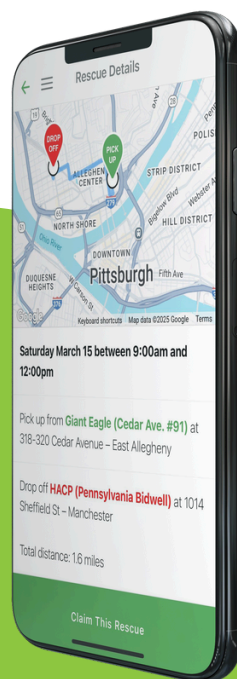




DRIVING IMPACT

Volunteer Handbook



Welcome to the Team

Welcome! We are so glad you are here. We hope our volunteer handbook helps ensure we are on the same page and ready to go for your first rescue and serve as a reference going forward.

Food rescues give you the opportunity to accomplish two very important things: tackling food insecurity + redirecting surplus fresh foods away from the waste stream to those who can use them. With the 412 Food Rescue app, you have the ability to integrate volunteering into your schedule in an easy and convenient way!

In as little as 30 minutes of your time, volunteers are able to transport fresh food donations to a local nonprofit partner who is able to use it to directly support the community. With step by step directions in the app and a support team, you will be able to find a fulfilling opportunity to help your community on your own schedule.

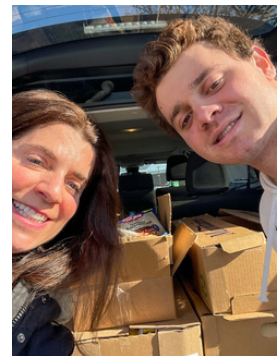
Additionally, our Home Delivery depends on the 412 Food Rescue app volunteers. This option for volunteering helps break down the barriers to access for our homebound neighbors. Following a similar structure as a standard food rescue, you would pick up fresh groceries from nonprofits then deliver directly to the doorstep of an isolated community member.



About Us

412 Food Rescue was founded as a direct response to the disconnect between food waste, hunger, and environmental sustainability. We waste up to 40% of our food globally (translating to over 1.3 billion tons annually), while 1 in 7 people face food insecurity. According to ReFed, if we recovered about half (46 billion pounds) of the food being wasted, we could feed every person facing food insecurity in the United States 3 meals a day, every day.

Not to mention, food waste is an environmental problem. Food production uses 10% of the energy budget, 50% of the land and 80% of all freshwater consumed in the United States. According to the Environmental Protection Agency, over 97% of food waste generated ends up in a landfill.



We partner with food retailers and makers, volunteer drivers, and nonprofit organizations to connect surplus food with individuals and families who are experiencing food insecurity. Our intuitive app guides thousands of volunteers, to rescue perfectly good but unsellable food that would otherwise be wasted and redirect it to people who need it.

Our food donor partners range from grocery stores, wholesalers, caterers, and everything in between. Our nonprofit partners include housing authorities, daycare centers, churches, community centers, and more.

Our model of food recovery and redistribution not only enables access to healthy food, but gets food to where people already are – overcoming barriers like transportation and time.

App Volunteer Roles

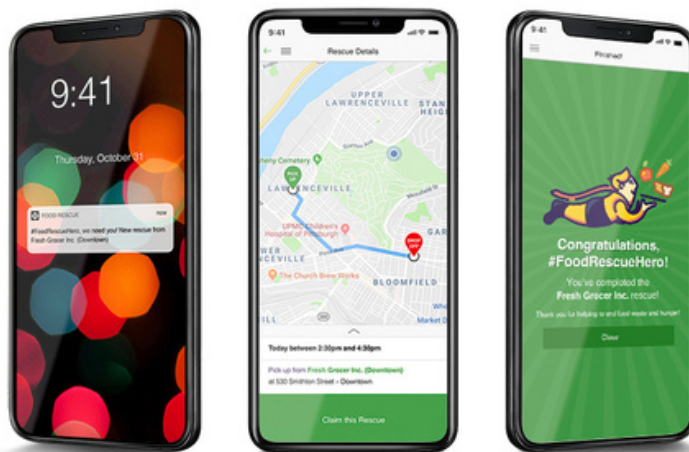
412 Food Rescue volunteers have the unique opportunity to be conveniently present in their communities. By participating in food rescues within their neighborhoods, volunteers can actively contribute to environmental conservation, forge meaningful connections with fellow community members, and cultivate a fresh sense of empowerment right in their own backyards.

