



# ORGANISATIONAL HANDBOOK

Incredible Edible Wakefield Limited  
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## **INTRODUCTION**

Welcome to Incredible Edible Wakefield.

This Handbook is meant to provide a general overview of Incredible Edible Wakefield including the organisations Mission, Aims and Policies.

Our aim is to share the values and goals Incredible Edible Wakefield Limited have adopted and the standards we set for the Organisation as a whole.

If you have been invited to be a part of Incredible Edible Wakefield we ask that you fully demonstrate a commitment to ensuring that we achieve our social mission by working in such ways that reinforce our values and delivers our key aims.

We also ask that you commit to working to a consistently high standard within a collaborative and self-managing culture.

When you have read this document could you please complete the personal commitment at the rear of this handbook and return it to me as the first step to your involvement with Incredible Edible Wakefield.

Thank you in advance for taking time to read this document. If you require any further information at any point, please don't hesitate to contact me.

Andy Austerfield  
**Executive Director**

## MISSION STATEMENT

***Our social mission is to develop innovative local food initiatives that help as many people as possible to enjoy the many benefits that come from learning to grow your own food.***

We create Edible Community Gardens, Mini Allotment Plots and Communal Growing Spaces as well as running Edible Gardening Clubs and Help Us Grow sessions that help people all over the district to have a go at growing their own food for the first time or to improve and share their existing food growing knowledge.

We work with schools helping teachers to use food growing as an effective medium for developing life skills and confidence amongst pupils, linking the learning to the school curriculum so children are learning outside the classroom in a fun enjoyable atmosphere, as well as sharing with them the many health benefits that growing your own food brings.

We also work with community groups and organisations bringing the benefits of growing and eating food to many disadvantaged people across the district.

## VISION AND AIMS

Our vision is for Incredible Edible Wakefield to be a financially sustainable social enterprise that supports increasing levels of community participation in a range of innovative food growing initiatives.

In order to achieve this vision we have identified the following key aims and objectives:

**Key Aim One:** Inspire and engage communities across Wakefield

- Achieve year-on-year increases in the number of participants in our services
- Deliver initiatives across multiple sectors and communities in the district
- Achieve high levels of satisfaction with IEW from participants and stakeholders

**Key Aim Two:** Develop healthier and more sustainable communities

- Increase the amount of food grown by participants and their communities
- Improve the fitness and well-being of the participants in our initiatives
- Increase the amount of food growing space available in the district

**Key Aim Three:** A financially sustainable and operationally sound social enterprise

- Develop income from community initiatives to cover our core organisational costs
- Achieve a small surplus of 10% on revenues
- Increase participation and stakeholder engagement in our organisational and governance structures



## **PARTNERSHIPS**

We want Incredible Edible Wakefield to encourage and support anyone with local food initiatives they believe can make a difference to people living in the Wakefield district.

As such we actively encourage organisations and individuals with similar aims and objective to contact us with their ideas so we can see how we may best be able to work together to bring them to life.

## **VALUES**

Our mission, aims and objectives are about striving to do the right thing; our values are to ensure we do things in the right way.

Our core values are:

**Community** - Working together, learning together and supporting each other

**Inclusivity** – “If you eat - you’re in”

**Creativity** - Finding new ways to overcome challenges

**Integrity** - Doing what’s right – not just what’s right for us

## **GOVERNANCE**

Incredible Edible Wakefield is a company limited by guarantee set up for public and social benefit and has no share capital and no share holders.

Governance is by a board which will maintain a majority of financially disinterested directors and Incredible Edible Wakefield is owned by its members with the directors being appointed by the membership or by the passing of a resolution at a general meeting.

Membership is open to all subject to completion of an application form available via our website and approval by the directors.

Member’s liability guarantee is limited to £1 per member.

## **HEALTH AND SAFETY POLICY**

### **General Policy Statement**

#### **Health & Safety at Work Act 1974 Section 2(3)**

It is the policy of Incredible Edible Wakefield Limited to develop a positive health and safety culture throughout the organisation in order to ensure, as far as is practicable, the health and safety of the Company employees and all those who come into contact with our activities.

To this end Incredible Edible Wakefield will maintain safe and healthy working conditions, equipment and systems of working and provide such information and training to employees and volunteers as is required by all legal health and safety requirements and relevant codes of practice.

It is equally the responsibility of employees at all levels to be involved in establishing and maintaining safe and healthy working conditions and to avoid any action, which may be detrimental to the health and safety of themselves and others.

The policy will be kept up to date, particularly as the business changes in nature and size and will be reviewed every year.

Any revisions will be brought to the attention of all employees.

The organisational structure and arrangements for carrying out this policy are set out in the adjoining pages.

