



# Welcome to City Harvest

We are so happy to have you onboard!

We have created some resources that we would like you to understand, prior to volunteering with us:

- Volunteering at City Harvest
- Our Volunteer Commitments
- City Harvest Guide to Volunteering
  - Other Ways to Help
  - FAQs

# Volunteering at City Harvest

## What is City Harvest?

Established in 2014, City Harvest is **London's first 'last-mile' food redistribution charity**, helping to put surplus food to good use in a sustainable way, by distributing to organisations around London that feed the hungry. Our refrigerated fleet of vans collect food from supermarkets, restaurants, manufacturers, and other food businesses and distributes to any community program that serves a meal to vulnerable people. Each week, our vans deliver high quality in-date food that is used to serve **more than 175,000 meals on average per week to over 300 charity projects!** Meal by meal, we are helping to reduce food poverty in London, and all help is crucial!



## Why volunteer with City Harvest?

As City Harvest continues to grow, our volunteers are more important than ever! It is through the generosity of our volunteers, donating their time, talents and expertise, that we have been able to deliver **over 17 million meals to date** (2 million during lockdown no.1!) to those facing hunger around London!

## What social impact will you make?

By volunteering with us for a day, individuals have the chance to make a direct positive impact on thousands of vulnerable people in London. Because of the time our volunteers donate to helping City Harvest, many Londoners facing food poverty will have access to a nutritious meal.

Not only this, but there is a significant environmental impact to our work too! The food that we

rescue would otherwise go to landfill, where it would release harmful greenhouse gases as it decomposes. Therefore, your days' work will also make a tremendous difference to both people and the planet!

## Your Volunteering Experience

Every volunteering experience with City Harvest will vary, as roles assigned will depend on the time of day and the needs of the day. The two typical roles we offer to volunteers are as a 'warehouse assistant' or a 'driver's assistant'.

As a warehouse assistant, volunteers will help to unload deliveries, check and sort food, and carry out other warehouse tasks to help in the day-to-day running of City Harvest. These volunteers are crucial to keeping the vans rolling and to making sure food is ready to go out to feed London!

As a driver's assistant, you will help our drivers to collect surplus food and deliver it to our many partner organisations and community projects across London. Each driver can be accompanied along their route by up to two volunteers. Volunteers team up with our drivers on a regular basis, helping optimize our deliveries, building relationships with our food donors and the charities we service, and providing vital hands-on support in our work.

*\*\*\*At the moment, we have temporarily reduced volunteers going in the vans with drivers, due to the social distancing measures inside our vans. However, we look forward to inviting volunteers to join our drivers again, once the current climate has lifted.*

# Our Volunteer Commitments

## *City Harvest commits to...*

- Create a welcoming environment, where everyone is treated fairly and respectfully
- Celebrate diversity, be inclusive and value everyone for their contributions
- Respect people's views, interests, and uniqueness
- Provide volunteers with appropriate training and equipment for their role
- Give guidance and support volunteer development
- Ensure that health and safety is maintained as a priority, creating a secure and comfortable environment for all
- Listen to any questions and queries, address any concerns and, to the best of our abilities, resolve any issues that arise
- Comply with agreed standards, policies, and processes
- Not tolerate ANY disrespectful behaviour exhibited towards other volunteers, staff, or charities

## *In return, City Harvest asks all volunteers to commit to...*

- Carry out volunteer activities as agreed, in accordance with the City Harvest mission and charity values
- Promote a welcoming environment and treat everyone equally, fairly, and with respect
- Respect the views, interests, and uniqueness of all
- Comply with agreed standards, policies, and processes included in the Volunteer Handbook
- Represent City Harvest in a professional, trustworthy, and loyal way
- Not tolerate disrespectful behaviours towards other volunteers, staff, or charities
- Go to a member of the City Harvest team with any concerns or problems

## **WANT TO KNOW MORE?**

Sign up by registering your volunteer profile on Time Counts  
and join the City Harvest family!

Follow the link on our website to join us  
today!