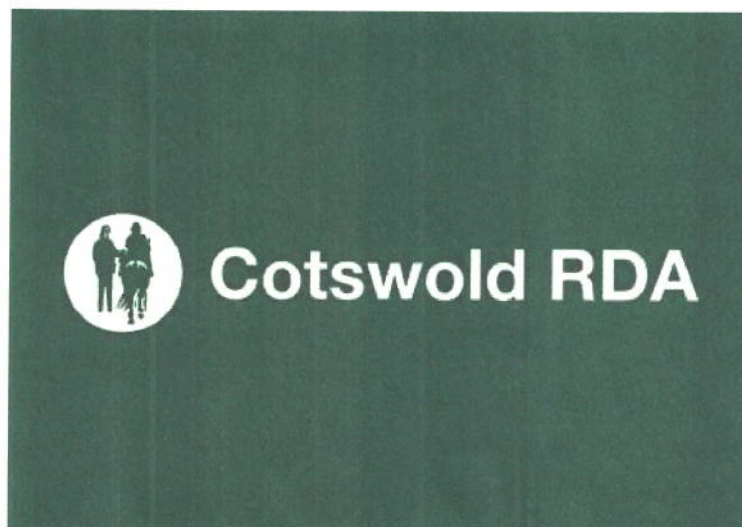




Retail Operations Manual

If you have any questions relating to items covered or not covered in this document, please contact Shop Manager.

This document is not intended to contradict or supersede any Cotswold RDA Policies.

Please Note: Local procedures at individual locations may vary but the principles remain the same.

For the purposes of this document the term **Staff** means all employees and volunteers.

Key Contacts

Shop Manager – shop.manager@crdatrading.org.uk

Board Directors - secretary@cotswoldrda.org.uk

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1. GENERAL OPERATIONS PROCEDURE

1.1 General Operations, Attendance & Absence

All staff, employees and volunteers alike, will undergo Induction Training, as detailed in Appendix 2 and including familiarisation with this document as a minimum and this will be completed during or prior to their first shift.

It is good practise to try and determine shift rotas at least a week in advance and is important that all staff honour any commitment as fellow staff, employees and volunteers; and trade could be compromised.

All staff are asked to ensure that all absences are confirmed with as much notice as possible, details will be confirmed at induction.

1.2 Dress Code

All staff must wear their name badges at all times. We should dress smartly and modestly when working in the shop. How we look reflects the standards of CRDA.

We all have access to smart items of clothing from our shops at a very reasonable price. It is a good advert for the shop to tell a customer you have purchased items from the shop.

Any clothing worn should be clean and in a good state of repair, e.g. no rips, frays or bobbly knitwear.

Branded clothing is available to staff and for volunteers to purchase.

- Jeans are acceptable but they should not have rips or tears (even if they are intentional)
- Jogging bottoms/tracksuit bottoms are not acceptable.
- Shorts are not acceptable and neither are excessively short skirts. Knee length, tailored shorts are acceptable as are Capri trousers or cut off trousers as long as they fall below the knee.
- Leggings are acceptable as long as they conform to point 1. Whilst wearing these items we prefer you wear a tunic length style top.
- Trousers should sit on the waist or just below, very low rise trousers are not acceptable.
- For Health & Safety reasons, backless and open toe sandals/flip flops are unsuitable for shop work. Shoes should have some sort of back. High heels are equally unsuitable.
- Clothing with motifs or messages or sport shirts e.g. football shirts are not acceptable.
- Care should be taken to avoid a gap between trousers/skirts and tops. A bare mid-riff is unacceptable.
- Low cut/cleavage revealing clothing is not acceptable.

As we do manual work and work in close proximity to our colleagues and the public, attention should be paid to personal hygiene.

1.3 Diary/Communications

The shop diary is to be used as a communication book for staff to relay shop information. Content should be limited to brief, professional, general messages and performance related or sensitive/confidential material should not be passed on in this way.

The diary can also be used for noting holidays, volunteers that may be on duty and any other information required.

The above also applies to use of group messaging systems, individual queries or sensitive/confidential material should ONLY be communicated via one-to-one communication either face-to-face, or by phone or email.

Please refer to 9.2 Communication Etiquette in this document and the CRDA Harassment & Bullying, Safeguarding and Disciplinary Policies.

All public Social Media activity should be referred to the Charity Team via the Shop Manager or Directors.

Remember to be polite in all communications.

1.4 Operations & Housekeeping

All staff and volunteers are responsible for maintaining a good level of housekeeping within the premises

- Cleanliness in the toilets and kitchen area
- Keeping the work areas safe/tidy/clean
- Tops and bottoms of the rails should be dusted and wiped daily
- Shop floor tidy/till area cleaned/bin emptied daily
- Dusting the shelves and re-hanging garments
- Floor swept/hovered and mopped regularly
- Where applicable, a 'fridge tidy' sticker should be displayed on the front of every fridge and each fridge should have a temperature gauge which should be monitored
- A Health and Safety 'walk round' should be conducted once a month.

All sites have General Information document that summarises the activities to be undertaken and an Operational log/checklist, which is to be completed by all to record what has been completed, see Appendix 2 – Induction Training and Appendix 6 – Activity Log/Checklist for details.

1.5 General Health and Safety

Staff health and safety, and that of our customers is of paramount importance to us.

We all have a responsibility for the health and safety of ourselves and of all those who work in, volunteer in and visit the shop and any concerns should be highlighted to the Shop Manager and, in their absence, employees who have a general awareness of health & safety matters, as well as knowledge of the specific tasks to be performed.

Below are some general guidance points but all volunteers and employees are trained in relevant Health and Safety issues and familiarised with the related Risk Assessments.

- Don't block fire exits
- Don't trail wires or cables across pathways
- Don't put clothes or stock by heaters
- Don't overload shelves or fittings
- Don't obstruct fire extinguishers or remove them from their designated locations
- Don't leave goods on stairways
- Don't stand on chairs to reach up, ladders or steps should be available
- Don't store heavy or sharp items above shoulder height
- Beware of sharp items and that these can be hidden especially in clothing see Safe Sorting.
- No equipment should be used without appropriate training, see

All locations should have a staff notice board/information folder which must contain all information.

1.6 Greeting the General Public

Staff and volunteers should be welcoming to all customers, smile and greet them as appropriate, those with donations should always be thanked donations.

To help customers enjoy their shopping experience with CRDA try to be encouraging, polite & approachable. Adopt a helpful and flexible approach and look to achieve a sale at all times. You should try and engage with customers and also take appropriate opportunities to talk about the Charity and recruit potential volunteers.

1.7 Smoking Policy

Smoking or vaping is prohibited in any CRDA premises including outside at the entrance to the shop or at the rear entrance. If you wish to smoke, you must do so during your break, outside, well away from the shop in a public or designated smoking area.

1.8 Mobile Phones

Personal mobile phones should not be used while working on the shop floor unless specific permission given or loan working.

If you have a medical condition that requires you to carry your phone on a regular basis, please let your Shop Manager/approved deputy know and an appropriate risk assessment will be conducted.

There will always be exceptional circumstances to this such as family problems, when you will feel you need to have your phone available. In these situations, please keep your mobile on silent and vibrate. If possible, leave the till area to deal with calls or if this is not practical apologise to the customer.

1.9 Security

All staff and volunteers must complete the shop sign in/out form when they enter or leave the premises. This register should be removed by the Fire Warden in the event of an evacuation.

All personal belongings including mobile phones and coats are the responsibility of the individual and should be put in a safe place as directed by the Shop Manager or approved deputy. Lockers are available for small items but should be vacated at the end of a shift.

Please try and be as vigilant as possible and prioritise personal safety at all times.

If any immediate concern of happenings outside the premise staff are authorised to secure themselves and the premises by closing the retail area to the public.

Where applicable, please ensure the safe is kept locked at all times - If you are called away while using the safe please lock it before leaving it and keep the keys on your person.

1.10 Safeguarding

Only staff are permitted to enter the rear of the shop, stock room and toilets. You should however exercise discretion should a vulnerable member of the public wish to use the toilet facilities. Please ensure pathways and access are clear.

Only those where identification has been shown and cleared are allowed into the restricted area e.g. meter readers; contractors etc.

Children of staff are not allowed to accompany them to work. Such an arrangement is inevitably distracting to the employee and potentially unsafe. It is the responsibility of staff and volunteers to arrange childcare through the holiday season.

A person must be a minimum of 14 years of age to become a volunteer.

Where possible the staff should be made aware of volunteers with vulnerabilities so that appropriate Risk Assessments and support can be arranged.

Please refer to the CRDA Safeguarding Policy.

1.11 Notices Boards

There is a staff notice board/information folder in each location which holds information for the shop including contact details etc., any important information from the retail office, volunteering etc. This must be kept tidy and up to date and should display all the following:

- Certificate of Employers Liability Insurance (front shop and till area)
- Manual Handling Guidance – See Appendix 8
- Health & Safety Law Poster
- Health & Safety Charity Policy Statement
- Fire Action Notice
- Risk Assessment
- Key Contacts
- Volunteers Rota

Stand Alone Shop only

- First Aid Notice with name of appointed person
- List of Persons with Specific Health & Safety Responsibilities
- List of Hazardous Substances

1.12 Fundraising Activities

Sometimes we will ask you to promote some fundraising initiatives, events and activities by displaying posters in your shops or having flyers for customers to pick up.

If you'd like to do some fundraising, either in your shop or on a personal basis contact the Fundraising Team via the website or email info@contswoldrda.org.uk.

