

Information for Volunteers

Welcome to Food Banks The Netherlands! We are glad you are willing to become a volunteer for our organization. With this leaflet we will inform you in short about the purpose, the method and the volunteer work at Food Banks The Netherlands.

Organization

In the Netherlands more than one million people live below the poverty line. The food banks help the poorest of them by temporarily providing them with food packages. The Association of Dutch

Food banks, in short Food Banks The Netherlands (VBN) is the national umbrella organization of food banks. There are 169 food banks connected to the association and it has signed agreements with eight distribution centers. The General Members Meeting (ALV) is the highest organ within the association. The ALV delegates duties to the board of the VBN and from there to the teams and team members.

Objective and core values

Food Banks The Netherlands was founded in 2013 with the goal of supporting local food banks (its members) in the execution of their core tasks. All food banks connected to the Association of Dutch Food Banks share two main goals: providing direct food aid to the poorest people and the prevention of good food going to waste. The connected food banks as well as the association itself maintain the following core values as guidance in their actions:

Core values Food Banks

- We only work with volunteers
- We provide food that others have donated
- We provide healthy food as much as possible
- We provide only free food
- We divide the food as fairly as possible
- We are neutral and independent ('citizens for citizens')
- We are transparent in our accountability

Volunteering at VBN

The work at VBN is divided across ten policy areas. Each policy area has its own board member and team of volunteers which is led by a team coordinator.

Within VBN volunteers are active in different functions. Volunteers with coordinating tasks (board members and team coordinators) play an important one role in management, recruitment and selection, guidance and appreciation of volunteers. They are supported by the HRM-team of the VB-Service Center in Houten. The organization of the VBN mostly consists of the following functions:

Board members, team coordinators and team members, staff of the VB-Service Center in Houten (VBS-secretariat, Project team, Knowledge team and HRM team) and coaches (e.g. for food safety).

Volunteers can commit themselves for a longer period of time but also on a project basis or do incidental volunteer work for VBN.

Policy teams

Food Banks The Netherlands

- Food acquisition
- ICT
- Logistics
- Food safety
- Customers & Volunteers
- (Executive) Secretariat
- Finance
- Communication
- Fundraising
- Service Center

Rights and obligations

The VBN Volunteer Policy has been written down in the Volunteer Policy Manual, which is available on request – with the HRM team – to all volunteers. The rights and duties of volunteers are laid down in a volunteer agreement. Volunteers are expected to support the objectives and core values of the association, willing to participate in work meetings, notify the organization in a timely manner when unavailable and represent the organization correctly to the outer world. VBN, in turn, offers volunteers information and guidance, the option to use the office and meeting facilities at the VB

Service Center, travel expenses and volunteer insurance. In the execution of volunteer work for VBN volunteers are expected to endorse the following core values:

Core values for Volunteering

Respectful

VBN volunteers treat each other respectfully as well as all relations, members, customers and volunteers who contact the association and / or with which the association cooperates

Open Minded

Volunteers meet the world with an open visor and are open for diversity and mutual differences, knowing that in cooperation between different people and organizations beautiful new initiatives can be born.

Service Oriented

VBN volunteers have a service attitude and take pride in providing local food banks and external relations with required information and support in a friendly and timely manner.

Motivated

Volunteers have a strong personal motivation to do voluntary work for the association and they contribute to further growth and development of Food Banks The Netherlands.

Collegial

Food Bank Netherlands can only exist through a strong mutual collaboration and coordination. Volunteers for VBN always work together and actively promote the cohesion within VBN.

Volunteer Administration

HRM maintains one electronic file on each volunteer, in which their resume and possibly other confidential documents shared with the organization are saved. The NAW information on volunteers are also included in the CRM System of Food Banks The Netherlands. For protection of privacy access to both the digital file and the NAW Volunteer data is restricted. Only the HRM team, the general Coordinator of the VB Service Center and the relevant board member / team coordinator have full access. Data from Volunteers are never shared with third parties. *The exchange of contact information between volunteers amongst themselves also happens only with explicit permission of the volunteers involved.*

Training

To quickly get an understanding of the organization and their own role new volunteers participate in a basic introduction program (see Appendix 3). Depending on their role

within the organization the basic introduction program will be complemented with a role-specific introduction program.

Volunteers working at the VB Service Center in Houten receive a comprehensive introduction. Volunteers who work for VBN from home or their own office receive their introduction from their team coordinator (or board member). To get to know the organization and other volunteers new 'home workers' are invited for a visit to the VB Service Center and a visit to a local food bank and / or distribution center during their introductory period

Consultation and Evaluation

In the coordination of volunteers team coordinators and board members use various forms of formal and informal consultation. In addition, team members come together a couple of times per year for team meetings in Houten or in another location that is easy to get to for all team members.

To discuss the working relationship, team coordinators (or board members) have individual evaluations conversation once a year with the volunteers in their own team. The first evaluation interview with new volunteers takes place three months after their first working day. At this conversation an employee of the HRM team is also present. The evaluation talks with team coordinators are being conducted by the board members themselves.