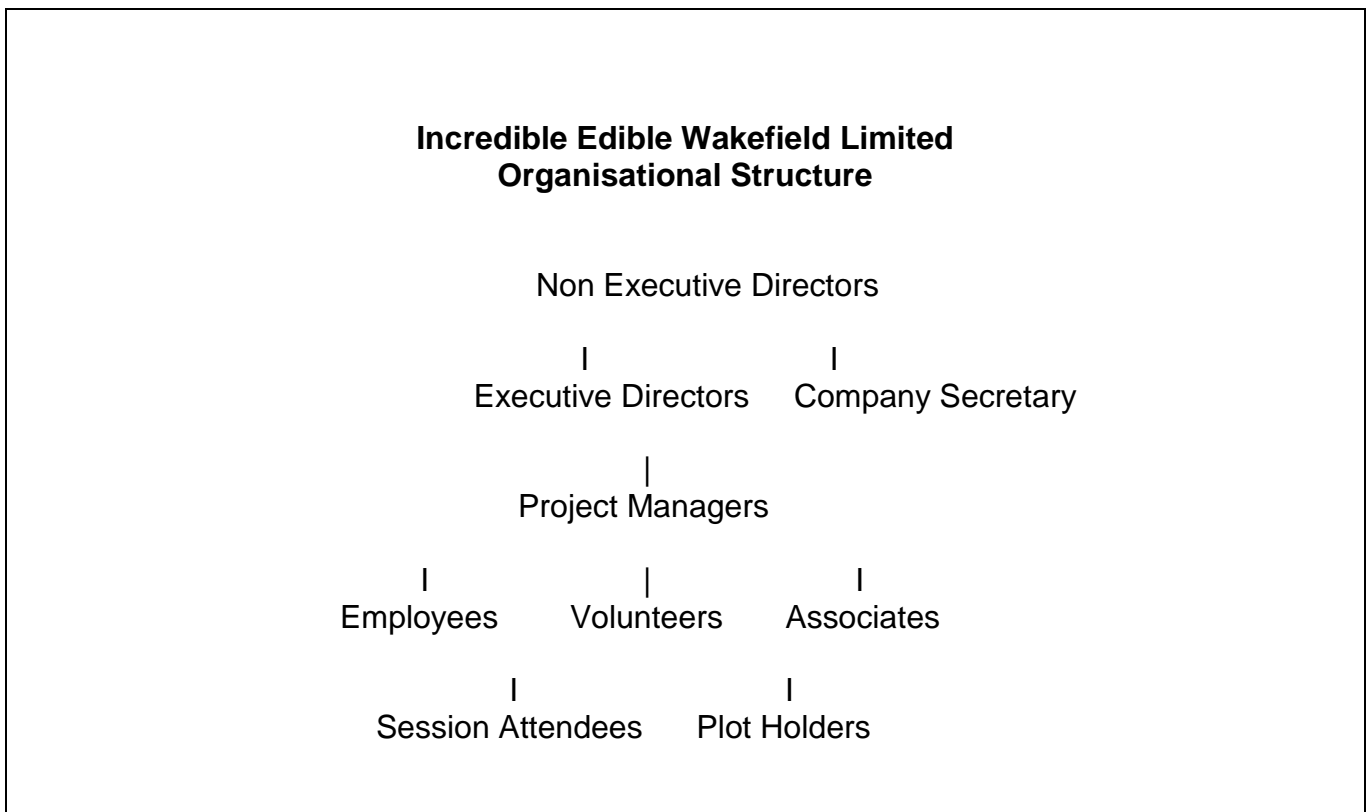


**Andrew Austerfield**  
**Executive Director**

## Health and Safety at Work

### Organisational and Reporting Structure

The organisational and reporting structure for the management of health and safety is as shown on the organisational structure below:



It is the policy of Incredible Edible Wakefield to involve everyone representing the Company whether Directors, Management, Employees, Associates, Volunteers or Session Attendees in the carrying out of the Company health and safety policy.

Each person will be responsible for the maintenance of safe and healthy working conditions in the area, process or function over which they exercise control.

They will further be responsible for reporting any circumstance where this cannot be achieved to their line manager without delay.

We believe that this emphasis on individuals is crucial to the overall success of our safety performance. To this end it is imperative that all the aforementioned parties are aware of their individual responsibilities with regard to health and safety.

These are as follows:

## **Roles and Responsibilities**

### **Non Executive Directors**

The non Executive Directors will be responsible for:

Ensuring that relevant, effective health and safety policies and management systems are in place within the Company.

Ensuring that an effective health and safety audit system is in place.

Providing employees, funding and resources that are reasonably practicable to meet health and safety requirements.

Ensuring that all liability is covered by insurance.

Reviewing insurance and claim records periodically and advising on implementing any action required in order to correct trends.

Periodically reviewing the Company activities and effectiveness of Incredible Edible Wakefield's health and safety policy and Health and Safety management systems and ensuring that any necessary changes are made.

### **Executive Director**

The Executive Director will be responsible for:

Ensuring Project Managers receive copies of policies and guidance notes relating to health and safety.

Arranging training related to health and safety matters as required by Incredible Edible Wakefield's health and safety documentation and highlighted by Incredible Edible Wakefield's Managers.

Reviewing client safety and accident / occurrence investigation reports and satisfying themselves that they come to the correct conclusion and validating any proposed corrective measures.

Instigating and carrying out yearly reviews of the Company health and safety policy and safety management system.



## **Project Managers**

The Project Manager will be responsible for:

Producing and issuing project specific method statements and risk / COSHH / manual handling assessments prior to commencement of the relevant project.

Negotiating with associates and placing of subcontract orders and requesting the issue to site of all relevant health and safety documentation in good time to allow adequate assessment of site conditions prior to commencement.

Reviewing all Associates' health and safety documentation, agreeing commencement dates and sequencing of any works, ensuring that all Associates' health and safety documentation is received on site prior to their commencement and managing them during their period on site.

Carrying out regular checks to ensure that all parties are complying with Incredible Edible Wakefield's safety management systems and reporting any consistent failures to the Executive Director.

Reviewing safety advisors' safety and accident / occurrence investigation reports and satisfying themselves that they come to the correct conclusion and that any specified corrective action has been taken.

Unless superseded by project specific health and safety plans the Project Manager will also be responsible for:

Ensuring that all parties undergo the client and Incredible Edible Wakefield's induction procedures and are kept promptly furnished with any subsequent health and safety documentation.

Ensuring risk assessments / COSHH assessments/ manual handling assessments / method statements / personal protective equipment are available and carrying out regular inspections to ensure they are being utilised / complied with.

Ensuring all parties act in accordance with the project health and safety documentation and procedures.

Ensuring compliance with legal, client and internal Company requirements for recording and reporting accidents/incidents on site.

Conducting regular plant and equipment safety compliance inspections and maintaining accurate inspection records.

Ensuring suitable first aid facilities are available on site.

Maintaining a daily record of all project participants.



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Reviewing on going activities and carrying out additional risk / COSHH / manual-handling assessments as and when required and ensuring implementation of any necessary measures arising from these assessments.

## **Employees and Volunteers**

Employees and Volunteers will be responsible for:

Being familiar with and conforming to Incredible Edible Wakefield's health and safety policy and procedures at all times.

Observing all safety rules at all times.

Ensuring all personal protective equipment is worn when necessary.

Work safely and efficiently, using necessary safety devices and equipment provided, and not interfering with, damaging or misusing equipment, materials or facilities, which are provided in the interest of Health and Safety.

Conforming to all advice and instruction given by anyone with responsibility for health and safety.

Reporting all accidents and damage, whether persons are injured or not, to their line manager.

Meeting statutory regulations and providing the Company with any information that may lead to the introduction of measures which prevent recurrence of accidents.

Advising the Company in writing of any medical history that could impair them in the safe carrying out of their works.

Reporting all hazards to their line manager or safety representatives.

## **Associates**

Associates and self-employed persons working under Incredible Edible Wakefield's control and instruction are required to:

Work in a safe manner and comply with Incredible Edibles Wakefield's rules and standards, legislation, codes of practice, procedure of work etc ensuring their activities do not put at risk Company employees, volunteers and others with whom they may come into contact.

Ensuring risk assessments / COSHH assessments/ manual handling assessments / method statements / personal protective equipment are available to all their participants and carrying out regular inspections to ensure they are being utilised / complied with.



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They must also report to the Incredible Edible Wakefield's representative any near misses, accidents and injuries occurring whilst on Incredible Edible Wakefield projects.

## **Session Attendees**

Session Attendees working under Incredible Edible Wakefield's control and instruction are required to:

Work in a safe manner and comply with Incredible Edible Wakefield's rules and standards, legislation, codes of practice, procedure of work etc ensuring their activities do not put at risk Company employees, volunteers and others with whom they may come into contact.

They must also report to the Company representative any near misses, accidents and injuries occurring whilst on Company premises.