Due to Data protection legislation, please avoid taking contact details from the general public, so if a customer asks you about fundraising for CRDA, thank them for choosing to support us.

Please ask them to contact the Fundraising Team via the website or email info@contswoldrda.org.uk. Assure them someone will be in touch and we will support them every step of the way.

1.13 Shop Lifting

We must always be aware that there are incidents where staff are deliberately distracted by someone posing to be a customer while an accomplice helps themselves to our property. This can be on the shop floor and on rare occasions in the back room.

Should you witness a theft, please do not put yourself at risk by physically challenging the thief. A verbal reference, such as 'I think you might have forgotten to pay' may be appropriate, this is a judgement call.

Please ensure the safe is kept locked at all times. If you are called away while using the safe, please lock it before leaving it and keep the keys on your person.

1.14 Press and Media Enquiries

Sometimes journalists will visit your shop and approach you for comment. Be friendly, but don't give any comment. Ask them to contact the Arena Office, 01242 584420.

1.15 Bad Weather

From time to time the weather can impact upon an individual's ability to arrive at work. Reasonable late arrival for work under inclement weather conditions is acceptable but please keep the Team updated.

Retail staff and volunteers are expected to risk assess whether opening a shop will be safe. They need to consider the safety of staff travelling to the shop, the safety of staff and shoppers in the shop (e.g. has there been a flood, is there heat and light?). In the event that a shop is not opened they must inform the CRDA office. Whilst it is important that we maintain trading we do not want people to put themselves at risk.

Staff unable to attend work will not be financially penalised however they will be expected to look at how the time can be made up.

1.16 Stand Alone Shops - Opening and Closing Procedures

All staff should arrive no later than 15 mins before scheduled before opening to be able to open the shop promptly i.e. all lights on, float in till etc. All shops must be open promptly at their advertised opening time and closed no earlier than their advertised closing time.

Please advise all your volunteers as to the procedure, should they arrive for their shift and find the shop closed when they would have expected it to be open.

- Ring the member of staff you are expecting to be on duty (If you are happy for volunteers have your number).
- If unsuccessful ring the Arena Office (01242 584420)
- It is important that all volunteers are aware of this procedure. Please consider the worst case scenario: The Manager had entered the shop and subsequently become ill or had an accident in the back room - we would potentially have been unaware of this.

1.17 Stand Alone Shop - Spare Keys

Each shop should leave a spare key with a third party so we can always access the shop should we need to, and for Keyholder Volunteers who may cover the shop.

A notebook should also be left with the third party and contain the following columns:

Date, Time Keys Out, Time Keys In, Name, and Signature.

The third party should be aware that they must make anyone collecting the keys fill in this book. We must also be pro-active in asking to sign the book in case the person holding the key forgets.

Each shop should carry out a weekly check with the third-party key holder to make sure they have the key otherwise it will only be identified in an emergency.

1.18 Stand Alone Shops – Site Checklists – Appendix 6

Every day each shop should carry out the checks on the Daily Checklist, and once a month the Monthly Checklist. This involves items such as (but not exclusively) testing the smoke alarms, fire alarms, emergency lighting, cleaning keyboards and phones.

A Health and Safety 'walk round' should be conducted once a month.

A fire evacuation drill should be conducted once a quarter.

2. HEALTH AND SAFETY

All locations have a staff notice board/information folder which contains Health and Safety guidance as well as the relevant Risk Assessment and CRDA Health & Safety Policy. All volunteers and employees should be familiar with this information and trained in site and role relevant issues and activities.

Where sites are within premises controlled by a third party, First Aid and Fire Safety procedures are delegated to that organisation.

Further details are available in the CRDA Health & Safety Policy. Any queries or concerns should be directed to the Shop Manager or their appointed deputy in the first instance but can be raised to a Director if more appropriate.

2.1 Risk Assessment

Each site is assessed for risks a minimum of annually and a copy of the current version is available in the staff information folder. All staff should be familiar with this and advised if any significant changes are made.

2.2 Accidents and Incident

If an accident, incident or near miss event occurs where an individual could have been harmed in anyway, then this should be reported in the accident book which will be reviewed by employees and Directors regularly.

2.3 Stand Alone Shops - First Aid

We are required to have Appointed Persons to deal with first aid, rather than qualified first aiders. It is desirable (but not essential) that all Appointed Persons attend a basic first aid course.

An Appointed Person is someone that:

- Takes charge when someone is injured or falls ill, including calling an ambulance, if required.
- Looks after the first aid equipment (e.g. restocking the first aid box).
- The names of the appointed persons are to be found on the health & safety board in all shops.

2.4 Fire Safety

In the event of a fire, the prime responsibility of all is to get staff, volunteers and customers out of the shop as quickly as possible ensuring, where possible, windows and doors are closed to prevent spread.

Extinguishing equipment may be used to prevent spread or assist evacuation but only where individuals are trained and comfortable to do so.

2.5 Slips, Trips and Falls

Both serious and more minor injuries at work are most likely to happen through people slipping or tripping, or from being injured while handling, lifting or carrying. Make sure that the shop floor, passageways and corridors are clear of obstructions, and be very careful if you need to lift and carry donated stock.

2.6 Lifting

The following advice is taken from the Health and Safety Executive poster. Please take time to read through it and remember to put its advice into action.

Think before lifting/handling and plan the lift as appropriate.

- Can handling aids be used?
- Where is the load going to be placed?
- Will help be needed with the load?
- Remove obstructions such as discarded wrapping materials.
- For a long lift, consider resting the load midway on a table or bench to change grip.
- Don't lift or handle more than can be easily managed. There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.

When lifting

- Keep the load close to the waist.
- Keep the load close to the body for as long as possible while lifting.
- Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.
- Adopt a stable position. The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground).
You should be prepared to move your feet during the lift to maintain your stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.
- Get a good hold. Where possible the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.
- Start in a good posture. At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).
- Don't flex the back any further while lifting. This can happen if the legs begin to straighten before starting to raise the load.
- Avoid twisting the back or leaning sideways, especially while the back is bent.
- Shoulders should be kept level and facing in the same direction as the hips.
- Turning by moving the feet is better than twisting and lifting at the same time.
- Keep the head up when handling. Look ahead, not down at the load, once it has been held securely.
- Move smoothly. The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.
- Put down, and then adjust. If precise positioning of the load is necessary, put it down first, and then slide it into the desired position.

2.7 Stand Alone Shop - Lone Working

If you work alone, you should refer to the CRDA Lone Working policy for further information.

If for any reason you are alone in a shop for all or part of a day you must inform the Shop Manager or the Arena Office without delay.

There should be no reason for you to be in your shop any earlier than 08.00 and any later than 18.00. If, for any reason you need to be in the shop outside these hours you must inform the office. Your safety is our primary concern!

2.8 Use of Steamer

Clothes steamers are a quick and effective tool for removing wrinkles from cloth however they are dangerous if used incorrectly.

Burns from steam or hot equipment happen quickly and can be very serious.

Never leave a steamer unattended or allow any body part directly in steam.

The Steamer should only be used by trained staff.

- Training should be delivered only by the Shop Manager or an approved CRDA employee.
- No-one under the age of 16 or with a medical condition such as epilepsy, asthma etc. may operate a steamer unless permission is obtained in writing from their GP.

Once trained an individual is responsible conducting a Risk Assessment prior to each use.

Areas to be considered but not limited to:

- Is the area appropriate for steaming i.e. away from the general public especially children, no trip hazards or trailing cables secured and well-ventilated.
- Are colleagues working in the area are effected and advised
- Is the steamer in a good state of repair i.e. electric cables and hoses and maintenance up to date. See Appendix 3 for Steamer Maintenance.

If there is any doubt DO NOT USE THE STEAMER and consult the Shop Manager or approved deputy as advised in Training.

Steamers are easy to use and, following just a few tips, can make a huge improvement to the appearance of an item.

- Never overfill your steamer or allow it to run dry which can damage the heating element.
- Keep the water container upright to prevent spills.
- Before working on any fabric, allow the steamer to heat completely. This will prevent sputtering of water before the steam appears.
- Test to be sure that you have a full head of steam.
- Always steam garments in a vertical, upright position.
- Touch the material lightly with the steam head, do not press down on a garment.
- Do not directly touch velvet with the head of the clothes steamer.
- Some articles, such as silk, can be steamed better from the underside.
- Ensure the steamer is cool and empty the excess water before storing.

2.9 Liability Notifications

Public Liability

Accidents, injuries and damage to property involving members of the public in our shops are covered by our Public Liability Insurance where we are liable. For this protection to be effective, full details of any incident possibly resulting in a claim MUST be entered in the Accident Book. In addition, you should notify the Shop Manager as soon as possible.

Employers Liability

CRDA carries the statutory legal liability insurance for death, bodily injury, illness or disease sustained by an employee arising out of, and in the course of, their employment. The same cover applies to volunteers.

It is a legal requirement that all places of business display a current certificate of this insurance – The Arena Office will send you a current certificate every year on renewal.

Stand Alone Shops - Insurance of Premises/Contents and Notification

Where we have a responsibility for the building or tenants improvements, we can submit a claim to recover costs up to the policy limits for repairing the fabric of our shops and the equipment they contain (not stock), after events such as fire, flood, burglary, vandalism etc. Glass breakage cover

includes the cost of temporary boarding-up, damage to framework, alarm foil, lettering etc. The cost of replacing locks and keys following a burglary can also be claimed under this policy.

