



The Real Junk Food Project Central

Official Governance

RCG0007

Operations Policy V4

Ratified on Wednesday 21st of November 2018

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The document and its contents are subject to revision, replacement and abolition, upon the unanimous decision of the Board of Directors

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The Real Junk Food Project Central CIC

Operations Policy

1. Policy statement

- A) The Real Junk Food Project Central CIC (hereby referred to as “the Company”) is committed to the efficient, responsible and considered delivery of a range of activities and services as specified in the Partnership Agreement and Company Constitution. These activities and services include but are not limited to the delivery of community cafes, food boutiques, events, training and fundraising.
- B) The Company is committed to its founding principles of Pay As You Feel, Everyone is Welcome and bottom-up community development. This policy defines those principles and describes their implementation in the operations of the Company.
- C) The Company is incorporated as a Community Interest Company with a hierarchical structure, based at multiple sites across the county of West Midlands. This policy defines the hierarchical structure and the roles contained there within.
- D) This Policy will be implemented across all aspects of the Company’s work.

2. Company principles

- A) Pay As You Feel
 - The Company recognises its obligation to comply with “the Pay As You Feel Condition” as described by the Partnership Agreement between the Company and the TRJFP Charitable Foundation.
 - The Company recognises the definition of Pay As You Feel as described by the Partnership Agreement: “The Member can only serve the Food either through meals or by a food boutique on a “Pay As You Feel” (“PAYF”) basis, meaning there is no set charge for the meal or the food at the food boutique but that those accessing the food pay what they feel either in money or time or services”.
 - The Company further broadens its interpretation of Pay As You Feel by accepting payment for foodstuffs in the forms of “cash, time, skills or imagination”.
 - The Company will provide examples of Pay As You Feel transactions publicly to encourage a culture of acceptance of non-monetary forms of payment.
 - Volunteers and employees are prohibited from describing “acceptable donations” or determining the value of such. They are also prohibited from communicating the average value of cash donations to customers, and may not attempt to influence customers to provide payment in the form of a cash donation.



- The Company rejects all concepts of minimum donations, suggested donations and service fees related to the provision of foodstuffs. The Company prohibits volunteers and employees from implementing such concepts.
- The Board of Directors will consider non-compliance with this principle to constitute gross misconduct, subject to the Disciplinary and Grievance Policy, and will seek to dismiss without notice any volunteer or employee who does not uphold the principle of Pay As You Feel in the provision of foodstuffs.

B) Everyone is Welcome

- The Company recognises its obligation to comply with the section of the Partnership Agreement between the Company and the TRJFP Charitable Foundation which refers to the equal access of services provided by the Company: “The Member shall ensure that everyone has access to the Food without partiality or prejudice”.
- The Company will not establish operations which intentionally exclude individuals from any background, demographic group or ideological position.
- Where existing operations are found to be unintentionally excluding individuals through failure to recognise and address systematic barriers to access, the Company has an obligation to make reasonable adjustments to ensure equal access.
- The Board of Directors permits Site Leads to refuse service to an individual only when there is a legitimate and evidenced safeguarding concern or risk to volunteers, customers and other stakeholders.
- The Board of Directors will consider non-compliance with this principle to constitute gross misconduct, subject to the Disciplinary and Grievance Policy, and will seek to dismiss without notice any volunteer or employee who does not uphold the principle of Everyone is Welcome in the provision of foodstuffs.

C) Bottom-up community development

- The Company takes pride in being founded on the principle of bottom-up community development. It recognises the high social impact of grassroots community activism and rejects all top-down authoritarian and collectivist approaches to community development and Company management.
- The Company Constitution establishes of a Board of Directors, who are entrusted with the financial and legal standing of the Company. The Board of Directors serve as a managerial backstop, ensuring that the Company cannot take actions which are illegal or financially unviable. The Board of Directors is tasked with the implementation of Company policy and retains power of veto in all decisions. Their power of veto can be exercised only where permitted by the Partnership Agreement, Company Constitution and Company Policy.
- All other decisions unrelated to legal or financial management are hereby devolved to the registered volunteers of the Company. No power of any kind may be devolved to any person who is not a registered volunteer.



- Registered volunteers may organise themselves in a manner of their choosing. This policy describes the structure of the organisation at the time of the approval of this policy, which may be subject to change at the will of the registered volunteers.

3. Existing operations

- A) The Company is a network of autonomous community operations undertaking related activities in pursuit of the reduction of food waste and improvement of food security in the West Midlands.
- B) The autonomous branches of the Company which are based at defined venues are hereby referred to as “designated sites”. This description is to be applied to all other Company policies where required. The designated sites are to be led by a named Site Lead, commonly referred to as the Kitchen Lead or Boutique Lead.
- C) The designated sites recognised and approved by the Board of Directors at the time of the approval of this policy are as follows:
- TRJFP Central – Bromford Community Café
 - TRJFP Central – Cradley Heath Food Boutique
 - TRJFP Central – Edgbaston Community Café
 - TRJFP Central – Harborne Park Community Café
 - TRJFP Central – Hockley Food Boutique
 - TRJFP Central – Summerfield Community Café
 - TRJFP Central – Winson Green Community Cafe
 - TRJFP Central – Woodview Food Boutique
- D) The autonomous branches of the Company which are mobile in their operations and are not based at any defined venue are hereby referred to as “designated teams”. This description is to be applied to all other Company policies where required. The designated teams are to be led by a named Team Manager, commonly referred to as the Events Manager, Fundraising Manager or Academy Manager.
- E) The designated teams recognised and approved by the Board of Directors at the time of the approval of this policy are as follows:
- TRJFP Academy
 - TRJFP Central – Events & Catering Team
 - TRJFP Central – Fundraising & Outreach Team
- F) The Board of Directors is obligated by the Company Constitution to devolve as much responsibility and power to the designated sites and designated teams as is practicable. The Board of Directors shall reserve the right to refuse devolved administration and power only where permitted by the Partnership Agreement, Company Constitution and Company Policy.



- G) Where the Board of Directors refuses devolution of responsibility and power to a designated site or designated team, it must be held accountable and provide a reasonable explanation upon request.

4. New operations

- A) The Company may admit new designated sites and designated teams to its operations upon the written approval of the Board of Directors, which will not be unreasonably withheld.
- B) Requests for new operations may originate within the Company from registered volunteers, or externally from community partners. Where finite resources limit expansion of the Company, requests for new operations which originate from within the Company will be prioritised over external requests.
- C) Admission of new designated sites and designated teams is subject to compliance with all Company policies. New operations will only be approved only when the Board of Directors are satisfied that the new operation is compliant with all Company policies.

5. Monitoring and review

- A) This policy will be issued to all employees and volunteers. Any monitoring information collected will be used to monitor the effectiveness of the Operations Policy. Information will be processed in accordance with the General Data Protection Regulations, as outlined in the Company's Privacy Statement.
- B) Any member, employee, volunteer or other stakeholder wishing to complain about a breach of this policy may do so via the Company's Compliments and Complaints Procedure.
- C) The Operations Policy will be reviewed six months from the date of approval. The next review of this policy shall be conducted and approved no later than **Wednesday 29th of May 2019.**

6. Approval

Version 4 of the Operations Policy was reviewed and approved by the Board of Directors on **Wednesday 21st of November 2018.**