**It is the intention that by clearly apportioning responsibility no doubt is left about who is to control the various aspects of Health and Safety.**

## **First Aid**

An injury may be dealt with by a first aider or an appointed person. However, if an emergency arises an ambulance must be called at the first opportunity. Any incident involving an emergency must be reported to senior management immediately.

Where the number of persons under Incredible Edible Wakefield's control requires so, the Company will ensure provision of trained first aid cover.

## **Fire Procedure**

In the event of a fire the safety of life shall override all other considerations such as saving property and extinguishing the fire.

If a fire is discovered, however small, all employees are empowered to raise the alarm immediately without resort to seeking authority from any other person.

Responsibility for summoning the fire brigade will be identified as part of the specific fire procedure for each location.

- Special responsibilities. Where overall control of the location is the responsibility of Incredible Edible Wakefield the Company will:
- Appoint persons to be responsible for specific procedures in the event of fire and ensure the identity of these persons is clearly identified to all those entering the location.



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- Regularly stage fire drills, inspect the means of escape and test and inspect fire fighting equipment and fire warning systems.

Provide adequate fire safety training to employees, plus specialist training for those with s

### **Monitoring, Inspecting and Auditing**

Incredible Edible Wakefield's strategies to ensure the effectiveness of its Health and Safety policy include:

Regular inspections of workplace activities by the Project Managers in addition to monitoring of activities by Employees and Volunteers as part of the execution of their duties.

## **VOLUNTEER POLICY**

This policy is intended to provide overall guidance and discretion to employees and volunteers engaged in voluntary service for Incredible Edible Wakefield, including management of the organisation.

The policy is intended for internal management guidance only and does not constitute, either implicitly or explicitly, a binding, contractual or personnel agreement.

Incredible Edible Wakefield will consult on any changes to this policy, but reserves exclusive right to change any aspect of the policy at any time and to expect adherence to the changed policy.

### **Definition of 'Volunteer'**

A volunteer is anyone who without compensation or expectation of compensation beyond reimbursement of expenses incurred in the course of his/her volunteer's duties, performs a task at the direction of and on behalf of Incredible Edible Wakefield.

A volunteer must complete a volunteer agreement and application and be formally accepted by Incredible Edible Wakefield prior to performance of the task.

Unless specifically stated, volunteers shall not be considered as employees of Incredible Edible Wakefield.

### **Responsibility required by a volunteer**

Volunteers will be assigned work to match the competence of the volunteer.

There should be continual guidance and support from a designated employee member.

### **Developing volunteers**

Volunteers will have the opportunity to practice and develop or expand their current skills, thus gaining confidence to make a contribution to the voluntary sector and enabling them to go for paid work if they so wish.

Training opportunities when appropriate and available will be accessible.

### **Scope of volunteer involvement**

Volunteers may be involved in all programmes and activities of the organisation.

Volunteers should not, however, be used to displace any paid employees from their positions.

### **Service at the discretion of Incredible Edible Wakefield**



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Incredible Edible Wakefield accepts the service of all volunteers with understanding that such service is at the sole discretion of Incredible Edible Wakefield.

Volunteers agree that Incredible Edible Wakefield may at any time, for whatever reason, decide to terminate the volunteer's relationship with the organisation.

A Volunteer may at any time, for whatever reason, decide to sever their relationship with Incredible Edible Wakefield. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

### **Recruitment Policy**

Incredible Edible Wakefield shall:

- Offer opportunities to volunteers in an open environment and providing equal opportunity of access.
- Encourage involvement of persons with disability or disadvantages to improve their life and work skills.
- Accept nominations or secondments from other organisations where mutual benefit can accrue.
- Seek to find suitable activities for potential volunteers

### **Volunteers can expect**

- A brief induction to the organisation
- A defined task to carry out
- The means (equipment, office space etc.) to do it including training where appropriate
- The support to see it through
- Involvement in developing the task/project
- The chance to contribute to relevant Incredible Edible Wakefield policy
- The payment of expenses
- A safe working environment
- Insurance policies covering the volunteers' activities

**Incredible Edible Wakefield expects the volunteer:**

- To be committed to the task freely undertaken
- To carry out the task in a competent, timely and a courteous manner
- To let Incredible Edible Wakefield know in advance of any absence or change in practice
- To maintain confidentiality where sensitive data is involved
- To be aware of Incredible Edible Wakefield policies

## **VULNERABLE ADULTS PROTECTION POLICY**

### **Governing Principles**

The needs and wellbeing of vulnerable individuals will always be of paramount concern.

Employees and volunteers will work in Directorship with vulnerable individuals and their carers.

Employees and Volunteers in the Organisation will work towards providing comprehensive, consistent and impartial information to vulnerable individuals and where appropriate their carers, in order to enable them to make informed choices.

The Organisation will work in Directorship with all relevant agencies in order to provide comprehensive, consistent and coherent services.

### **Self Determination**

All individuals, irrespective of their age or disability, have the right to exercise maximum control over decisions affecting their lives and to be fully consulted and included in any clinical or investigative process.

### **Mental Capacity and Consent**

All adults are presumed to have the capacity to make choices, even if these choices may risk permanent injury to his or her health. An adult may be deprived of capacity either by long term incapacity (e.g. organic brain damage) or by temporary factors such as unconsciousness or confusion or the effects of fatigue, shock, pain or drugs.

Assessment of capacity is a matter of professional judgement, guided by current professional practice. Where there is the presence of mental disorder this may be governed by the requirements of the Mental Health Act.

### **Communications**

Many people with severe mental illness/profound learning disability cannot communicate their needs or complain of abuse due both to their lack of intellectual capacity and speech disorders.

### **Confidentiality**

The boundaries of confidentiality should be fully explained to the individual at the outset.

This approach means that whilst an individual's wishes will be respected, employees and volunteers have a responsibility to report any allegations of abuse or suspected abuse to their line manager. If the line manager is perceived as the perpetrator of the abuse then employees and volunteers must approach a more senior manager.



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The individual has the right to know with whom the information will be shared, and to be reassured that this information will be shared only on a need to know basis. The sharing of information with other agencies should be with the individual's consent.

Consent to disclosure may be waived if there is a significant risk to the individual's personal safety, or that of another individual, or where there is conflict with the wider public interests.

## **Dignity**

All individuals have the right to be treated with respect in accordance with the Organisation's values and principles and to have their needs addressed sensitively, irrespective of their age, race, language, culture, religion, disability, gender or sexual orientation.

All actions should be undertaken with the individual's needs as paramount. At no point should an investigative process exacerbate an abusive situation. It should also afford minimum disruption to the individual.

Should an investigation take place it should seek to identify and strengthen existing support networks in order to enable the individual to pursue his/her preferred lifestyle.

## **Choice**

Where the individual does not have sufficient mental capacity, employees and volunteers should always act in accordance with the individual's best interest.

Consideration should be given as to the effects of abuse and whether this is impacting on the individual's decision-making abilities. Being distanced from the situation could eradicate this and enable the individual to make a valid choice.