In all cases of loss or damage of CRDA property, the Shop Manager should complete an Accident / Incident form and send to the Arena Office. Notification of any loss or damage should be reported to the office immediately so it can be logged with our insurers.

If burglary or vandalism is suspected, the Shop Manager must also report these events immediately to the police and obtain a Crime Reference Number and these details must be given to the office also. This information is essential if an insurance claim in relation to a crime is to succeed.

3. SHOP FLOOR

It is vital that goods are displayed effectively to create more sales; both in the windows and in the shop.

Goods should be displayed using a colour-block system and similar items displayed together.

Displays need to be changed or refreshed weekly and are the responsibility of the employees or an approved volunteer, supported by volunteers.

3.1 Window Displays

Window displays are often the first point of contact that your potential customers will have with our shops and as such must be as professional and inviting as possible.

Windows should be dressed sparingly. The window display should consist of good quality ladies fashion, with handbags, shoes, jewellery and scarves - with a colour or fashion trend and representing the season.

- Use layering, belts, scarves and hats to create a simple but eye-catching display.
- Non fashion items should always be considered carefully.
- Props may, on occasion, be used but as a general rule everything in the window must be for sale.
- Make sure you can back up your display, as you sell items from it, with suitable stock to sustain it for a week. Likewise the display units nearest your window should reflect your window display.

Handbags, shoes, gloves and scarves and jewellery can be displayed on the floor of the window and on one or two white blocks. Scarves must not be draped but shown folded into neat rectangle or triangle. Less is always more. Clean, tidy and quality clothes is the style. We want them to see a glimpse of nice things in the window and then step inside the shop.

Below are suggestions on how to achieve a good window display.

- The window floor area and the actual window should be clean - check daily to make sure there are no dead insects, dust etc. as per your daily checklist.
- Please ensure that any posters displayed are in good condition with no rips or tears, relevant to current campaigns.
- Seasonal windows such as Christmas, Easter, Mothering Sunday, Father's Day, School Prom, St Patrick's Day, Valentine's Day etc. and local events are great and interpreting a national event is also fine such as the Coronation etc.
- Please **DO NOT** put out signs saying "Do not touch items in the window".
- Never put fake flowers in the shop or the window.
- Before you go home, please go outside and make sure your window is full and neat, people will still be walking past your shop when you are closed.
- Make sure you can back up your display, as you sell items from it, with suitable stock to sustain it for a week. Likewise the display units nearest your window should reflect your window display.

3.2 Mannequins

The models should have a dress or two pieces so that the shoppers outside can clearly see all of it. No added jackets or coats. The item will speak for itself. That's without any scarves, or handbags hanging from their hands. And no jewellery. Overdressing models is an old-fashioned look.

With just the simply dressed mannequins customers outside can see into the shop - with the colourful clothes neatly hanging. This also makes it easier to change what's on display in the window twice a week. Less is always more.

3.3 Signage & posters in shops

There should be no handwritten signs in the shop.

All signs and posters displayed need to be standardised with a uniform look and message.

There should not be signs telling customers **not** to do things.

Shops should not display any posters or signs from other organisations or fundraisers unless the event is raising funds for CRDA.

No party-political posters are to be displayed anywhere in your shops or window. Support for a political party is incompatible with our charitable status.

3.4 Refund Policy Poster

All shops should be displaying the Refund Policy Poster which states:

'With satisfactory proof of purchase a Refund or Exchange will be offered within 14 days or, if goods are deemed faulty, within 30 days. Your statutory rights remain unaffected'

You must not put notices up stating that your charity shop is not prepared to give refunds. The Consumers Transactions (Restrictions on Statements) Order 1976 prohibits the display of any notice which states or implies that a consumer with a genuine complaint cannot make a claim against the trader. It is an offence to have restrictive statements on notices, labels, advertisements, receipts, invoices, delivery notes, etc.

You **MUST NOT** use notices such as:

- No refunds given
- No sale goods exchanged or money refunded
- Sold as seen and inspected
- Goods can only be exchanged
- Only credit notes will be given against faulty goods

It is a common misconception that restrictive notices, such as those described, can be displayed if they are accompanied by a statement such as "Your statutory rights remain unaffected". However, such notices remain illegal.

3.5 Stand Alone Shops - Building Maintenance

Maintenance work should only be carried out by trained individuals with the agreement of a Director and the Landlord as necessary.

For urgent matters such as leaks, broken windows or locks etc should be reported immediately to the Shop Manager or approved deputy.

For minor repairs can be undertaken following consultation and risk assessment. Staff and volunteers should not involve themselves in repairs involving plumbing or electrical work or working at height, except changing light bulbs.

3.6 Money or Valuable Found

If money or valuables are found in store that obviously are not meant as donations to the charity or are not the property of the charity, please treat in the following manner:

If money is found, please take this to your local police station at your earliest convenience.

- You must complete a police pink slip for money found.
- You must obtain a reference number and telephone number to contact the police at a later date.

Should this money not be reclaimed by its original owner, the charity can reclaim the money back in its entirety from the police station in 2 calendar months' time.

We must have the above information logged in your store diary in order to complete the claim.
Inform the Arena office immediately.

If other valuables are found please follow the same procedure as above.

4. DONATIONS

4.1 Receiving Donated Stock

Staff and volunteers should always thank people who bring in stock donations – if we are friendly and courteous then the donors will feel good about entering the shop and will more likely donate items again.

Remember to ask every single donor if they would like to Gift Aid their donation.

It is our policy not to turn away donations, the only exceptions to this rule are

- Obviously unsuitable/unsaleable items – see Sales - Prohibited Goods
- Genuine H&S concerns due to high volumes after seeking permission from staff.
- When there are no staff/volunteers present to receive the donation,

4.2 Cash Donations and Gift Aid

A donation is money given voluntarily to CRDA and which is not the result of a sale. Donations may be by cheque, credit card or cash, can be change from sales which customers allow RDA to keep or can be contributions by the public into counter collecting boxes.

It is also important to be aware that proceeds from things like coffee mornings, book fayres, raffles etc., cannot be subject to gift aid; it can only apply to a personal donation from themselves. Donors also have to be willing to provide their name and address – if they wish to remain anonymous donations must be treated as non-gift aided donations. Charity cheque donations (CAF cheques) cannot be gift aided.

The handling of donations is important because donors must receive due acknowledgement of their gifts, in the hope that they will give again. Also, data about the donor and the gift is needed to compile CRDA's database. All money generated by CRDA must be accounted for properly. Please email the details to the Arena Office.

4.3 Gift Aid on Donations of Goods (Retail Gift Aid)

Gift Aid is an easy way to help our charity maximise the value of its donations, as we can reclaim tax from HM Revenue & Customs (HMRC) on its 'gross' equivalent – its value before tax was deducted at the basic rate. This means that for every £1 donated, we can claim an extra 25p.

However, to gift aid a donation of goods, the donor must pay at least as much UK tax (Income Tax and/or Capital Gains Tax) as the amount of Income Tax that Cotswold RDA and any other charities they donate to are reclaiming. They must understand that VAT and Council Tax do not count. You must advise the donor of this tax requirement and keep a record of your notification along with the donor's confirmation – this is known as a Gift Aid Declaration. Gift Aid sign ups should be done through the Wil-U till system. If you require a manual Gift Aid form these should be the exception and can be requested from the Arena Office.

4.4 Unwanted Change

When customers invite CRDA to "keep the change", it is best if they put the coins themselves into the counter collecting box. This is not always possible, as they may leave without waiting for their change. In these circumstances, managers and volunteers should make it clear to whoever may be in the shop (staff or customers) that they are putting the unwanted change into the donation box.

4.5 Procedure for Collection Cans

All collection boxes/buckets/tins must be issued from the office with a number allocated to them. The contents of all collection boxes/buckets/tins must be recorded separately from any other income.

5. STOCK MANAGEMENT

5.1 Sorting

You need to be careful when sorting through bags and boxes of donated stock.

Staff are advised to wear gloves when sorting because we can never be sure of the condition of the goods or what bags may contain.

You don't know what's in there!

There are four steps to safe sorting

- Preparation. Have suitable gloves ready and clear sorting table.
- Don't thrust your hand into sacks or boxes. Empty the contents onto the sorting table. Look through for sharp, broken or soiled items. Dispose of these carefully by wrapping them in newspaper, etc.
- Sort the remaining stock into:
 - Stock for sale at site – put aside for pricing, steaming and display
 - Stock for sale at another site – put in green bags and mark storage or site.
 - Out of season stock – put in green bags and mark with season – summer/winter
 - Rag stock – put in clear/white bags
 - Rubbish – put in red bags and take to bin.

Don't overfill bags

- Finally, wash your hands

5.2 Steaming

Staff and volunteers should not use the steamer until they have been trained, see Health & Safety.

Items that are on hangers should be steamed when necessary to ensure they are displayed to their best advantage when on the shop floor. All new staff will be trained to use the steamer safely and documentation must be signed to say you have been trained and read the instructions on steaming. The signed document should be kept in the Health & Safety File.

5.3 Pricing

Only employees or approved staff can set prices for items.

When completing the label always use a pound sign and the fewest numbers necessary is easiest for the customer to read. i.e £2 not 2.00 or £2.00.

Pricing labels should be tagged through the garments back inside label and placed sympathetically on other items.

5.4 Stock Culling

Ensuring the stock on the shop floor is kept fresh and inviting is a vital part of achieving maximum sales. Culling every week is vital to attaining this. Keeping your culling regime up to date will be a key performance indicator. Prepare carefully for your cull, always ensuring you have enough new stock to put out to replace culled stock.