Food Rescue

Volunteers via the use of the 412 Food Rescue app claim local food rescues. Transporting fresh foods from food donors to a close by nonprofit helps divert good food from going to waste while also providing fresh food access to our local communities

Home Delivery

Founded from the need to be able to serve our homebound neighbors who had limited access to their local nonprofits food services. Also housed on the 412 Food Rescue app, volunteers have the ability to pick up fresh groceries or meals from nonprofits and deliver directly to our more isolated neighbors - ensuring easier fresh food access.



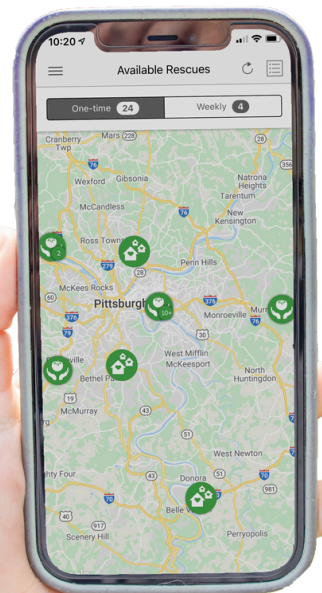


Volunteering with our App

The 412 Food Rescue app will walk you step by step through the food rescue process providing you with detailed pick up + drop off instructions including where to go and who to call.

Our volunteer mobile app provides access to everything you need to know to make your time with us straightforward and fun. You can view and claim available food rescues and home deliveries at your convenience as well as sign up for reoccurring weekly rescues.

- View and claim food rescues, available 7 days a week
- Receive detailed step by step instructions
- Access Home Deliveries and Weekly rescues
- Set personalized notifications for your convenience
- Call or text our dispatch team directly anytime you may need additional support (412)-277-3831



Your First Rescue

On the morning of your rescue, you will receive a text message from the 412 Food Rescue dispatch line, along with a notification from the app shortly before your rescue window begins.

Before you get started, please keep in mind:

- We ask that all volunteers use the app in real-time during each rescue. In addition to a staff member monitoring the dispatch line, we also use a real-time web app to ensure rescues are being completed in their designated window.
- We ask that volunteers do not make any changes to their rescue, such as adjusting the time frame or changing the recipient, without approval from Food Rescue staff. Rescue times are scheduled according to the preferences of both the donor and recipient. Donations are matched to recipients according to the volume and types of food they would like to receive on that given rescue day.
- We ask that all volunteers always wear their Food Rescue badge while completing their rescue. Volunteers need to identify themselves as 412 Food Rescue volunteers at the donor and recipient.
- To begin your rescue, go to "My Rescues" in the app. Click "Start Rescue" and the app will guide you through the entire process, including contact information for donors and recipients as well as GPS navigation to each location.
- If you have any questions or issues, including any problems with the app, simply call or text the Food Rescue Dispatch line 412-277-3831 and a Food Rescue staff member will be readily available to help and answer your questions.

Food Rescue Procedures & Navigating the Food Rescue App

Changes with Your Rescue

- Periodically, we may need to change some aspects of your rescue such as the timeframe, recipient location or type/amount of the donation. Food Rescue staff will notify you of any changes through the dispatch line and you will also receive notifications from the app.
- Though it is uncommon, we may need to permanently cancel weekly rescues on any given day. If your weekly rescue is cancelled, Food Rescue staff will notify you as soon as possible, and you will receive a notification from the app.
- If your rescue is cancelled permanently or the changes made do not fit with your schedule and you need to drop the rescue, Food Rescue staff will work with you to find another weekly rescue based on your schedule and what rescues we have available to claim.

Holiday Closings

- Food Rescue operations will be closed for certain holidays throughout the year.
- Volunteers will be notified by Food Rescue staff in advance of the closings via text message from the dispatch line.
- Rescues will be cancelled in the app and volunteers will receive a cancellation text message from the Food Rescue App.



