA Enterprises Limited, will:

- Provide a thorough induction at your work place which is \_\_\_\_\_
- Provide you with the names and contact details of the Manager and Assistant Manager of the shop you are volunteering at.
- Agree with you clear dates and times of attendance
- Provide you with adequate training relevant to your role in the shop, including training and feedback in support of our Health and Safety Policy.
- Introduce you to our Policies and Procedures Manual which contains full details about how our shops operate, what is expected from you and what you can expect from us.
- Explain the standards we expect from you while working in our shops, in particular Customer Service expectations.
- Support you to fulfil your role, develop your skills and learn from your experience
- Ensure you have equal opportunities and you are treated fairly while you volunteer for us
- Provide you with a written confirmation of your volunteering upon request.

#### You, \_\_\_\_\_ will:

- Wear your Volunteer badge during your working time
- Support the Manager and the team in the running of this FARA Charity Shop
- Adhere to FARA's Practices, Policies and Procedures at all times during your volunteering
- Punctually attend the shifts agreed with the Manager.
- Inform the Manager as soon as possible or at the latest by 8:30am on the morning of your work day if unable to attend your agreed shift.
- Deliver Great Customer Service, in line with FARA's requirements i.e. greet customers, create and maintain a welcoming ambiance, deliver a pleasant shopping experience, treat customers and donors with courtesy at all times, show appreciation for their custom, never refuse a donation and sign donors up for Gift Aid at every opportunity.
- Mention our need of donations and endeavour to obtain them at every opportunity
- At all times adhere to Health and Safety Policies and Procedures at work recognising that you have a duty of care to yourself and to others.
- Endeavour to safeguard yourself, your personal belongings and Shop property at all times

- Ensure you read and confirm our understanding of FARA’s Internal Newsletters and Memos when presented to you
- When directed, assist the team with sorting donated goods, organising and placing stock in the appropriate designated areas as soon as it has been received (involving lifting/ handling of loads/ crates/ sacks)
- When directed, steam all textile items selected for sale in the shop (if appropriate)
- When directed, assist the team with Tagging and Labelling sellable items in preparation for pricing
- When directed, assist the team with creating and maintaining attractive shop and window displays
- When directed, pursue networking with customers and local community to promote the Charity and the Shops
- When directed, keep the premises, shelves and rails in a clean, orderly and tidy condition
- Familiarise yourself, keep up to date and respond knowledgeably to customers when they show interest towards FARA’s work in Romania.
- Protect our business reputation/ Respect, protect and never divulge without permission behind the scenes and confidential information about our business, colleagues, customers, partners and any suppliers.

Shop Manager Full Name and  
Signature \_\_\_\_\_

(By signing this Agreement you confirm that you understand and accept all of the above)

Volunteer Full Name and Signature \_\_\_\_\_ Date \_\_\_\_\_

**(I hereby declare that the information given in this form is, to the best of my knowledge correct and by signing this Agreement you confirm that you understand and accept all of the above)**

**Training record for ALL VOLUNTEERS**

What are the hazards	Explained by (signature)	Signature of volunteer	DATE
Location of health and safety literature			
Fire safety training			
First Aid			
Safe use of equipment Electrical/ Steaming			
Hazardous substances/ Cleaning products CoSHH			
Good Housekeeping			
Prevention of accidents from slips, trips and falls			
Manual handling/ safe lifting			
Sorting donations			
Personal safety responsibilities/ Threatening behavior by customers			
Safe stacking and storage/ Falling objects			
Waste disposal			
Smoking			

**Guidelines for Volunteers under 16 (No shop can have a volunteer under the age of 13 years old)**

Any volunteers aged between 13 years and 16 years may not work paid or unpaid:

- For more than two hours on a school day or Sunday
- Before the close of school hours
- For more than 12 hours a week during term time
- For more than five hours (13-14 year olds) or eight hours (15-16 year olds) on Saturdays and during school holidays on weekdays
- For more than 25 hours in total a week – 35 hours if aged 15 or over – during school holidays
- For more than four hours without taking a break of at least one hour.

In addition, young people must have a two-week break from any work during the school holiday in each calendar year.

**No one under 16 may be employed in manufacturing or any dangerous activity – volunteers should never be left on their own or asked to work at a height.**

**It is FARA Policy that no one under 16 may use the till or handle cash.**

Name of Secondary School \_\_\_\_\_

Contact details of parent/ guardian \_\_\_\_\_

Emergency contact \_\_\_\_\_

I give consent for my child to work as a volunteer at \_\_\_\_\_ (shop location) FARA Charity Shop

Signature of parent/ guardian \_\_\_\_\_ Date \_\_\_\_\_