Stock, including bric-a-brac, toys and books should be on the shop floor for a maximum of two weeks, unless you have been instructed otherwise, due to a shortage of donations or other external factors.

At the end of the two-week period stock should be removed from sale and sent to alternative location or ragged as advised by the Shop Manager or an approved deputy. If sending stock to another shop do not remove the tags or labels.

5.5 Temporary Removals

On occasion, goods need to be removed by paid staff from shops on a temporary basis e.g. for laundering, repair or valuation. In this instance the removal of goods book needs to be filled in listing the following;

- Date of removal
- Name of person removing the goods
- Description of item(s)
- Date of removal
- Signature of person removing goods (staff or volunteers)
- Signature of person authoring removal (staff)
- Date of return
- Signature of person returning goods
- Signature of person witnessing return

5.6 New Goods

These are goods that are purchased from suppliers to complement the donated goods offering.

Orders will be placed by the Shop Manager with Board approval.

A detailed stock take will take place before the end of the financial year, as directed by the Arena Office.

Sales will be put through the till using barcode scanning.

It is ESSENTIAL that new goods are properly recorded through the till as there is a VAT implication.

5.7 Prohibited Goods

A list of goods we DO NOT sell are detailed in Appendix 4, any donation should be discouraged or immediately disposed of safely.

The list is not exhaustive and additional items may be added at anytime, an updated copy is available in all locations.

5.8 Recycling (Rags)

Some items of clothing which are donated cannot be sold for a variety of reasons. These are "Ragged" and a local arrangement is usually made with a rag merchant to dispose of them for which they will pay CRDA; Before deciding to "Rag" you may consider washing and mending some high quality items, if facilities are available.

When deciding whether to "Rag" an item, inspect the garments for the following:

- Damaged / torn linings
- Underarm stains
- Crotch stains
- General staining
- Missing buttons / fasteners
- Broken zips
- Peeled / peeling materials
- Matted jumpers
- Loss of shape
- Unstitched hem / seams

Rag merchants supply bags, if not use black bags. Store them in a designated place and make sure they are clearly labelled.

Rag books and bric a brac should be put in tote boxes provided by your designated merchant.
Be careful not to rag potential first editions or antique/collectable books – if in doubt seek advice.

Please consider the following when deciding whether to rag books:

- Books with broken or torn bindings
- Stained, torn or discoloured pages
- Out of date reference books
- Shops should not sell books with adult content

Rags are either sold by weight or by bag, depending on local arrangements and agreement.
Check that the amount corresponds with the details on the receipt and process through the till.
Staff & volunteers are not permitted to buy or sell rags.

See Rag Merchants details are in Appendix 7.

6. SALES

6.1 Stand Alone Shops - Sales Procedure

- All sales must be recorded on the till using the procedure detailed in the till procedure manual.
- Always say, in addition to the electronic indications, how much the customer has to pay and how much they have given you.
- All cash to be placed immediately into the till.
- Count out any change due to the customer into their hand, CRDA cannot accept liability of errors once you have left the shop.
- The till drawer should be closed immediately the transaction has been completed.
- The till receipt is to be handed to the customer, NOT placed with the goods in the bag. All tills must carry a sign reminding customers to ask for a receipt, as this will be required should a refund be necessary.
- Always give the customer a smile and a 'Thank You'.

CRDA DOES NOT ACCEPT PERSONAL CHEQUES FOR SALES OF DONATED GOODS HOWEVER WE DO ACCEPT CHEQUES SHOULD A CUSTOMER WISH TO DONATE THIS WAY

6.2 Stand Alone Shops - Payments

- Cash Sales - The till cash drawer is to be emptied at regular intervals to reduce the amount of cash being exposed to the public.
- Card Sales - All shops, where relevant have facilities to take credit and debit cards and can take contactless payments.
- Please note CRDA does not:
 - Offer cash back facilities.
 - Accept American Express Cards.
- 'No Sale'/Void Transaction - As these are unusual procedures, they are closely monitored and will be checked frequently. No Sale or Void transactions must be authorised by the shop manager or key holder volunteer.

6.3 Stand Alone Shops - Petty Cash

Petty Cash should be used to buy supplies for the shop such as tea, coffee, toilet rolls, cleaning materials etc. We should try to keep costs as low as possible.

Receipts must be kept in the petty cash tin and reconciled monthly. Petty cash can be replenished as necessary using the debit card issued to the shop.

All other cash payments for purposes such as window cleaning or emergency repairs **MUST** be rung through the till. Receipts must be obtained and attached to daily Z read print out.

6.4 Pricing of Goods

Pricing for garments needs to be consistent depending on your location and demographic.

Under pricing and over pricing will inevitably lead to reductions in sales and margin.

Brand recognition is vital we must ensure designer/quality garments are not under-priced.

This essentially means making sure that low quality items (garments in particular) are priced low to sell and high-quality items are priced at their true value.

Guidelines are available in Appendix 5, any queries please refer to an employee.

6.5 Tagging

Pricing labels should be tagged through the garments back inside label.

Care should be taken when using the tagging gun. Should anyone prick their finger whilst tagging, the needle should be sterilised before continuing to be used using a steri-wipe.

6.6 Refund Procedure

The Sale and Supply of Goods to Consumers Regulations 2002 give all customers a right to a repair or replacement where goods turn out to be faulty. Customers are entitled to have their money refunded if the goods they have purchased are not of merchantable quality. Shops do not have to give a refund when buyers simply change their mind.

Essentially, the Act states that what you sell must:

- Fit its description.
- Be accurate. Any description you give – verbally, in writing or in an illustration – must be correct e.g. a jumper described as 100% wool should not be a mixture of wool and acrylic.
- Be fit for a particular purpose made known to the seller e.g. Children's games should have all the necessary parts.
- Be of satisfactory quality. Must be durable, safe and free from minor, as well as major, defects, e.g. a pen must be capable of writing, electrical goods should have been PAT tested and in working order.

If any of these rules are broken, the seller is deemed to be in breach of contract and the buyer is entitled to claim a refund from them.

- All paperwork related to refunds must be retained for 6 months.
- Refunds can only be carried out in Manager Mode on the tills.
- Once the refund has been processed, and providing that it is still in a saleable condition, return the item to the sorting room for re-cycling. Any gift aid sticker should be removed before re-sale.

6.7 Proof of Purchase

Customers should be asked for a proof of purchase before giving a refund, as with second-hand goods this is the only way it can be proven that an item was bought from a particular shop. Proof of purchase is a shop receipt. Goods should not be refunded without a receipt. If goods are faulty and the customer no longer has a receipt, you will need to use discretion.

6.8 Discounts

CRDA do not generally offer discounts. However, the managers/directors have the discretion to reduce the price of an item if appropriate.

6.9 Selling to retailers/dealers

Only managers/directors can arrange the sale of items to retailers/dealers but this can only occur with Board approval.

Some items may have be valued or sold via local experts, auctioneers, dealers and specialised shops such as

- Jewellers
- Book Shops
- Toy dealers

Broken jewellery which can be sold through gold/silver merchants. A receipt of corresponding amount should be detailed and attached to the weekly takings sheet. In addition, you may sell larger unsaleable items to scrap/metal merchants. This will save us on refuse costs.

One of the main reasons for this decision is because all of the above merchants will need to add their mark up before selling on and therefore they will not be giving you the true value of an item.

6.10 Selling Goods through an Auction House

Sometimes CRDA receives unusual or high value items which may raise more profit by selling through an Auction House rather than by selling in the shop.

The Shop Manager should discuss this with Director(s) if this is a route they wish to investigate.

Usually representatives from the Auction House will visit the Shop and discuss the suitability of the item for auction. They will discuss the likely price that might be raised and set a reserve below which the item will not be sold but will be returned to the Shop.

All items must be signed out of the shop whilst they are in the custody of the Auction House. Very often Auction Houses will have their own documentation which they will complete with the Shop Manager, taking one copy and leaving the other in the Shop as CRDA's record of items that have gone to auction.

If you send items to auction, please bear in mind.

- You will not necessarily be able to claim gift aid on auctioned items. The rules are complex and depend upon the charges CRDA incurs as a result of the item being auctioned and whether these can be related to the individual goods being sold
- If there has been agreement that gift aid can be claimed, then those items must be auctioned as individual lots i.e. no batching of goods. It is permissible to batch non gift aided items.

Irrespective of whether goods are gift aided or not, items ('lots') that have been sold at auction should be entered individually through the till at the time the monies are received. Gift aided items must be tied up with the relevant Donor Record Number.

It is allowable to accept cheque payment for auctioned goods. Paperwork relating to the sale of goods at auction should be retained in the shops.

6.11 Staff/Volunteer Purchases Policy

Staff Purchases policy must be strictly followed at all times

- Staff and volunteers can only purchase stock that has been priced independently by an authorised member of staff or volunteer
- Stock that has been ragged cannot be removed by staff or volunteers
- All goods purchased by staff/volunteers must be recorded detailing
 - Date
 - Name of the purchaser
 - A brief description of the item(s)
 - Price
 - Initials of purchaser
 - The person who put the transaction through the till and a copy of the till receipt.

All staff/volunteer purchases to be put through the till and witnessed by a paid member of staff but it is recognised that on occasion such purchases need to be witnessed by a volunteer. Under no circumstances can you put your own purchases through whilst lone working. This must happen at the time of purchase, not retrospectively.