## **CHILD PROTECTION POLICY**

Incredible Edible Wakefield is committed to a delivery of service that promotes good practice and which protects children from harm.

We will endeavour to safeguard children by:

- Adopting child protection guidelines through a code of behaviour for employees and volunteers.
- Ensuring all working with Incredible Edible Wakefield in an independent capacity with children, have been Disclosure and Barring Service (DBS) checked to enhanced level.
- Sharing information about child protection and good practice.
- Sharing information about concerns with agencies that need to know and involving parents and children appropriately.
- Following carefully the procedures for recruitment and selection of employees and volunteers
- Providing effective management for volunteers through supervision, support and training
- Reviewing our policy and good practice at 3 yearly intervals

This policy relates to children/young people up to and including 18 years of age.

### **What is Abuse?**

#### **Categories of Abuse**

Children can be abused in many ways and some children may experience more than one kind of abuse at any one time.

Working Together 2015 defines abuse in four broad categories:

#### **Categories Explanation**

**Physical:** Actual or likely deliberate physical injury to a child, or wilful or neglectful failure to prevent physical injury or suffering to a child.

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**Neglect:** The actual or likely persistent or significant neglect of a child, or the failure to protect a child from exposure to any kind of danger, including cold and starvation.

**Emotional:** Actual or likely persistent or significant emotional ill-treatment or rejection, resulting in severe adverse effects on the emotional, physical and/or behavioural development of a child.

**Sexual:** Actual or likely sexual exploitation of a child. The involvement of children and adolescents in sexual activities they do not truly comprehend.

**Bullying:** A child who is bullied may be suffering any of the types of abuse as defined above.

Bullying can take many forms but the main types are:

- Physical (e.g. hitting, kicking, theft)
- Verbal (e.g. sectarian/ racist remarks, name calling)
- Indirect (e.g. spreading rumours)

The damage inflicted by bullying can be frequently underestimated. It can cause considerable distress to children to the extent that it affects their health and development or, at the extreme, causes them significant harm. In these circumstances bullying should be considered as child abuse and treated as such.

### **Allegations against Employees**

This potentially includes any employees that have contact with the public.

Child abuse can and does occur outside the family setting.

Although it is a sensitive and difficult issue, child abuse may occur within other settings. It is crucial that employees, volunteers and committee members are aware of this possibility and that all allegations are taken seriously and appropriate action taken.

There may be circumstances where the allegations relate to poor practice rather than abuse. The decision as to whether the allegation constitutes abuse and/or poor practice should not be made in isolation. Therefore, in both circumstances the incidence should be reported to the relevant line manager or Designated Person and advice sought from Wakefield Child Protection Team.

Where the line manager is the person under suspicion, a report should be made to the Designated Person.

Where the incidence relates to poor practice, this should be used as an opportunity for review and recommendations for improvement, including relevant training.



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It is acknowledged that feelings generated by the discovery that a member of employees, volunteer or committee member is abusing, or may be abusing a child, will raise concerns among other employees or volunteers.

This includes the difficulties inherent in reporting such matters. However, it is important that any concerns for the welfare of the child arising from abuse or harassment by a member of employees or volunteer should be reported immediately.

Incredible Edible Wakefield assures all employees and volunteers that it would fully support and protect anyone who, in good faith, reports his or her concern that a colleague is, or may be, abusing a child.

Where there is a complaint of abuse against a member of employees or volunteer, there may be three types of investigation:

- A criminal investigation
- A child protection investigation
- A disciplinary investigation

The results of the police and social services investigation may well influence the disciplinary investigation, but not necessarily.

Where employees/volunteers are disciplined or dismissed as a result of inappropriate behaviour in regard to children or vulnerable adults, information will be passed on to the Department of Health and Social Services.

### **Guidelines to Good Practice in the Care of Children**

To minimise situations where abuse may occur, Incredible Edible Wakefield will establish relevant policies, including codes of behaviour for employees who work with or have contact with children. False allegations of abuse are rare but certain basic guidelines will help safeguard children, employees and the company.

### **Recruitment and selection of employees and volunteers**

Anyone may have the potential to abuse children in some way and it is important that all reasonable steps are taken to ensure that unsuitable people are prevented from working with children. It is essential that the same procedures are used consistently whether employees be paid, unpaid or in part or full-time employment.

### **Policy and Procedure**

Everyone involved in the care of children should know what to do if there are concerns about abuse and where procedures are kept. Documents recording suspicions should be kept securely in a confidential place.

## **Training**

It should be clearly recognised that checks are part of the process to protect children from possible abuse. They must be operated in conjunction with appropriate training so that employees are aware and sensitive to potentially abusive situations. All employees/volunteer/committee members should receive suitable and appropriate training to raise awareness of their role in recognising, understanding and the procedures for providing child protection.

## **Supervision**

The Executive Director should be sensitive to any concerns about abuse, and act on them at an early stage. They should also offer appropriate support to those who report concerns.

## **Complaints**

A well established complaints procedure will encourage suspicions of abuse to be reported at an early stage.

It is essential that employees, volunteers, user groups, parents and children are aware of these procedures.

## **Listening to the child**

The person receiving the information from a child who claims s/he has been abused should:

- React calmly so as not to frighten the child;
- Tell the child they are not to blame and that it was right to tell;
- Take what the child says seriously, recognising the difficulties inherent in interpreting what is said by a child who has a speech disability and/or differences in language. Do not probe. Do not lead;
- Keep questions to the absolute minimum necessary to ensure a clear and accurate understanding of what has been said;
- Always reassure the child, but do not make promises of confidentiality which might not be feasible in the light of subsequent developments;
- Make a full written record of what has been said, heard and/or seen as soon as possible.

## **Responding to suspicions or allegations of child abuse**

Anyone who knows or suspects that a child has or is being harmed or is at risk of harm has a legal duty to convey this concern to the Executive Director who will refer any concerns onto our designated safeguarding officer (DSO).

It is essential that suspicions are reported. The consequences of failing to report an allegation or suspicion could far outweigh the risk of being wrong and might even be fatal for the child concerned. It cannot be stressed enough that the welfare of the child must always be the first priority.

### **Dealing with Parents or Carers**

The DSO will co-ordinate the investigation of any suspicions or allegations of child abuse and will decide whether concerns should be discussed in the first instance with parents/carers (unless the suspected abuse is by the parent/carer). In situations where the parent/carer is potentially responsible for the abuse, the child might be placed at greater risk were such suspicions discussed. In other situations, it is best for the Health & Social Services to discuss the suspected abuse with the parents as they have the expertise to deal with the situation.

### **Reporting Procedures**

It is the DSO who will be responsible to report the alleged incident to Social Services.

The DSO has received relevant training and has guidelines as to reporting to the appropriate authorities.

Discussion should not take place with anyone else as this impedes investigation and affects the confidentiality of the situation.