Claiming Rescues

- One-time rescues occur when we have a pop-up rescue, which are in addition to the regularly scheduled rescues, or if a sub request has been submitted for a weekly rescue. By claiming a one-time rescue, you are only obligated to complete that rescue on the scheduled date and time.
- Weekly rescues are scheduled on a recurring basis. By claiming these rescues, you are agreeing to complete these rescues each week at the specified date and time. If for any reason you are unavailable for your weekly rescue, you can submit a sub request.
- All rescues can be claimed through the 412 Food Rescue app. If you have any issues claiming a rescue or have claimed one by mistake, please call or text the dispatch line. Staff will readily respond during regular business hours 9am – 5 pm.
- To ensure there are adequate opportunities for all volunteers, we ask that you claim no more than 5 weekly rescues.

Submitting Sub Requests

- If for any reason you cannot complete a one-time or weekly rescue, you can submit a sub request through the app up to 1 hour before the rescue window opens. Go to “My Rescues” in the app and click on “Request Sub”. There, you can choose and confirm dates to submit the sub request. If you have any issues or need a sub within an hour of your rescue window start time, please contact the dispatch line.
- Please submit sub requests ASAP to allow us ample time to find coverage.

Dropping a Weekly Rescue

- If you are no longer available to complete your weekly rescue on a regular basis, you can use the app to completely drop the rescue. Under “My Rescues” go to “Request Sub” and click on the yellow button “Drop Rescue”. You will be asked to enter a reason for dropping and click confirm. We also ask that you notify the dispatch line, so we are aware you are dropping the rescue.

Extended Leave

- If for any reason you need to take an extended leave from rescuing (ex. vacation, medical reasons, going south for the winter, etc.), and you plan to continue rescuing upon your return, please call or text the dispatch line to let us know the time frame you will be unavailable.
- For weekly rescues, please submit sub requests in the app for each of your rescue dates where you will be unavailable. If you have any issues with this, please contact the dispatch line.
- We will try to find temporary subs for you, and upon your return, you will continue with your regular rescues. If you have a friend that would like to step in during your time away, please let us know!

More Info

Expectations of Volunteers

- Maintain the dignity and integrity of community service through dress, language, and demeanor.
- Be alert, sober, and drug free while volunteering.
- Ensure confidentiality and privacy regarding history, records, and discussions about the people we serve.
- Accept the guidance and direction of Food Rescue staff.
- Maintain cooperative working relationships and stay within the bounds of volunteer authority and responsibility.
- Contact Food Rescue staff regarding any problems or concerns so that they may be discussed and resolved. Please ask questions about anything you need clarification on.
- Become familiar with and uphold 412 Food Rescue policies, programs, and procedures.
- Abide by all written and verbal agreements.
- Complete assignments in a prompt, reliable, and professional manner.
- Notify the Food Rescue Dispatch line as soon as possible if you are unable to complete your assigned rescue.
- Take donated items directly from the donor to recipient without detours or stops.
- Use the app in real time during your rescue and ensure the app is filled out and closed out when the rescue is finished.



Troubleshooting and FAQ

We want every experience to go smoothly but we also want you to know that things happen and here is how to best handle them if they do arise:

No Donation? It happens! Best way to save yourself time and mileage is to call the food donor before you head their way. Confirming that they have a donation while giving them a heads up you will be coming is the best way to start off on the right foot. Contact information is always provided in the app when you start the rescue.

No Answer during Food Rescue? If you have the time, feel free to still stop by. Sometimes the phones are busy and they miss the call. Either way, give our dispatch team a call or text!

No Answer during Home Delivery? Please leave the box on their porch, outside their door, or in the lobby of their building. These individuals know they are receiving food that day and sometimes are indisposed at the exact moment our volunteers are dropping off - don't be discouraged if this happens.

Bad food? If you arrive at a food donor and notice that the food is starting to mold or is not safe to eat, let dispatch know, but ultimately you are able to say no thank you in that event.

Nonprofit cannot take all the food? Call dispatch so we can find another close by nonprofit to reroute the remaining food to. This doesn't happen often but we got you covered if it does.

We believe that:



Good food belongs to people, not landfills.

Up to 40% of food that is produced is wasted.



Everyone has a right to healthy food.

1 in 7 people goes hungry every day.



Climate change requires urgent action.

97% of food waste ends up in landfills, generating a large portion of U.S. methane emissions.