7. STAND ALONE SHOPS - CASH MANAGEMENT AND BANKING PROCEDURES

Cashing up and banking should be done by trained employees or appointed volunteers only.

7.1 Cashing Up/End Of Day Procedure

- Cashing up should never be done at the till or on the sales floor.
- Run a Z read on the till to clear the day's records.
- Remove the takings
- Remove any money that has been put in the safe (note there should never be more than £200 in the till draw)
- Remove the £50 float from the total amount of cash
- Add all the cash together, this is your cash take for the day
- Put the takings in the safe ready for banking and the float in the safe ready for the next day
- Takings must be banked the following day (or Monday in the case of Saturday)
- Each day's takings must be recorded on a separate paying in slip
- Any unreconciled amounts (unders or overs) must be double checked and declared.

7.2 Weekly Takings Form

Shop takings and banking are entered onto the till (see Till Manual). A back up manual record is also kept called 'The Weekly Takings Form'. This is to help rectify till errors. It allows the Shop Manager to add a manual note to explain a discrepancy between sales and banking such as a till entry error.

7.3 Weekly Takings Form Procedure

The takings spreadsheet must be completed daily and sent to Accounts.

7.4 Banking

Banking **MUST** be done on a daily basis. **If necessary, close the shop for half an hour in order to bank the day's takings, this should be done between 09.00 and 09.30** and should only be done if there are no other staff available to cover the shop.

Managers must take financial responsibility for their shop, where possible all banking should be carried out by staff members. However approved volunteers can carry out cashing up and banking in the Shops Manager's absence.

Procedure

- Ensure the amount you are taking to the bank agrees with the previous day's takings
- Ensure that the bank teller stamps the stub
- All banking slips should be stored in the safe and destroyed after 6 months.
- Replacement bank books should be ordered in plenty of time from CRDA Office.

7.5 Safe Keys

The safe is the only acceptable place to store money. Under no circumstances should money be placed in lockers, filing cabinets or other drawers.

Should the safe be key operated the key must be kept securely locked in a locked drawer that only employees/directors or key holder/approved banking volunteers have access to.

The key safe has a combination. ONLY employees/directors or Key holder/CRDA banking volunteers should know the combination. Under no circumstances should this be written down.

7.6 Petty Cash

Petty Cash should be used to buy supplies for the shop such as tea, coffee, toilet rolls, cleaning materials etc. We should try to keep costs as low as possible.

Receipts must be kept in the petty cash tin and reconciled monthly. Petty cash can be replenished as necessary using the debit card issued to the shop.

All other cash payments for purposes such a window cleaning or emergency repairs **MUST** be rung through the till. Receipts must be obtained and attached to daily Z read print out.

8. CUSTOMER SERVICE

8.1 Use of Company Telephone

- Answer promptly (within 3-4 rings).
- Greet the customer courteously – (for example: 'Good morning').
- Give name or shop's name (e.g. 'Good morning, Cotswold RDA Tewkesbury shop, how may I help you?'). Perhaps include own name as point of reference for the customer.
- Wherever possible, try to deal with the customer's query directly without referring to somebody else. If this is not possible, refer customers to the appropriate person who will deal with their needs, or arrange for that person to contact the customers without unreasonable delay.
- If the customer wishes to speak to a different person, put them through or forward a message to them on the customer's behalf.
- Always log the phone call queries you cannot resolve in the shops diary or communications book.

8.2 Handling Complaints

As a public facing service we will, from time to time, receive complaints from customers.

Never get into an argument with a customer. If they are very annoyed and vocal, try and remove them from other customers and keep the discussion calm and reasonable.

The customer is not actually always right but in the event of making a complaint they will consider themselves to be right and we must acknowledge this. Only a very small percentage of customers make wholly unwarranted complaints, most have an element of substance.

Please do not underestimate the power of the GOODWILL GESTURE. You may consider the customer to be in the wrong but if they leave the shop believing you have listened to their complaint and taken it seriously, they will return to shop again.

People rarely share news of great service but do not hesitate in sharing a bad experience.

The customer's statutory rights and exchange and refund procedures are covered in the Sales section of this manual.

We should aim to get things right first time, but sometimes this does not happen and things go wrong. If this happens and the problem cannot be resolved on the spot, we want the customer to feel comfortable about challenging what has happened and making a formal complaint.

Verbal Face to Face/ Telephone Complaints

- Listen, show understanding and apologise for the situation
- Attempt to deal with the customers complaint
- Inform the CRDA office giving them details of the complaint and the customer's name and contact details

Written Complaint

If a customer writes to complain:

- Forward the letter immediately to the Manager or the Board.

9. IT EQUIPMENT & DATA MANAGEMENT

All employees and volunteers should be aware of the Data Privacy Policy and refer to the Information Management Policy as relevant.

9.1 Information Asset Register below details the information held and why and how is it held and when it is destroyed. Any queries should be referred to a Director.

- Confidential including Personal Identifiable Information (PII) accessed by specific Board approved Individuals only
 - Employee & volunteer Records
 - Application Form – scanned to Sharepoint and stored in locked cabinet
 - Interview Notes – scanned to Sharepoint and stored in locked cabinet
 - Unsuccessful – keep for 12 months then shred/delete
 - Successful - transfer to Personnel file, physical and/or electronic and shred/delete after 3 years after end of employment/volunteering.
 - Contact details PII – Directors, employees & Volunteers
 - Personal phone – Data Owner agreement only
 - Company Phone held onsite – locked with password/code
 - Company Laptop(s) – Shop manager and deputy/senior volunteer only password protected
- Restricted - accessed by employees and specific Board approved individuals only
 - Emergency Contact folder in each location.
 - Gift Aid Records – Accepted by volunteers/staff but stored within secured systems
 - Business Data on Sharepoint - Shop manager and deputy/senior volunteer only password protected
 - Business Data printed – kept up to date by employees and accessible to Volunteers and employees only
 - Supplier details – business to business only
 - Financial Information - scanned to Sharepoint/account email and stored in locked cabinet. Review a minimum of annually and shredded as required.
- Public – available to all
 - Cotswold RDA Promotional material

9.2 General use of Company IT Equipment

The IT equipment including Wi-Fi network, laptop, printer or phones are strictly controlled for employee use only.

The IT department is able to track the internet activities. Streaming and gaming is strictly prohibited by all and the viewing of inappropriate material or bringing the organisation into disrepute could result disciplinary or legal action.

Personal phones may have temporary access to the wifi network but this should be only for specific purposes and logged.

9.3 Company Computer/Laptop

Company Computer/Laptop should only be used for shop business such as email, using the Wi-Fi, finding information related to the shop such as checking prices, looking at eBay, Amazon or accessing documents or the CRDA website.

The IT department is able to track the internet activities. Viewing of inappropriate material could bring the charity into disrepute.

9.4 Communication Etiquette

You are expected to use professional, civil and amicable language when communicating either internally or externally.

Use of communication equipment to send jokes or messages of a personal abusive, sexual, pornographic, racist or offensive language is strictly forbidden.

Anyone found sharing such content at any time in this manner will be guilty of gross misconduct.

It is unacceptable to use the e-mail system to send jokes or messages of a personal, abusive, pornographic, offensive, sexual and or racist nature.

You are expected to report receipt of communications of the above nature promptly to the Manager who will then take appropriate action.

It is equally forbidden to distribute or pass on in any material of the above nature, once received by you.

Only use the blind copy in very exceptional circumstances. The recipient of your email is entitled to be aware of any further distribution. It is considered a professional discourtesy to blind copy without the recipient's knowledge.

10. EMPLOYEE INFORMATION

10.1 Volunteer Management

Running a successful CRDA shop requires a great team of enthusiastic volunteers and they are our most valuable asset. They come together to generate vital funds to enable CRDA to provide lifelong support to the charity.

Although unpaid, volunteers constitute the majority of our workforce in the shops. They should, however, respect the authority of the management team.

If you have any concerns or issues regarding any of your volunteers you should contact Board.

- Volunteers must complete a volunteer application form and preferably provide the names of two referees.
- Shop volunteers do not have to be DBS checked.
- All volunteers should undergo a thorough induction including Health and Fire Safety, Manual Handling and shops operations, including cash handling. See Appendix 2.
- All should be given a copy or have access to the Retail Operations Manual to read and advised when updates are made.

10.2 Employee Sickness

All staff must report sickness to the CRDA office as soon as possible and no later than 8.30am on the day in question, but preferably earlier. A text message is only suitable to give an advance warning but you must speak to them as well. If The Arena Office staff are unavailable a voice message is acceptable as long as it is followed up later with a phone call. As with a text, email is only suitable to give advance warning - you must call as well.

A third party cannot ring in for you (unless there are extreme circumstances such as an accident or hospitalisation).

If sickness lasts for more than a day you must keep in touch with The Arena Office regularly to update them when you are likely to return to work.

You must complete the relevant documentation such as self-certification form for a period of 7 days or less, or produce a doctor's note for 8 days or more.

You can only report sick if you are actually sick yourself. If a member of your family is ill or you need to care for children, then you will need to take carers leave which is unpaid. In these circumstances it might be possible to take annual leave but necessarily it would be short notice and might not be possible.

With regard to Covid-19 you must follow Government advice/guidelines regarding testing and isolation periods. See www.gov.uk

10.3 Employee Annual Leave

Leave is a very important part of your working life; it offers you the opportunity to spend time with family and to get away from the 'every day'. It is also vital that you take leave to re-charge your batteries and give you a perspective on your job. Leave should be spread across the year in discussion with your manager.