It is up to the discretion of the designated person as to who else is to be informed of the situation, including incidents where a member of employees may be the alleged abuser.

Employees/volunteers should not initiate an investigation, including a discussion of the potential abuse with other professionals (e.g. schools, health workers), as this is assuming the responsibility of the Social Services.

By so doing s/he could complicate an already sensitive situation and perhaps contaminate evidence which could have negative consequence for subsequent legal proceedings.

Feedback should be provided to the employee member/volunteer who raised the original concern.

Employees/volunteers who are not satisfied with the handling of an issue can, as an individual, report personal concerns to Social Services. (However, the person will then be operating outside of the Organisation and it is up to the discretion of the Organisation as to their support.)

### **Records**

Once an employee, volunteer or committee member becomes aware of or suspects a case of abuse it is important that they make a record of observations, happenings and discussions that are relevant utilising our safeguarding report form.



This record should be factual and not include opinions or personal interpretations of the facts presented. The record should be made within 24 hours of the suspicion arising, with each recording dated, signed and stored in a secure place.

## **DATA PROTECTION POLICY AND PROCEDURES**

### **Introduction**

Edible Wakefield needs to collect and use certain types of Data in order to carry on our work. This personal information must be collected and dealt with appropriately.

The Data Protection Act 1998 (DPA) governs the use of information about people (personal data). Personal data can be held on computer or in a manual file, and includes email, minutes of meetings, and photographs. Incredible Edible Wakefield will remain the data controller for the information held and will be responsible for processing and using personal information in accordance with the Data Protection Act.

Any individual who has access to personal information, will be expected to read and comply with this policy.

### **Purpose**

The purpose of this policy is to set out Incredible Edible Wakefield commitment and procedures for protecting personal data. Incredible Edible Wakefield regards the lawful and correct treatment of personal information as very important to successful working, and to maintaining the confidence of those with whom we deal with.

### **The Data Protection Act Legislation**

This contains 8 principles for processing personal data with which Incredible Edible Wakefield will comply. Personal data:

1. Shall be processed fairly and lawfully and, in particular, shall not be processed unless specific conditions are met,
2. Shall be obtained only for one or more of the purposes specified in the Act, and shall not be processed in any manner incompatible with that purpose or those purposes,
3. Shall be adequate, relevant and not excessive in relation to those purpose(s)
4. Shall be accurate and, where necessary, kept up to date,
5. Shall not be kept for longer than is necessary
6. Shall be processed in accordance with the rights of data subjects under the Act,
7. Shall be kept secure by the Data Controller who takes appropriate technical and other measures to prevent unauthorised or unlawful processing or accidental loss or destruction of, or damage to, personal information,





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8. Shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal information.

***The following list contains definitions of the technical terms we have used and is intended to aid understanding of this policy:***

**Data Controller** – The person who (either alone or with others) decides what personal information Incredible Edible Wakefield will hold and how it will be held or used.

**Data Protection Act 1998** – The UK legislation that provides a framework for responsible behaviour by those using personal information.

**Data Protection Officer** – The person on the board of directors who is responsible for ensuring that it follows its data protection policy and complies with the Data Protection Act 1998

**Data Subject/Service User** – The individual whose personal information is being held or processed by Incredible Edible Wakefield (for example: a service user or a supporter)

**‘Explicit’ consent** – is a freely given, specific and informed agreement by a Data Subject (see definition) to the processing of personal information about her/him.

Explicit consent is needed for processing sensitive data this includes the following:

- (a) racial or ethnic origin of the data subject
- (b) political opinions
- (c) religious beliefs or other beliefs of a similar nature
- (d) trade union membership
- (e) physical or mental health or condition
- (f) sexual orientation
- (g) criminal record
- (h) proceedings for any offence committed or alleged to have been committed

**Notification** – Notifying the Information Commissioners Office (ICO) about the data processing activities of Incredible Edible Wakefield. Note: Not-for-profit organisations are exempt from notification.

**Information Commissioner** – The UK Information Commissioner responsible for implementing and overseeing the Data Protection Act 1998.

**Processing** – means collecting, amending, handling, storing or disclosing personal information

**Personal Information** – Information about living individuals that enables them to be identified – e.g. names, addresses, telephone numbers and email addresses. It does not apply to information about organisations, companies and agencies but applies to named persons, such as individual volunteers of the Group.

## **Applying the Data Protection Act within Incredible Edible Wakefield**

Whilst access to personal information is limited to the staff and volunteers at Incredible Edible Wakefield, Volunteers at Incredible Edible Wakefield may undertake additional tasks which involve the collection of personal details from members of the public.

In such circumstances we will let people know why we are collecting their data and it is our responsibility to ensure the data is only used for this purpose.

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## Correcting data

Individuals have a right to have data corrected if it is wrong, to prevent use which is causing them damage or distress or to stop marketing information being sent to them.

## Responsibilities

Incredible Edible Wakefield is the Data Controller under the Act, and is legally responsible for complying with Act, which means that it determines what purposes personal information held will be used for.

The board of directors will take into account legal requirements and ensure that it is properly implemented, and will through appropriate management, strict application of criteria and controls:

- Observe fully conditions regarding the fair collection and use of information,
- Meet its legal obligations to specify the purposes for which information is used,
- Collect and process appropriate information, and only to the extent that it is needed to fulfil its operational needs or to comply with any legal requirements,
- Ensure the quality of information used,
- Ensure that the rights of people about whom information is held, can be fully exercised under the Act. These include:
  - The right to be informed that processing is being undertaken
  - The right of access to one's personal information
  - The right to prevent processing in certain circumstances and
  - The right to correct, rectify, block or erase information which is regarded as wrong information
- Take appropriate technical and organisational security measures to safeguard personal information,
- Ensure that personal information is not transferred abroad without suitable safeguards,
- Treat people justly and fairly whatever their age, religion, disability, gender, sexual orientation or ethnicity when dealing with requests for information,
- Set out clear procedures for responding to requests for information

The Data Protection Officer's role will be assigned to our Executive Director:

The Data Protection Officer will be responsible for ensuring that the policy is implemented and will have overall responsibility for:

- Everyone processing personal information understands that they are contractually responsible for following good data protection practice
- Everyone processing personal information is appropriately trained to do so
- Everyone processing personal information is appropriately supervised
- Anybody wanting to make enquiries about handling personal information knows what to do
- Dealing promptly and courteously with any enquiries about handling personal information
- Describe clearly how it handles personal information

- Will regularly review and audit the ways it hold, manage and use personal information
- Will regularly assess and evaluate its methods and performance in relation to handling personal information
- All staff and volunteers are aware that a breach of the rules and procedures identified in this policy may lead to action being taken against them
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This policy will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the Data Protection Act 1998.

In case of any queries or questions in relation to this policy please contact Incredible Edible Wakefield Data Protection Officer.

