**COMMUNITY BENEFIT SOCIETY MANAGEMENT COMMITTEE**

**POLICIES AND PROCEDURES FOR THE CBS AND SHOP**

This manual sets out the procedures and policies by which the Roadwater Village Community Benefit Society (CBS) is guided in managing CBS affairs and the Roadwater Village Community Shop (RVCS). These will be reviewed annually.

**Purpose:** The CBS exists for the purpose of operating the community shop for the benefit of the community. This means that any profits must either be re-invested in the business or used for selected community projects, as decided by the membership.

**Governance**

* The CBS is governed by the **Society rules**, which provide detailed guidance.
* Management is by the **Management Committee**, which should be not more than eight persons and not less than three. Currently (2020/21) there are eight members, including Chair, Secretary, Treasurer, Membership Secretary/ Vice Chair. The Committee meets monthly.
* Day to day operation of the shop is the responsibility of the paid member of staff on duty at the time, with guidance from the **Financial Coordinator** and whole staff team. The Financial Coordinator reports directly to the Management Committee. The staff team meets at least monthly to discuss operational issues.
* The **Finance Officer** is responsible for book-keeping for the shop, line managed by the Financial Coordinator.
* **Decisions:** Three members of the Management Committee comprise a quorum for a committee meeting. Decisions are by majority vote of the whole committee. A resolution is valid if it is passed and minuted at a meeting or signed separately by members. Issues may also be discussed and decided by email.

Following is a list of specific procedures and policies for the CBS and shop:

1. Financial Procedures including Tendering for Supply of Goods and Services
2. Health and Safety
3. Data Protection (GDPR)
4. Environmental Impact
5. Equity and Protection of Vulnerable Adults and Children
6. Human Resource Management

**1. FINANCIAL POLICY AND PROCEDURES**

**Policy**

The policy outlined below is to ensure the Roadwater CBS is accountable to its members.

1. The CBS Management Committee is responsible for:

* Safeguarding the assets of Roadwater Village Community Shop Ltd (RVCS)
* Preventing fraud
* Avoiding mistakes
* Keeping financial records in accordance with the governing document and relevant legislation (e.g. Charities Acts, Companies Acts etc).
* Preparing Annual Accounts in accordance with the governing document and relevant legislation

1. To enable the Management Committee to carry out these responsibilities, the Financial Procedures detailed below must be followed at all times by all Management Committee members, staff and volunteers.
2. A copy of this policy and procedures will be given to all Management Committee members on their election/appointment to the Committee, and to all relevant staff and volunteers.
3. The policy and procedures will be reviewed annually by the Management Committee and revised as necessary.

**Procedures**

1. Organisational Information

a) RVCS Financial Year runs from 1st July

b) Name of Banker: NatWest, Minehead

2. Bank Accounts

1. All bank accounts must be in the name of the organisation.
2. No account may ever be opened in the name of an individual or individuals.
3. New accounts may only be opened by a decision of the Management Committee, which must be minuted.
4. Changes to the bank mandate may only be made by a decision of the Management Committee.
5. Two people should be involved in counting cash receipts.
6. All cheques must be signed by two signatories.
7. The signatories are responsible for examining the cheque for accuracy and completeness.
8. All Internet Bank Transfers outside normal trading activities must be authorised by two signatories.
9. The signatories are responsible for examining the payment documentation (purchase invoice etc) prior to signing the cheque or authorising an Internet Transfer.

j) Blank cheques must **never** be signed.

3. Annual Cash Flow Forecast and Budget

1. An annual cash flow forecast and budget, setting out the organisation’s financial plan for the year, will be prepared so that the Management Committee can approve it before the start of each financial year.
2. The draft budget will be prepared by the Chairman and Treasurer.

4. Financial Reports

A monthly financial management report will be prepared by the Treasurer and circulated to the Management Committee.

5. Accounting and other financial records

The organisation maintains a computerised accounting system from which a backup is taken on a regular basis.

6. Payroll

1. All employees must be required to provide the relevant PAYE details before they receive any payment.
2. All staff changes and changes to terms and conditions of employment must be authorised and minuted by the Management Committee.
3. Payroll and all calculations will be made by John Allen FCA

7. Insurance

1. Appropriate insurance policies will be maintained to cover:

* Employer’s Liability
* Public Liability
* Contents

1. An inventory of all physical assets of the organisation will be kept and regularly updated.

A copy will be kept off the premises at the address of the Treasurer.

8. Tendering for Supply of Goods and Services

The procedures outlined below are to ensure that contracts for supply of goods and services are carried out in a transparent and responsible manner, are ethical and, within these conditions, are as advantageous as possible for the Roadwater Village CBS and community shop. Procedures refer to three different levels of expenditure by the CBS and are not applicable to shop trading transactions, as follows:

1. **Small:** The Financial Coordinator may authorise minor expenditures needed for day to day activities amounting to no more than £100 in any one month with no special permission required from the Management Committee.
2. **Medium:** Expenditures of more than £100 and less than £2,000 require written authorisation from the Management Committee, based on evidence of need and appropriate level of cost.
3. **Large:** Expenditures of more than £2,000 require authorisation from the Management Committee, where possible based on three written quotations from reputable potential suppliers.