Your Holiday Entitlement form gives information on how many days you have as annual leave. Other details of holiday entitlement can be found in your contract of employment.

All requests for leave must be submitted to your manager.

All leave must be requested at least 4 weeks before the requested leave date. We understand that due to unforeseen circumstances there may be late requests for leave and these will be considered on their merits and depend on available cover - we do reserve the right to refuse a leave request submitted with less than 4 weeks' notice.

No two members of the shop team should plan to be on leave at the same time.

All leave will normally be taken within the same leave year. Up to one week's leave (pro rata) may be carried forward into the following year subject to the approval of the Board.

December is the busiest time of year and many retailers impose an embargo on taking leave - at present we do not do this. However we urge you to refrain from planning leave in December.

Christmas Cover- It is each shop's responsibility to ensure there is cover on the working days between 24th December and 2nd January.

10.4 Overtime

All overtime to be approved by a manager/director prior to the start of the shift, time should be taken in lieu wherever possible.

If you are required to work over and above your contracted hours then you should complete an overtime form and emailed this to Manager/Director no later than the 15th of the month to be included in the next payroll run.

If it is received later than this date then it will not go in until the following month's payroll run.

10.5 Expense Claim

Expenses can be claimed in line with the Expenses Policy. Forms should be completed and approved by the appropriate manager then emailed to Accounts by the 15th of the month.

APPENDIX 1 – RELEVANT POLICIES & FORMS

A1.1 Policies

- Health & Safety
- CCTV
- Equal Opportunities
- Safeguarding
- Harassment & Bullying
- Disciplinary
- Grievance
- Personal use of Social Media and Mobile Devices

Employees only

- Financial Controls
- Expenses
- Donation Acceptance & refusal
- Employee Uniform
- Family Leave
- Pensions
- Performance Management & Capability
- Staff recruitment
- Sickness & Absence
- Training & Learning

A1.2 Forms

- Sign-in Register
- Donations Log
- Staff/Volunteer Purchase
- Stock Movement Off-site
- Activity Log
- Rota
- Training Record
- Blank Volunteer Application/Reference

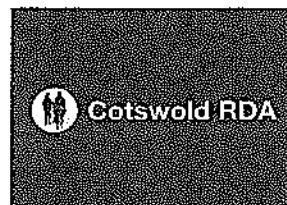
Stand Alone Shops

- Gift Aid
- Weekly Takings

Employees

- Branded Clothing
- Data Access Approval
- Expenses
- Holiday Request
- Sickness Self Certificate
- Timesheet/Overtime

Branded Clothing



Name:

Staff or Volunteer (please underline)

Polo Shirt (Fruit of the Loom)	Zippered Fleece
Qty:	Qty:
£15.50	£25.00
Front branded	Front branded
Size	Size
S	S
M	M
L	L
XL	XL
Cut	Cut
Unisex	Unisex
Female	Female
Male	Male

Amount to pay before on order	£	Date paid	
Signed		Date	
Agreed (Manager/Director)		Date	
Ordered by		Date	
Received by		Date	

Data Access Form

Name				
Role				
Access Details				
	Restricted	Y/N	Confidential	Y/N
	Physical	Y/N	Electronic	Y/N
Reason for Access				

Prior to accessing this information, I have read the relevant CRDA policies including but not limited to Information Management, Data Privacy and Safeguarding and understand that:

- Contact with individuals regarding Cotswold RDA activities should be channelled via the Office where possible.
- Personal Identifiable Information (PII) including contact details or protected health or special category data is regarded as CONFIDENTIAL and should not be shared or stored in any way without the individual's express permission this includes verbally, physically or on personal devices whether in contact lists, messages, emails, social media.
- PPI regarding under 18s or participants should not be shared or stored in anyway and contact should only be made by designated employees.

Signed		Date	
--------	--	------	--

For Office Use Only:

<i>Additional Information:</i>			
<i>Access Approved:</i>	<i>Initial</i>	<i>Date</i>	<i>Date to be Reviewed:</i>
<i>Access Revoked:</i>	<i>Initial</i>	<i>Date</i>	

For Office Use Only

YEAR:

DATE

Notes: All expense claim forms must be accompanied by original receipts.
Expense claims for more than £20.00 will be paid by BACS
Expense claims for less than £20.00 will be paid by Petty Cash



HOLIDAY REQUEST FORM

Holiday year: _____

Employee Name: _____

HOLIDAY REQUESTED:

From: _____

To: _____

Total number of working days: _____

Signed: _____

Date: _____

APPROVAL

Holiday Taken: _____

Holiday Remaining: _____

Signed: _____

Date: _____

Employee Name:

MONTH

[illegible]

OVERTIME

Total Hours.

Employee Signature _____

Director Signature: _____



About this form

Statutory Sick Pay (SSP) is money paid by employers to their employees who satisfy the conditions for payments when they are ill and unable to work.

Please fill in 'Your statement' below when you have been sick for four days or more in a row.

Your statement

About you

Surname or family name

First name(s)

Title - enter MR, MRS, MISS, MS, or other title

National Insurance number

Date of birth DD MM YYYY

Clock or payroll number

About your sickness. Please give brief details

What date did your sickness begin? DD MM YYYY

What date did your sickness end?

If you do not know, please leave this blank.

DD MM YYYY

The dates you put in these two boxes may be days you do not normally work. If you are sick for more than seven days, your employer may ask you for a medical statement of fitness for work 'fit note' from your doctor.

What date did you last work before your sickness began?

DD MM YYYY

What time did you finish work on that date?

(enter time in 24 hours)

Was your sickness caused by an accident at work or an industrial disease?

No ☐ Yes ☐

If you answered 'Yes', you may be able to get Industrial Injuries Disablement Benefit. If you want information about claiming this benefit, ask at any Jobcentre Plus office or go to www.gov.uk

Signature

Date DD MM YYYY

Phone number

What to do next

Please:

- give your completed form to your employer. It will help them to decide if you can get SSP
- keep a copy for your own information.

If you can get SSP, your employer will pay you in the same way they usually pay your wages.

If you cannot get SSP, your employer must give you form SSP1 to tell you why. You can use form SSP1 to support a claim for Employment and Support Allowance.

If you disagree with your employer's decision you can ask HM Revenue & Customs for a decision about your entitlement. You must do this within six months of the first day that you are notified of your employer's decision. Phone our Statutory Payments Disputes Team on **03000 560630**.

Please turn over

Other help while you are sick

- You can get more information about other help while you are sick in leaflet DWP014 *Help if you're ill or disabled*.

You can get leaflet DWP014 from:

- any Jobcentre Plus office
 - most advice centres like the Citizens Advice Bureau, or
 - any post office (except in Northern Ireland), or
 - go to www.gov.uk
- If you do not have much money coming in while you are sick, you may be able to get a Social Security benefit. You should contact any Jobcentre Plus office or go to www.gov.uk for more information.
 - If you live in Northern Ireland you can find more information go to www.nidirect.gov.uk. Also, you can phone the Benefit Enquiry Line for people with disabilities. The phone call is free. The number is **0800 220 674**.
If you have any problems with hearing or speaking and use a textphone, phone **0800 243 355**. The phone call is free.
If you do not have your own textphone system, they are available to use at the Citizens Advice Bureau and main libraries.
 - If you want to know more about SSP go to www.gov.uk or www.nidirect.gov.uk.

Penalties

We may charge penalties where a person, either fraudulently or negligently, gives incorrect information or makes a false statement or declaration for the purpose of claiming entitlement to SSP.

Staffing Rota

Site:

Week Starting Date:

[illegible]

Skills/Training Matrix

NAME	OPERATIONS MANUAL & POLICIES	SORTING DONATIONS	RECYCLING PREP	STEAMING	STEAMER MAINT	PRICING	DISPLAYING ITEMS FOR SALE	STOCK ROTATION	OTHER (Please Detail)

Van Log

[illegible]

Cotswold RDA **It's what you can do that counts**
Riding for the Disabled Association

[illegible]

W/C

Please initial when undertaken

Activity	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Clear and clean floor dust shelves							
Tidy clothing displayed stock (colour block & hanger orientation)							
Receive and sort donations							
Steam Stock (Steam safety check done)							
Price Stock							
Rotate books							
Rotate Bric-a-Brac							
Rotate Toys/children's Books							
Rotate Shoes							
Rotate clothing							
Prepare Rag/CTR							
Steamer Maintenance (Weekly)							

May-24

Donation Record



Cotswold RDA

Name:

DATE	DETAILS OF ITEMS RECEIVED (inc. number of bags/boxes/lge items)

Feb-24

Staff/Volunteer Sale



It's what you **can
do that counts**

Riding for the Disabled Association

Site

Attach till receipt

[illegible]

Stock Movement

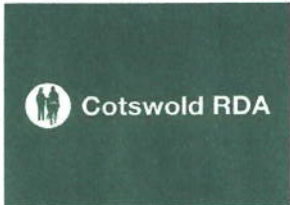


Site

[illegible]

Training Record

Name:



Training	Date	Signature	Staff Initial
Induction			
Operations Manual			
Local H&S Procedure			
Local Fire Evacuation			
Use of Steamer			
Maintenance of Steamer			

APPLICATION FORM FOR A NEW VOLUNTEER AT COTSWOLD RDA TRADING LTD
(PLEASE USE BLOCK CAPITALS AND RETURN TO BELOW ADDRESS)



CONTACT NAME	
REGISTERED ADDRESS	c/o Cotswold RDA, Cheltenham Racecourse, Prestbury Park, Cheltenham, GL50 4SH
COMPANY NO	13324524
EMAIL	Shop.manager@crdatrading.org.uk
TEL NO	07949 115080

Thank you for your interest in volunteering. All the information you provide will enable us to contact you and will only be used confidentially in relation to volunteering opportunities at the RDA shop.