## **Data collection**

### **Informed consent**

Informed consent is when

- A Data Subject clearly understands why their information is needed, who it will be shared with, the possible consequences of them agreeing or refusing the proposed use of the data
- and then gives their consent.

Incredible Edible Wakefield will ensure that data is collected within the boundaries defined in this policy. This applies to data that is collected in person, or by completing a form.

When collecting data, Incredible Edible Wakefield will ensure that the Data Subject:

- Clearly understands why the information is needed
- Understands what it will be used for and what the consequences are should the Data Subject decide not to give consent to processing
- As far as reasonably possible, grants explicit consent, either written or verbal for data to be processed
- Is, as far as reasonably practicable, competent enough to give consent and has given so freely without any duress
- Has received sufficient information on why their data is needed and how it will be used

## **Data Storage**

Information and records relating to service users will be stored securely and will only be accessible to authorised persons.

Information will be stored for only as long as it is needed or required statute and will be disposed of appropriately.

It is Incredible Edible Wakefield's responsibility to ensure all personal and company data is non-recoverable from any computer system previously used within the organisation, which has been passed on/sold to a third party.

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This policy will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the Data Protection Act 1998.

## **Data Subject Access Requests**

Members of the public may request certain information from the Local Authority under the **Freedom of Information Act 2000**. The Act does not apply to Incredible Edible Wakefield. However if at anytime we undertake the delivery of services under contracts with the Local Authority we may be required to assist them to meet the Freedom of Information Act request where we hold information on their behalf.

## **Disclosure**

Incredible Edible Wakefield may need to share data with other agencies such as the local authority, funding bodies and other voluntary agencies.

The Data Subject will be made aware in most circumstances how and with whom their information will be shared. There are circumstances where the law allows Incredible Edible Wakefield to disclose data (including sensitive data) without the data subject's consent.

These are:

1. Carrying out a legal duty or as authorised by the Secretary of State
2. Protecting vital interests of a Data Subject or other person
3. The Data Subject has already made the information public
4. Conducting any legal proceedings, obtaining legal advice or defending any legal rights
5. Monitoring for equal opportunities purposes – i.e. race, disability or religion
6. Providing a confidential service where the Data Subject's consent cannot be obtained or where it is reasonable to proceed without consent: e.g. where we would wish to avoid forcing stressed or ill Data Subjects to provide consent signatures.

Incredible Edible Wakefield regards the lawful and correct treatment of personal information as very important to successful working, and to maintaining the confidence of those with whom we deal.

Incredible Edible Wakefield intends to ensure that personal information is treated lawfully and correctly.

## **Risk Management**

The consequences of breaching Data Protection can cause harm or distress to service users if their information is released to inappropriate people, or they could be denied a service to which they are entitled. Volunteers should be aware that they can be personally liable if they use customers' personal data inappropriately. This policy is designed to minimise the risks and to ensure that the reputation of Incredible Edible Wakefield is not damaged through inappropriate or unauthorised access and sharing.

## **Destroying personal data.**



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Personal data should only be kept for as long as it is needed i.e. only keep that data for the duration of administering the campaign/project and securely dispose of once the promotion and monitoring period is complete.



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## **Confidentiality**

Staff, volunteers and Associates are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while involved with Incredible Edible Wakefield whether this information involves a single staff, volunteer, client, or other person or involves overall organisational business.

Failure to maintain confidentiality may result in termination of the individual's relationship with the organisation or other corrective action.

## **COMPUTER, INTERNET & COMMUNICATION POLICY**

### **Internet Statement**

Incredible Edible Wakefield is committed to utilising the internet as an information sharing and publicity tool, through the company's web sites.

All company websites and media profiles are used solely to promote the company and its activities, through information pages and company profiles.

All company websites and media profiles are used solely as a distribution tool where the products of projects past and present are screened.

Incredible Edible Wakefield updates the content of each of its sites on a regular basis.

Incredible Edible Wakefield carries out a yearly review of all aspects of the organisation's work in relation to this policy.

### **External Communications**

If a User makes any posting, contribution or creation or publishes any other content which identifies or could identify the user as a director, employee, volunteer or other member or associate of the organisation, or in which the user discusses his/her work or experiences relating to the organisation, the user must at all times ensure that his/her conduct is appropriate and consistent with their engagement and the image of the organisation, and should bear in mind that the user owes a duty of fidelity to the organisation.

If a User is unsure as to the appropriateness of a posting or other content published by him/her, they should speak to the executive director at the earliest opportunity to seek clarification.

If, in any contribution or posting which identifies or could identify the user as an employee, agent or other affiliate of the organisation, the user expresses an idea or opinion he/she should include a disclaimer which clearly states that the opinion or idea expressed is that of the user and does not represent that of Incredible Edible Wakefield.

### **Email Statement**

Incredible Edible Wakefield will ensure that all associates and employees have access to the company email system.

Incredible Edible Wakefield will ensure that all workers will have a company email address for the duration of their engagement.



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## Computer Use Statement

Incredible Edible Wakefield expects all employees to use the company email network in an appropriate and professional manner.

Inappropriate use of the internet in any form will not be tolerated by the company or its directorate.

Any employee found to be using the internet inappropriately, or against the Equal Opportunities Policy will be dealt with under the procedures laid out in the section of this document headed 'Disciplinary Rules and Grievance Procedures'.

Any internet research on issues which may appear to contravene the Equal Opportunities Policy or could be misinterpreted as inappropriate use, but which is required for the course of your duties should be cleared with the Executive Director prior to being undertaken.

If you are using your own computer for Incredible Edible Wakefield work, you need to ensure that it is fully virus protected and that all software is licensed.

All files generated during your work at Incredible Edible Wakefield belong to the company and should be stored on the file sharing space provided.

The following information outlines the procedures and behaviour you are required to adopt whilst using Incredible Edible Wakefield computers during the course of your duties for Incredible Edible Wakefield:

- Never install unauthorised software on Incredible Edible Wakefield computers.
- Only use files which have been virus checked.
- If you have to use disks supplied by external sources, ensure that a virus check is run prior to opening the information.
- Employees should not use our email address to send or receive personal emails, neither should they access their own email accounts via our computers.

The email accounts are owned by Incredible Edible Wakefield and are intended for business purposes and therefore all emails received are the property of Incredible Edible Wakefield.

- Only download information via the internet which is required in the course of your work at Incredible Edible Wakefield.
- Ensure that a virus checker is running when downloading.





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- Never open attachments/emails which are not required in the course of your work.
  - Report all instances of virus contamination immediately to the Executive Director.
  - Run regular system/virus checks on your computer

All computers and electronic information stored within them or present on removable drives/discs are the property of Incredible Edible Wakefield and as such the organisation reserves the right to inspect all files they contain.

## **ENVIRONMENTAL POLICY**

### **Statement**

Incredible Edible Wakefield recognises that our work may have a direct or indirect effect on the local, regional and global environment.