For medium and large expenditures, the Management Committee will discuss potential suppliers of the required goods and services and agree on which should be approached. Where possible, priority will be given to local enterprises.

For large expenditures, at least three suppliers will be asked to provide written quotations. These will be considered by the Management Committee, with additional external advice taken where appropriate, and a decision made based on cost, reputation and other indicators of the required quality of service. While minimising cost is important, this should not compromise the quality and appropriateness of the end product.

**2. HEALTH AND SAFETY**

These health and safety policies are to ensure conditions and practices are maintained within property owned by the Roadwater Village CBS, including the community shop, so as to minimise risks to the health and/ or safety of staff, volunteers and the general public. This means taking all possible measures to prevent accidents and cases of work-related ill health and providing adequate control of health and safety risks arising from work activities. To this end the CBS will:

* Provide adequate training to ensure employees and volunteers are competent to do their work in a safe manner
* Engage and consult with employees and volunteers on day-to-day health and safety conditions and provide advice and supervision on occupational health
* Implement emergency procedures, such as evacuation in case of fire or other significant incident, in accordance with instructions displayed and training provided to staff and volunteers. See [www.communities.gov.uk/fire/firesafety/firesafetylaw/](http://www.communities.gov.uk/fire/firesafety/firesafetylaw/)
* Maintain safe and healthy working conditions, ensuring all equipment is maintained in a safe working condition and clear instructions are provided and displayed for operation of equipment and for storage / use of substances
* Display the Health and Safety Law poster in a prominent position
* Provide a first-aid box and accident book located in an accessible place that is known by all staff and volunteers
* Report accidents and ill health at work under RIDDOR: (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations). See [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor)

A Health and Safety Officer is appointed to:

* Carry out regular risk assessments
* Ensure regular checks are carried out on the safety of equipment and conditions
* Check the understanding of staff and volunteers regarding health and safety regulations and practices and provide regular training updates
* Engage with staff and volunteers to ensure any Health and Safety concerns are highlighted and acted upon.

Specific shop Health and Safety Policy and Fire Risk Assessment documents are included separately and are on display in the shop.

**3. DATA PROTECTION**

The management committee will ensure that data related to Roadwater Village CBS members entrusted to the keeping of committee officers will be kept securely and not shared without written permission from the concerned individual. This also applies to contact details held in the shop for the purpose of generating staff and volunteer rotas and details of suppliers of goods to the shop. Management Committee members, paid staff and volunteers in the shop shall be made aware of CBS policies related to data protection and expected to adhere to them.

Specifically, this means that:

* Data relating to individuals will only be stored and used with their permission
* When communicating with groups by email the BCC option will always be used unless specific permission has been given to share contact addresses
* Membership data will be stored on a secure computer protected by password
* Duplicate copies of important information will be kept as backup, and similarly protected
* Contact information will never be shared without the written permission of the concerned individual

The shop is fitted with CCTV for security purposes, with signage to inform customers. Staff and volunteers are aware of this and data is only viewed when incidents that could impact the safety of customers have occurred, and is only viewed by shop staff, management committee and/ or police. Data is deleted within a period of six months.

**4. ENVIRONMENTAL IMPACT AND ETHICAL PRACTICE**

The Roadwater Village CBS aims to minimise the environmental impact of its activities and purchases and provide a model for environmentally friendly and ethical practices. The following policies, practices and activities will be important in promoting this:

* Use of local suppliers of goods and services, including organic products where possible and as available
* Minimal use of plastic packaging in favour of paper bags and encouraging customers to bring re-useable shopping bags
* When existing equipment needs replacing, preference given to options that minimise use of electricity
* Effective insulation of the building
* Solar PV panels to supplement energy use
* Raising awareness about environmental issues through the information hub in the café, snippets on the website and in newsletters and occasional events in partnership with local suppliers (aiming to promote thinking about reducing food miles and single-use plastics)
* Encouraging customers and residents to offer suggestions and useful contacts
* Networking with organisations promoting green and ethical practices
* Supporting local projects that support environmental sustainability and reduce or mitigate climate change, where practicable, appropriate and in keeping with our main purpose of operating a community shop
* Regular review by the management committee of possible actions to further reduce environmental impact (see additional list)

**5. EQUITY AND PROTECTION OF VULNERABLE ADULTS AND CHILDREN**

The Roadwater Village CBS works for the benefit of the inhabitants of Roadwater, without discrimination on the basis of political, religious or other opinions or affiliations, with the object of improving the quality of life for all inhabitants. The CBS supports an environment in which individual differences are accepted and welcomed in an atmosphere of respect, and the contributions of all are recognised and valued.