Appreciation

Food Banks The Netherlands appreciates the commitment of her volunteers and shows this in different ways. Board members and team coordinators spend time during team meetings, board meetings and the ALV's to pay attention to the successes that have been achieved within the association. Each team has the possibility each year to organize their own team outing or dinner. In addition, VBN organizes a meeting for all VBN volunteers a few times per year.

Termination of collaboration

The collaboration between a volunteer and Food Banks The Netherlands can be terminated by both parties. A volunteer who wants to quit reports this to his or her team coordinator (or the relevant board member) who in turn informs the HRM team in Houten. Ideally the termination of the collaboration happens in mutual agreement and a notice period of at least one month is used to ensure a good transition of tasks and workload. Following the termination of the collaboration an exit meeting is held with the responsible team coordinator (or board member) and a member of the HRM team.

Providing Information

Via the website, social media, email and the VBN network volunteers receive news and information about Food Banks The Netherlands and the associated food banks. Part of the information is publicly available via the website and the Facebook, Twitter and LinkedIn accounts of the association. In addition, volunteers also receive internal information from the board and in the general meeting. The way in which volunteers receive this information differs per function. Volunteers with a coordinating function (board members and team coordinators) have direct access to the minutes of board meetings and general member meetings through the VBN network. The minutes are also sent to them by mail. Other volunteers receive the updates on subjects and decisions of the board and the General Members Meeting that relevant for them via digital means or through the regular team meetings.

Travel Reimbursements and Insurance

Food Banks The Netherlands offers volunteers two specific material benefits: a reimbursement of travel expenses and a volunteer insurance. Both benefits apply to all volunteers of Food Banks The Netherlands who signed a volunteer agreement with the organization. Furthermore both provisions also apply to volunteers from local food banks who participate in the General Members Meeting or in temporary, project or working groups as well as for project volunteers who are active for the VBN on an ad-hoc or on a project basis. The rules for declaring travel and expenses are laid down in the VBN Declaration Regulations. Upon signing the volunteer agreement volunteers receive a declaration form (Excel document) which they can complete in full and submit at the end of every calendar month via their board member or team coordinator.

VBN volunteers are insured via the volunteer insurance of the municipality Houten. The insurance consists of Accidents and Personal Property Insurance plus a Liability Insurance. More information about the content of this volunteer insurance can be found on the website of the Houten municipality (www.houten.nl) or on the Association of Dutch Municipalities website (www.vng.nl/vrijwilligersverzekering). For board members a Managerial Liability Insurance has been taken out; information about this is available from the secretary of the board.

Complaints and Disputes

Complaints of volunteers and disputes between volunteers and/or between volunteers and Food Banks The Netherlands are treated according to the Regulations for Complaints, Disputes and Occupational Affairs as determined by the General Members Meeting of Food Banks The Netherlands. These regulations only enter into force when all other possibilities to reach an independent solution have been exhausted. Complaints and disputes can be submitted in first instance to the team coordinator (or board member). In second instance, or when the team coordinator or board member is itself involved in the complaint or dispute, a confidential adviser can be involved and/or the case can be escalated to the Commission of Wise Men.

Social Benefit and Volunteering

For volunteers who receive social benefits their volunteer work should not prevent them from holding paid work. The chances of finding paid work should also not be reduced. Finally, no volunteer work should be done for which someone would normally be paid (something that is never the case with VBN as everything is done by volunteers). Volunteers who receive social benefits and become volunteers with VBN are required to report this to their benefit agency.

The most current information about this topic can be found on www.rijksoverheid.nl (search term vrijwilligerswerk), www.uvw.nl and www.vrijwilligerswerk.nl.

Tax and Voluntary Service

VBN only reimburses volunteers for actual costs that can be demonstrated. These reimbursements for expenses incurred for voluntary work do not have a limit and are not taxed. However, it is advisable to retain copies of submitted declarations in your personal administration should the tax authorities make inquiries about them.

Practical information

Website www.voedselbankennederland.nl etc.

Annual Report,
Food Bank Vitamins
Press releases
Info bulletins
Contact details

Facebook	Facebook.com/foodbankennederland
Twitter	@VoedselbankenNL
Linkedin	Voedselbanken Nederland (Nieuws)Groep Voedselbanken Nederland
MEEdeleer	By email to all boards of foodbanks Internal newsletter
Nieuwsflits	By email to all boards of foodbanks Internal messaging service

VB Service Centrum Houten

The VB Service Center is housed in the building of Bridges Office Spaces

Address	Meidoornkade 19, 3992 AG Houten
Opening hours	Mon - Fri 10:00 - 16:00
Phone number	088-543 543 5
E-mail	welkom@voedselbankennederland.nl
HRM Team	Tel. 088-543 543 5 hrm@voedselbankennederland.nl