We are committed to protecting public health by conducting our operations and activities in an environmentally responsible and sustainable manner.

We are committed to reducing and, where possible, eliminating, our environmental impact and continually improving and promoting the understanding of sustainability in its broadest context.

We will encourage customers, suppliers and stakeholders to adopt environmental policies.

Incredible Edible Wakefield endeavours to comply with and exceed all relevant regulatory requirements and laws.

Incredible Edible Wakefield will promote and increase employee awareness through training.

We will involve Employees in the implementation of this policy for greater commitment and improved performance.

### **Commitments:**

#### **Core activities**

- Use peat free composts
- Minimise the use of chemicals
- Give attention to utilising good site practice in storing and minimising movement of materials to reduce damage and subsequent wastage
- Use off cuts of timber, plasterboard, insulation and sheet materials rather than cut from fresh supplies as long as quality is not compromised
- Wherever provision segregate unavoidable waste

## **Travel**

- Promote public transport, cycling or walking as the preferred form of transport for Employees and Volunteers.
- Car share where possible.
- Use audio conferencing, phone and email as an alternative to travel.
- Work from home if appropriate.

## **Hygiene, health and safety**

- Enforce a 'no smoking' policy.

## **Waste Reduction**

- Buy reusable, refillable or recyclable products.
- Look for products made from recycled materials.
- Only use licensed and appropriate organisations to dispose of waste.
- Install recycling facilities for glass, plastic, cans, used ink cartridges, IT equipment and compostable food waste.
- Avoid using paper by distributing and storing documents electronically.
- Print and photocopy only what you need and double side your jobs when possible.
- Use the back side of old documents for faxes, scrap paper or drafts.

## **Energy and Water Saving**

- Switch to green electricity suppliers.
- Switch lights and electrical equipment off wherever possible.
- Use energy efficient light bulbs.

- Ensure radiators have adjustable controls.
- Install water saving devices in toilet cisterns.
- Regularly check for leaky taps, pipes and toilets and repair immediately.
- Turn off, not just log off, all computers, terminals, speakers and other office equipment at the end of every work day.
- Unplug equipment that drains energy even when not in use (e.g. mobile phone chargers, fans, coffee makers, desktop printers, radios)
- Limit the use of space heaters.

### **Purchasing**

- Buy recycled and recyclable products.
- Shop locally where possible.
- Check if there is a fair trade option.
- Buy eco-friendly cleaning products.
- The energy consumption and efficiency of new products will be taken into account when purchasing
- Purchase copier and printer paper that contains at least 30% post-consumer recycled content.
- Purchase office supplies and furniture that contain the highest percentage of recycled and non-toxic content wherever possible.

### **Delivery Mechanisms**

#### **Action Plan**

- Ensure that this environmental policy is not just formally adopted but also embedded as the norm.
- Set targets and standards of operation designed to improve our environmental performance.

- Increase awareness among employees and clients.

## **Targets**

To achieve our aims, we have set ourselves the following targets:

- Inform all our , clients and suppliers about our environmental policy and, Thereafter, all new Employees, Volunteers and Associates.
- Define good housekeeping for the commitments detailed above, and ensure all employees receive training in good housekeeping and incorporate this training into the induction programme for new starters.
- Reduce our overall emissions through following the guidelines for Energy and Water saving.
- Aim to reduce our carbon emissions for business travel.
- Reduce our environmental impact through following the procedures for Waste Reduction and Purchasing.

## **Monitoring and evaluation**

New Employees and volunteers are to be inducted in good practice upon beginning work.

New Employees will receive full training and updates to training will be scheduled for existing Employees.

Management will analyse energy performance and give advice on activities to reduce consumption.

## **Review of this policy**

Incredible Edible Wakefield 's commitment to the environment is an active one. This policy should be amended on a regular basis as part of an ongoing commitment.

Incredible Edible Wakefield will review this policy annually.

Incredible Edible Wakefield will conduct an annual self-evaluation of our performance in implementing these principles and in complying will all applicable laws and regulations.

Incredible Edible Wakefield will seek to keep abreast of new developments in Environmental practice and legislation and will actively seek information on the issue.

## DISCIPLINARY RULES AND GRIEVANCE PROCEDURES

### Disciplinary Rules.

General: Where the work or conduct of an employee is reported or observed to be unsatisfactory, the disciplinary procedure below shall apply. The aim is to ensure fair treatment for all.

No disciplinary action will be taken against the employee until the case has been fully investigated and the individual given the opportunity to state their case.

Where formal disciplinary action of any kind is being considered, the employee will be informed of their right to be accompanied by a person of their choice. Time limits may be adjusted by mutual agreement.

### Stages:

There will be four stages, each designed to cover the varying seriousness of the case and also give proper sequence for persistent cases.

Management can enter into the procedure at any stage, depending on the seriousness of the case.

**First Warning:** Directors may give where the case is of sufficient seriousness to bring to the attention of the employee formally, a First warning. Note of the warning will be placed on the employees record, where it will be kept for six months and a copy given to the employee.

**Written Warning:** Where the case has already involved the First Warning stage and insufficient improvement has been made, or where the case is of sufficient seriousness, a formal Written Warning may be given by the Directors.

The Written Warning will include:

- The decision to issue the Warning
- The cause or nature of the offence(s)
- Action required of the employee
- Timescale in which improvement is expected
- Any assistance which the employer may make available
- The right of appeal

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- The length of time the Warning will remain on file.

Although normally only one Written Warning will be given, a further Written Warning in case of persistent minor offences may be issued at the discretion of the Directors.

Final Warning: Where the case has already involved the Written Warning stage and insufficient improvement has been made, or where the case is of sufficient seriousness, the Directors may give the Final Warning. The Final Warning will cover the seven points of the Written Warning, together with a statement that the consequence of further misconduct or insufficient improvement will be dismissal.

The Final Warning will remain on file for six months.

## **Dismissal**

Dismissal with notice: Where there is further recurrence of an offence or if the offence is serious enough to justify dismissal without prior warnings you may be dismissed with the appropriate notice or payment in lieu of notice.

Dismissal without notice: An employee may be summarily dismissed without notice or pay in lieu of notice if after proper investigation or hearing of the case it is established that you have been guilty of gross misconduct which justified immediate dismissal.

Examples of behaviour which would constitute gross misconduct justifying summary dismissal include:

- Assault, fighting or threatening or violent behaviour
- Theft, fraud, falsification of records; misappropriation of funds; and other offences involving dishonesty.
- Wilful or malicious damage of company property
- Serious or persistent insubordination
- Any serious breach of the company's Equal Opportunities Policy
- Any serious breach of the company's Health and Safety Policy or regulations
- Any serious breach of the company's Internet & Email Policy or regulations
- Any act intended to affect the Company's business adversely
- Sexual, racial or other serious harassment on a fellow employee.



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This list is not intended to be, nor should it be seen to be exhaustive.