In particular, Roadwater Village CBS believes that every child, young person and vulnerable adult, regardless of their age or circumstance, has the right to be protected from harm and to feel safe. All staff and volunteers in the shop are subject to DBS checks.

We recognise that the majority of young children and vulnerable adults visiting the shop will usually be accompanied by their parents, guardian or agreed supervisor or they will have permission from the responsible adults to visit the shop. Unaccompanied children are not the responsibility of the CBS.

The shop is fitted with CCTV and any incident concerning children and young people can be viewed by management and police if appropriate requests are made.

The CBS and staff will ensure the safety of the shop is properly managed, including accessibility for children in prams or pushchairs and for adults using wheelchairs or walking aids.

All staff and volunteers will be made aware of the law relating to the prohibition of sale and/or supply of alcohol and tobacco products to persons under 18 years of age and will take all necessary steps to comply with this.

All staff and volunteers will be made aware of the law regarding sale of Lottery tickets and scratch cards to those under 16 years of age.

The shop will inform the correct authorities regarding employment for those under 16 and under 18 years of age and they will only be employed for the hours allowed under UK law.

Any incidents concerning children on the premises must be reported to the CBS committee.

**6. HUMAN RESOURCE MANAGEMENT**

The CBS promotes equal opportunities for employment and volunteering in the shop. To this end all vacancies will be publicised on village notice boards and the CBS website for at least two weeks.

The CBS does not tolerate **bullying or harassment**, whether amongst staff/ volunteers/ management committee members or between staff/ volunteers and customers. Bullying is defined as behaviour that makes another person feel uncomfortable, that is:

·         Intimidated or frightened

·         Less respected or put down (degraded)

·         Humiliated or made fun of in an unpleasant way

·         Insulted or offended

Examples could include: being spoken to in an unpleasant or aggressive way, either in public or private; spreading false rumours; being constantly put down in meetings, being given heavier workloads without good reason. It could be a regular pattern of behaviour or one-off incident, be face-to-face, on social media, in emails or phone calls.

Any member of staff or volunteer who feels they are being bullied or harassed should speak to a member of the Management Committee, such as the person responsible for human resource management. It is helpful to keep a written record of any incidents of concern.

**Paid Staff Conditions**

**Contracts:** All paid staff will be issued with an employment contract defining their role and outlining their conditions of employment. A detailed job description will be included as an annex. This will be agreed and signed by both parties and reviewed as part of the employee’s annual performance review.

**Holiday:** Full-time staff are legally entitled to a statutory minimum 5.6 weeks’ paid holiday per year, according to government regulations. Part-time staff in the community shop and café will receive the same amount pro-rata, inclusive of bank holidays, according to the hours they work (contracted hours plus any additional hours agreed to cover short term needs). Annual leave of 3 days or more must be booked with the Financial Coordinator at least one month in advance. Particular times may be identified when employees can or cannot take leave due to the needs of the business or availability of cover. This information will be provided at least one month in advance. If employment ends, staff will be paid for any leave due but not taken. For their well-being, staff are encouraged to take leave during the year. Leave not taken by the end of the year cannot normally be carried over.

**Sick pay:** If a member of staff is unable to work because of illness or injury they must inform the Financial Coordinator as soon as possible. Their normal rate of pay (pro-rata) will be provided for up to 3 days of absence. Thereafter, Statutory Sick Pay (SSP) will be paid at the national rate of £98.85 per week for all staff earning £120 or more per week for up to a maximum of 28 weeks.

Within any one year employees will be paid at their normal rate for a maximum of 5 days of sickness in total.

**Pension:** For all staff under pensionable age and earning more than £120 per month, contributions will be made on their behalf to the NEST pension scheme and an employee’s contribution deducted from their wages. Staff can choose to contribute to a different pension scheme and should inform their line manager if they wish to do so.

**Conditions for Volunteers**

The contribution made by volunteers working in the shop and café and external premises is invaluable to the success of the enterprise. They bring with them a variety of skills and experience as well as their time and energy. Every effort will be made to ensure their safety and wellbeing while they are at work. In particular there will always be a paid member of staff with them in the shop to ensure they receive the guidance and advice they need.

Volunteers help in a variety of ways and are organised by different coordinators depending on the task. They will be informed of their duty rota each month and if they are unable to fulfil their allocated time slot, they should inform the relevant Volunteer Coordinator and the Financial Coordinator as soon as possible. Café volunteers should inform the Café Coordinator. If possible, they should arrange for another volunteer to cover, on a mutually agreed exchange basis.

Volunteers are expected to be familiar with and adhere to RVCS health and safety guidelines, which are displayed in the office.

**Statement on the Coronavirus/ COVID-19 situation**

RVCS has developed protocols for management of the shop during the pandemic and for responding to any report of infection that may be linked with or affect the shop. These are displayed in the shop.

If any paid member of staff needs to shield or go into quarantine their normal wages will be paid for up to 14 days.

Protocols and provisions may be subject to change at short notice, in response to changes in the situation and/ or to Government regulations and quarantine requirements.

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