1 YOUR DETAILS

Full Name		Male / Female
Date of Birth		
Address		
Email Address		
Telephone/Mobile No		
Shop Location		

2 SPECIFIC INFORMATION ABOUT YOU

The information in this section will be used to help us learn a little more about you, and ensure we are able to place you in a suitable volunteering role at the shop.

Volunteering experience	
Retail or other relevant employment experience	
Other skills, qualifications and experience	
Do you consider yourself to be disabled?	
Cotswold RDA Trading Ltd is committed to equal opportunities, to enable consideration of any appropriate adjustments and better support you in your role, please provide any additional information that we may need to consider i.e. Medical conditions, impairments, accessibility etc.	

3 WHEN ARE YOU AVAILABLE?

Please tick any of the following boxes when you would be available to volunteer:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
09:00 – 13:00							
13:00 – 17:00							

4 EMERGENCY CONTACT DETAILS

If you become a volunteer with us it's important, we know who to contact in case you are injured or become ill while volunteering.

Full Name	
Relationship to you	
Telephone Number	

☐ By ticking this box, I confirm I have consent of the individual listed above to be contacted in the case of an emergency during the course of my volunteering.

5 REFERENCES

We request all new volunteers provide two references as a part of our volunteer application process. Please provide details of two people who should not be related to you, should have known you for at least 2 years and should be someone you know in a professional capacity where possible.

Full Name	
Address	
Email	
Phone	
Relationship to you:	

Full Name	
Address	
Email	
Phone	
Relationship to you:	

5 DECLARATION

Under the rehabilitation of Offenders Act do you have any unspent criminal convictions?

YES ☐ **NO** ☐

If you have ticked yes, write details on a separate sheet and attach to this form. Having a conviction will not necessarily stop you from volunteering, but it will need to be taken into consideration when assessing suitable roles.

Do you deal in, or sell, second-hand goods or work in any other charity shop?

YES ☐ **NO** ☐

This will not stop you from volunteering with Cotswold RDA shop, however we will request further details.

☐ By ticking this box, I give consent to my photograph being taken during RDA activities for training and/or publicity (including websites, social media, newsletters and marketing materials for the group and RDA UK). I give this consent acknowledging the photos will not be given to a third party without my explicit consent.

I declare that the information contained in this application is true and I certify that, to the best of my knowledge, the information given is correct. I have omitted nothing that, to the best of my knowledge, might affect this application and acknowledge that any misleading statements may be sufficient to cancel any agreements made.

Signature		Date:	
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If you are under 18 this form must also be signed by a parent or guardian.

Signature		Date:	
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Cotswold RDA Trading Ltd Use:

Date Application Received: _____

Is application approved or declined? (delete as applicable)

APPROVED / DECLINED

Volunteer Reference Form

Please hand this to your referee. The referee can then hand this back to the applicant or, if they would prefer to give a verbal reference, please call 07949 115080 and speak to the Shop Manager.

_____ has expressed an interest in being a volunteer working at a Cotswold RDA charity shop/processing facilities and has given your name as a referee. If you are happy to complete this reference, any information will be treated with due confidentiality and, in accordance with relevant legislation and guidance, will only be shared with the person conducting the assessment of a candidate's suitability for a post. We would appreciate your being candid, open and honest in your evaluation of this person.

Referee Print Name:

Signed:

Date:

Please tick to confirm you are aged 18 or over: ☐

1. How long have you known this person?	
2. In what capacity?	

3. Please rate this person on the following (please tick one box for each statement)

	Needs support		Good		Excellent
Responsibility					
Reliability					
Self-motivation					
Can motivate others					
Maturity					
Trustworthy					

4. What other attributes does this person have that would make them a suitable volunteer?	
5. Is there anything else you feel we should know about this person?	

APPENDIX 2 - INDUCTION TRAINING

Purpose of Cotswold RDA Charity Shops

All that staff and volunteers at the shops do will raise funds in support of the activities at Cotswold RDA based at Cheltenham Racecourse. It's important therefore for everyone involved to understand the charitable work and the impact their role has in its success.

To enable all to contribute safely and effectively to the success on retail operations all staff, employed or volunteer will be trained with their training recorded and updated as required.

Areas to covered

- Application Form and Contact Details inc. Emergency Contact and photo consent, how we use/store this the information and preferred communication method.
- Retail Operations Manual, related Policies and documents including Information for Volunteers which summarises activities.
- Walk through site including local Risk Assessment and Health and Safety arrangements
 - Fire Evacuation
 - First Aid & Accident Reporting
 - Manual Handling see Appendix 8
 - Personal Safety
 - Refreshment & Smoking
- Logistics & Rota
- Schedule further training or role shadowing
- Update Training Record

Information for Volunteers



If employees are not available, the following tasks can be undertaken assuming appropriate training received and with reference to the Retail Operations Manual.

General Housekeeping

- Dust shelves.
- Vacuum/Brush Floor.
- Hangers – all facing the same way, clothes facing the front of store.
- Check colour blocking – light to dark, see colour reference chart.
white/cream/pink/red/orange/yellow green/blue/grey/black
- Tidy Donations off shop floor

Sorting Donations

Carefully sort donations – beware of sharp items, gloves are recommended.

- Stock suitable for sale – process or put in Blue Bags
- Stock suitable for sale elsewhere or storage - Green Bags, mark up with alternative location/online sales/storage.
- Stock appropriate for RAG/recycling
 - o Materials, clothes, shoes, soft toys - Clear Bags
 - o Books - Black trays
 - o Bric-a-brac - Blue Boxes
 - o Soiled or prohibited items for waste disposal – Red BagsIn some sites red bags are used for incoming Gift Aid but these will be labelled with the appropriate Will-U number.

Processing & Pricing

- Items should be tagged – marked as CRDA, with price and date.
- Pricing should be in line with current pricing guidelines.
- Clothing should be steamed as necessary prior to display.
- Only trained staff may use the steamer.

Stock Rotation Weekly

- Books – take from the top shelf and prepare for disposal (CTR) and move stock all up to replace and add new.
- Bric-a-Brac – 2 weeks on display then prepare for disposal (CTR)
- Clothes - 2 weeks on display then mark down by circa 30% for a further 1 week or consult staff regarding sending to another site.

Longlevens Volunteers Only

To avoid excess parking charges, please give your car registration details to Nick, the Store Manager

Cotswold RDA Trading Contacts

What's App Groups which include employees and directors

Tewkesbury Shop Manager – 07949 115080

Email - shop.manager@crdatrading.org.uk

Cotswold RDA Arena – 01242 584420

info@cotswoldrda.org.uk

May-24

APPENDIX 3- STEAMER USE & MAINTENANCE

TO BE CARRIED OUT BY AUTHORISED PERSONNEL ONLY - READ MANUFACTURER'S INSTRUCTIONS FIRST

WEEKLY	RINSE THE BOILER • Switch off and disconnect from power supply • Allow machine to cool down • Remove hose assembly and pole • Empty machine into bucket or drain (not a sink) • Refill, swill and empty again • Repeat until water is clear • Wipe outside with damp cloth • Re-assemble hose and pole • Mop up any spillages
MONTHLY	RINSE SIGHT GLASS AND FILLER CAPS • Do this when rinsing the boiler • Remove sight glass cap • Pour cold water through the float chamber to remove impurities • Replace sight glass cap • Remove filler cap • Shake to ensure steel ball is loose and rattles • If it does not, contact the manufacturer and do not use the machine until it has been serviced
ANNUALLY	DESCALING Use domestic de-scaling product • Follow instructions on the product • Rinse repeatedly until water runs clear • PAT test

APPENDIX 4 - GUIDANCE ON THE SALE OF SECOND-HAND GOODS

Any new or second-hand goods supplied to consumers must be safe and should also comply with the relevant regulations. As second-hand goods may have been altered in some way, it is the retailers' responsibility to make sure they are safe. Charity retailers are bound by the Sale of Goods Act, which stipulates that goods should be of satisfactory quality.

The following are the main categories of second-hand goods that are regulated:

Electrical goods

It is a criminal offence to sell electrical equipment that is unsafe or incorrectly labelled. Any item that has been altered or modified should not be sold.

Any second-hand electrical goods sold in a CRDA shop (either physical or online), must have been PAT tested by a qualified person and will have a 28 day guarantee from the date of sale. A full refund will be given against any product which ceases to work satisfactorily during that period. To obtain a refund, the purchaser is required to produce a receipt (21 day return rule does not apply in this case). Electrical goods returned by customers must be destroyed.

Sale of second-hand computer equipment

We do not any computers e.g. laptops, desktop machines into the shops. Should a donor offer such equipment please respectfully decline.

Children's clothing and nightwear

Children's nightwear must have been treated for flammability in accordance with BS5722. (Other nightwear must bear a label to indicate it meets flammability requirements or not). Pyjamas and babies garments are not classified as children's nightwear. The regulations apply to the following: nightdresses, dressing gowns and bath robes (non-terry towelling).