More Info Cont.

Confidential Information

412 Food Rescue has an obligation to volunteers, recipients of donations, and donors to maintain their confidentiality and to respect their privacy. 412 Food Rescue deals with sensitive, confidential client information. As such, all interactions with clients are held in the strictest of confidence. Additionally, all information, including non-public documents and materials, are the property of 412 Food Rescue and must be treated in the strictest of confidence. Upon separation from 412 Food Rescue, any information not independently obtained or otherwise available to the volunteer from public sources shall be treated as confidential and shall not be used or disclosed without written permission of 412 Food Rescue.

Harassment and Discrimination

412 Food Rescue is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment. 412 Food Rescue prohibits any actions, words, jokes, or comments based on an individual's race, sex, sexual preferences, ethnic background, age, religion, physical condition, or other legally protected characteristic. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and will be grounds for immediate disciplinary action. 412 Food Rescue prohibits any harassment between volunteers, employees, or other non-employees on the basis of sex. No volunteer, male or female, should be subjected to unsolicited or unwelcome sexual overtones and conduct, either verbal or physical and includes harassment between individuals of both sexes and the same sex. Any volunteer who believes he or she is a victim of sexual or discriminatory harassment is encouraged to let the harasser know that his or her behavior is unwelcome. In addition, volunteers who believe they have been harassed must immediately report the matter to the Community Engagement Manager. You may also file a Grievance, following the Grievance Procedure.

Separation from Volunteering

Upon occasion it is necessary for a volunteer to end their volunteer experience at 412 Food Rescue. Since we are dependent on volunteers for the day-to-day operations, we ask that you give us as much notice as possible so that a replacement can be found. At other times, it may be necessary for 412 Food Rescue to terminate a volunteer, and 412 Food Rescue has the sole discretion to terminate a volunteer for any or no reason. Typically, this would be done after the volunteer has been notified of the problem area(s) and, together, an action plan has been created to correct these. A volunteer may be asked to leave immediately if any illegal, dishonest, unethical, or other conduct harmful to 412 Food Rescue has occurred while at or while representing 412 Food Rescue.

Grievance Procedure

412 Food Rescue has an open-door policy and we want you to feel comfortable in coming to us to discuss any problems, questions, or concerns that you may have about your volunteer experience. If you have a grievance, you should immediately notify Food Rescue staff. Under this policy, a grievance is defined as any event, condition, rule, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness during their volunteer service. A grievance may also deal with an attitude, opinion, or statement held

by a staff member or fellow volunteer. Volunteer grievances are of great concern to 412 Food Rescue, regardless of whether the problem is large or small. To provide prompt and efficient evaluation of, and response to, grievances, 412 Food Rescue has established a procedure for all volunteers. There will be no discrimination or retaliation against or toward anyone for his or her part in presenting a grievance. All grievances are handled confidentially.

The grievance procedure is:

1. Notify the Food Rescue staff immediately to discuss your grievance.
2. If you are unsatisfied with the response of Food Rescue staff, submit your complaint in writing to the Chief Executive Officer.
3. Typically, a response to the grievance will be made within 5 business days.
4. If you are not satisfied within 5 days of how your grievance was handled, you may appeal by submitting your written complaint to the Chair of the Board of Trustees. The Board Chair will typically respond within 10 business days.

Drug Free Policy:

It is 412FR's policy not to allow individuals to volunteer who use or traffic illegal drugs, or who abuse prescription drugs or alcohol. It is a violation of 412FR's policy on drugs and alcohol for a volunteer to: (1) Be in possession of illegal drugs while on duty at 412 Food Rescue; (2) Sell or distribute illegal drugs on or off the job; or (3) Work while under the influence of drugs or alcohol or with illegal drugs in one's system. Volunteers are expected to report for their volunteer shift on time and in appropriate mental and physical condition for work.

We are so grateful for you. The value of your time and talents provide so much power towards saving food and helping our community!

- Donate to our mission.
- Follow us on social media @412FoodRescue
- Provide feedback!



Company Info

412 Food Rescue
6140 Station St
Pittsburgh, Pa 15206

Volunteer: volunteer@412foodrescue.org
General: info@412foodrescue.org



412foodrescue.org