**Appeal:** The right of appeal shall apply to all stages and shall be exercised by writing to the Directors within 14 days of notification of the decision, giving the grounds for appeal.

The appeal will be heard by a meeting of the Board of Directors comprising, as far as possible, individuals not previously involved.

There is no further appeal.

**Suspension:** In cases where there are reasonable grounds for suspecting that an employee has committed a significant offence, the employee may be suspended on full pay while the case is investigated. The appropriate trade union official, if any, will be notified. On completion of the investigation, a disciplinary hearing will be held as soon as practicable if it is considered necessary.

### **Grievance Procedure**

**General:** The employee or any Board member may not take part in this procedure if they are involved in the grievance.

Time limits may be adjusted by mutual agreement.

**Stage 1:** Where the employee feels aggrieved on any matter, they should discuss the case with the Directors, unless the grievance concerns the latter, in which case the employee may evoke:

**Stage 2:** The employee may request the assistance of a trade union official, fellow employee or any person of their choice.

The Directors or the member of the Board of Directors addressed should reply within five working days.

**Stage 3:** If the employee is dissatisfied with the reply, they or their representative may appeal in writing to each Board member within fourteen days of receiving the reply, giving the grounds of the appeal. The full Board will reply in writing within fourteen working days of receipt.



## **GENERAL COMPLAINTS PROCEDURE**

If any members or service users are unhappy about any of our services, we undertake to deal quickly and effectively with the matter.

As a first step, we suggest that they contact the member of staff or volunteer concerned to see if the problem can be resolved to their satisfaction.

Incredible Edible Wakefield staff will do everything they can to put things right, including reviewing procedures to stop problems happening again.

If the service user is not happy with the response or if they do not know which member of staff to contact, please follow the steps outlined:

1. All complaints should be made to the executive director or a designated person in his absence in writing by letter or email. This will be acknowledged within three working days.
2. The executive director or designated person will investigate the issues raised and let you have IEW's response to the complaint within 10 working days.
3. If you do not feel that the executive director's or designated person's response is acceptable, you have the right to ask for your complaint to be referred to a complaints panel. The panel consists of the chair or vice-chair of IEW and two members of IEW's board of directors. You will be advised of the date the panel meets and you may attend the meeting. You may also bring someone with you if you wish for personal support.
4. You will be notified of the panel's decision within five working days of its meeting.
5. In the case of a complaint from an individual or organisation that is not a member of IEW, the panel's decision is final.
6. IEW members are entitled to raise any issue in relation to the management and administration of the organisation at the Annual General Meeting. IEW's AGMs are usually held in September.
7. Please contact the executive director at least eight weeks before the advertised date of the meeting who will advise you on the steps to take.

## **EQUAL OPPORTUNITIES POLICY**

### **Equal Opportunities Statement**

Incredible Edible Wakefield is committed to equality of opportunity and the organisation actively ensures it strictly adheres to the Race Relations Act 1976, the Disability Discrimination Act 1995 and the Sex Discrimination Act 1975 in all dealings with people.

Incredible Edible Wakefield will seek to ensure that no associate, volunteer or trainee, or any organisation or individual with whom we work, will be discriminated against on the grounds of age, race, colour, ethnicity, sexuality, gender, family status, religious belief, offending record or any unfair or unjustifiable reason.

Incredible Edible Wakefield will ensure through its publication content and project delivery that its services are perceived as open to all.

Incredible Edible Wakefield will expect all its employees and volunteers to be committed to working in a manner that encourages the equality of opportunity. Whenever possible, good practice will be ensured amongst our service users.

Incredible Edible Wakefield will ensure that all employees and volunteers sign a declaration to this effect, which shall for all employees, be a condition of employment.

### **Aims**

Incredible Edible Wakefield recognises that people who it works with and provide services for, may include people with a range of offending histories; learning difficulties; physical disabilities; those recovering from mental health crisis, people with sensory disadvantage as well as those people who suffer discrimination on the grounds of sex, marital status, age, creed, colour, race and sexual orientation.

### **Principles**

In order to achieve the aims of the policy there are certain principles and attitudes that need to be recognised and upheld.

#### **Equality of opportunity and entitlement**

All people, regardless of sex, marital status, age, creed, colour, race and sexual orientation have the same rights in respect of project opportunities as others. Incredible Edible Wakefield accepts that it has a duty to ensure that, as far as possible, these groups are not prevented from enjoying these rights.

#### **Employment and recruitment**



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In seeking associates, volunteers and trainees for the work of Incredible Edible Wakefield the company will publicise opportunities as widely as possible.

Records shall be maintained in order to establish whether any group is under or over represented in areas of provision and efforts shall be made to rectify any imbalance, which emerges if deemed appropriate.

### **Support practice**

All directors, associates, employees, volunteers and trainees are offered training to assure that all aspects of this policy are understood.

Where difficulties, misunderstandings and misinformation exist towards a disadvantaged group, Incredible Edible Wakefield will make every effort to resolve such difficulties in a positive and informative manner.

Deliberate contravention of the Equal Opportunities Policy will result in disciplinary proceedings.

### **Policy Intentions**

Incredible Edible Wakefield monitors this policy and will take appropriate action in all areas of the company operation with particular attention paid to:

- **Recruitment:** Incredible Edible Wakefield seeks to ensure that appropriate liaison takes place with other agencies working with people from the beneficiary groups.
- **Physical access:** Incredible Edible Wakefield seeks where possible, to carry out its work in buildings and areas which are physically accessible.

Where this is not possible, the organisation shall as a priority, look for funding, sponsorship to make adequate adaptations, or in the case of another organisation's premises, liaise with that organisation to improve access.

### **Personal development**

Incredible Edible Wakefield is committed to supporting personal development that aims to increase the skills of directors, associates, employees and volunteers to work effectively within an Equal Opportunities framework.

### **Policy Review**

This Equal Opportunities Policy shall be subject to a yearly review by the Company Directors.



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## Thank You

To all new Employees / Volunteers / Associates thanks for taking the decision to work with Incredible Edible Wakefield Limited and for taking the time to read this Organisational handbook.

I hope your experience of working with us will be a rewarding one.

If you have any suggestions for changes that you feel would help to improve the way Incredible Edible Wakefield operates we would appreciate your comments.

If you wish to talk to me directly I can be contacted on 07971 098510.

Andy Austerfield  
**Executive Director**  
**Incredible Edible Wakefield Limited**

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## Acknowledgment and Personal Commitment

I acknowledge receipt of Incredible Edible Wakefield Limited's Company Organisational handbook and confirm that I have read and understood it.

I confirm my personal commitment to the values of Incredible Edible Wakefield and to complying with the procedures detailed in this handbook.

NAME .....

SIGNED ..... DATE .....

## **Summary of Revisions**

Rev 4 – Plot holders added to organisational chart

Rev 5 – Data protection policy and general complaints policy added