Other Nightwear

Nightwear, other than children's nightdresses and non-terry towelling dressing gowns / bathrobes, must be manufactured from fabric that is low flammability, as defined by BS3121. Such nightwear (e.g. adult's nightwear, pyjamas, baby's garments, terry towelling bath robes etc.) that meets the standard should be labelled accordingly. Garments that do not meet the flammability requirements should contain a label saying 'Keep away from fire'.

Safety Equipment - Child car seats, Crash Helmets, Visors and Used Riding Hats

Safety compliance must be checked with reference to Shop Manager.

Items must not be sold as it is impossible to check compliance with the relevant safety standards.

DVD's Videos & Computer Games

This is a highly regulated area. It is illegal to sell a video or DVD unless it has an age classification. For videos/DVDs/computer games given an age-restricted classification, it is illegal to sell them to anyone below the specified age. The penalty for selling such a video (12, 15, or 18) to someone below the specified age is a fine of up to £5,000 and/or up to 6 months in jail. Photo identification for identifying those over 18 years of age must be requested.

Shop Managers are responsible for ensuring that all staff and volunteers are familiar with the law and that they ask for proof of age from younger customers.

Furniture

New and second-hand upholstered furniture must comply with Fire Safety regulations, unless manufactured before 1950. Furniture made to comply with the regulations must display a permanent label.

Prams, pushchairs and high chairs

Prams, pushchairs and high chairs must be fully inspected and folded and unfolded as appropriate. Straps and harnesses to be thoroughly inspected ensuring they are safe and fit for purpose. The items must be thoroughly cleaned with an approved anti-bacterial cleaner.

Toys

The responsibility lies with the seller to ensure that any toy is safe. A CE label indicates that the toy complied with essential safety requirements when new. Toys must be safe - they must have a non-flammable, non-toxic filling and cover, must be of a safe construction, must not be damaged in a way that would make them unsafe and must be clean. Many vintage toys will not display the CE label, these can be sold bearing the label 'this is not a toy'.

Weapons and Knives

It is an offence to sell in a charity shop any firearm, unless it is an antique - made before 1850. It is also illegal to sell any knife that might be used as an offensive weapon. This includes kitchen knives but not cutlery knives.

No weaponry of any type should be sold in Charity shops.

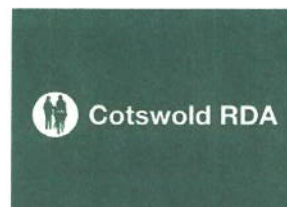
Cotswold RDA Trading do not handle or sell the following items

- Candles
- Car Seats
- Counterfeit Goods
- Cutlery
- Door Bouncers for Babies
- Drugs and Poisons
- DVD's & Video Tapes not for UK distribution
- Electrical items that have not been Portable Appliance Tested (PAT)
- Explosives in any form
- Firearms of any sort
- Foods
- Ice Skates/ Roller Blades
- Items marked 'Not for Resale'
- Gas Appliances
- Glues, Solvents and Aerosols
- Hot Water Bottles
- Knives of any type
- Make-Up/Toiletries unless in sealed packaging
- Motorcycle helmets/Riding helmets
- Real Fur
- Toys without CE mark

The list is not exhaustive and additional items may be added at anytime, an updated copy is available in all locations.

Any donation of the above should be discouraged or immediately disposed of safely

APPENDIX 5 - GUIDELINES FOR PRICING AND SIZING GOODS



Quick Reference Pricing & Sizing

Pricing – Clothes and Accessories

If high-end brands or sales tags on items, please refer to employees.

Prices are minimums depending on quality/condition, max pricing should not exceed double the below unless confirmed by employees

	Ladies	Mens	Children
Vest/T Shirts	£4	£3	All £2
Fashion Tops/shirts	£5	£4	
Knitwear	£6	£5	
Skirts/Trousers/Shorts	£6	£5	
Jeans/Denim Jackets	£6	£6	
Labelled denim (Levis etc.)	£8	£8	
Leggings (thin)	£3		
Jeggings/Tracksuit bottoms	£4	£4	
Dresses	£8		
Jackets	£8	£6	
Sweatshirts	£4	£4	
Suits	£8	£10	
Summer coats/fleeces	£6	£5	
Raincoats/Anoraks	£15	£10	
Winter Coats inc Leather	£12	£10	
Shoes	£6	£6	All £1
Boots	£8	£8	
Trainers/Walking Boots	£12	£10	
Flipflops	£3	£3	
Gloves	£3		
Scarves	£3		
Belts	£3		
Hats	£4		
Hand Bags/back packs	£5		
Purses	£3		
Make-up bags	£3		
Socks/Tights (new in package only)	£3		
Ties – Silk	£2		
Ties – Other	£1		



Quick Reference Pricing & Sizing

Pricing – Books & Other

Adult Hard back	£3
Adult Paperback	£2
Greeting Cards	£1
Board Games	£3
Toys	£3 to £10

Jigsaw Puzzles

Up to 500 Pieces	£2
1000 Pieces	£4
2000 Pieces	£4
3000 Pieces	£5

Bric-a-brac/frames	£3 to £10 depending on size
Kitchenware	£2 to £10 depending on size
Linen	£4 to £8 depending on size
Pictures	£4 to £15 depending on size
Electrical*/Houseware	£2 to £10 depending on size

*Should be portable appliance tested (PAT)

Sizing

	Ladies(UK)	Ladies(US)	Mens (inches)*
XXS	4	0	
XS	6-8	2-4	
S	8	4	36-38
M	10-12	6-8	38-40
L	12-14	8-10	40-42
XL	14-16	10-12	42-44
XXL	16-18	12-14	44-46
XXXL	18-20	14-16	46-48
XXXXL	20-22	16-18	48-50

*Mens Trousers/Shorts - waist, length in inches

APPENDIX 6 – ACTIVITY LOG/CHECKLIST

DAILY	Check walkways for trip hazards Check displays for dust/cobwebs/dead insects etc. Check and remove out of date or unapproved posters/signs Dust/wipe fixtures Replenish stock where gaps have appeared Vacuum/mop the shop floor Empty bins Ensure donations are off the shop floor appropriately tidy prior to leaving. Clean toilet (Tewks only)
WEEKLY	General steamer condition check and rinse boiler Change Window and other displays Change CRDA displays Check Fire Alarm (Tewks only) Check Fire Extinguishers (Tewks only) Check Emergency Lighting (Tewks only) Check water temperature (Tewks only)
MONTHLY	Clean sight glass & filler cap on steamers Review Risk Assessment (minimum) Check in with 3rd Party keyholders (Tewks only) Utility meter readings (Tewks only)
ANNUALLY	PAT test all electrical equipment Descale steamers (minimum) Review Volunteer details (minimum) Water test (Tewks only)

APPENDIX 7 – RAG MERCHANT'S GUIDELINES

Packaging Guidelines

Clothes

Shoes, handbags & belts

Bric-a-brac totes



Please place clothing into the clear plastic bags we provide.

All items should be suitable for reuse. **We do not accept** wet, torn, stained or damaged items.



Please pack paired shoes (no singles) into a clear bag and handbags and belts together in a separate clear bag.

Rucksacks, laptop bags, picnic bags and attaché cases should be placed in the lidded tote boxes with bric.



All bric-a-brac, including electrical should be complete and fit into lidded tote boxes provided. **We can not accept** items if they do not fit into the lidded tote box.

All items should be suitable for reuse. **We do not accept** wet, torn, stained or damaged items.

Book crates

Please place books into the book crate. **We do not accept** magazines, readers digest and weekly publications.

All items should be suitable for reuse. **We do not accept** wet, torn, stained or damaged items.



Household / Bedding

Please pack sheets, duvet covers, pillowcases, towels and curtains etc. into a clear bag.

All items should be suitable for reuse. **We do not accept** wet, torn, stained or damaged items.



Soft toys / duvets pillow

Please pack soft toys together in a clear bag and duvets and pillows together in a separate clear bag.

All items should be suitable for reuse. **We do not accept** wet, torn, stained or damaged items.



APPENDIX 8 – MANUAL HANDLING GUIDELINES



What you need to know about

MANUAL HANDLING

Regulations 1992 - Good Handling Technique

The additional responsibilities placed on employers, with regard to manual handling and lifting, came into effect on January 1st. 1993, under the health and safety act 1974.

ATTENTION & ASSESSMENT

- Recognise potential hazards
- Understand unfamiliar handling operations
- Know how to use handling aids
- Use personal protective equipment properly
- Appreciate environmental factors contributing to safety
- Be a good housekeeper
- Realise your own capability

CHECK THE FOLLOWING

- ◆ **DANGERS** Are there any sharp corners, projecting nails points, etc. ?
- ◆ **BALANCE** Is the parcel stable to lift and easily gripped ?
- ◆ **PLAN** Is your route clear and free from obstructions ?
- ◆ **REST** Can you stop and rest if you need to ?
- ◆ **DESTINATION** Have you identified your destination- is it safe to unload?
- ◆ **PROTECTION** Are you wearing the appropriate protective equipment ?



1.
STOP
THINK and PLAN



2.
POSITION
Place the feet apart keeping the leading leg as far forward as is comfortable, the head straight and shoulders level. Get a firm grip hooking fingers if possible and make sure load is secure.



3.
LIFT
Use your legs to lift the load. Don't jerk, move smoothly, keeping control of the load.



4.
MOVE
Move your feet. Don't twist the trunk when turning. Keep the load's heaviest side next to the trunk.



5.
PLACE
Put the load down, then adjust it's specific position. After unloading slide into position.