



# The Hygiene Bank Ireland

## Volunteer Code of Conduct

### Introduction

At The Hygiene Bank Ireland, we believe that all activities related to the operation of the organisation should be conducted honestly, fairly and with integrity. The Hygiene Bank Ireland employs the following values:

- Be resourceful
- Pursue simplicity
- Invest in community
- Champion kindness
- Promote inclusiveness

These values should be followed by all volunteers of THBI in all actions and decisions.

### Scope

This policy applies to all volunteers and employees of The Hygiene Bank Ireland in relation to any of the stakeholders of THBI. These stakeholders include donors, funders, charity partners, voluntary and community sector partners, other recipients of goods, service providers and other suppliers as well as trustees, employees and volunteers.

### Code of Conduct for The Hygiene Bank Ireland as an organisation:

- We will not enter into a relationship with any individual or organisation that we have any reason to believe may be involved in any unlawful or unethical business practices.
- We expect that all parties with whom we enter into an arrangement will only follow practices which comply fully with all applicable legislation, are transparent and are conducted with honesty and integrity.
- We expect all partner organisations and service providers to respect the human rights of all employees and provide a safe and healthy working environment and not to ask any volunteer or employee to do anything which is illegal.
- We expect all partner organisations to have in place clear policies to prevent any form of harassment or abuse and encourage an inclusive working environment to promote equality and diversity, ensuring that there is a clear and safe reporting structure in place and that all allegations will be properly investigated and actioned.
- We will not and we expect that our service providers will not seek to obtain any advantages by giving or accepting bribes or other inducements and will be fully compliant with all current legislation relating to bribery.

- All stakeholders are assessed to ensure that the [values](#) of The Hygiene Bank Ireland can be upheld throughout the relationship.
- All partners receiving donated goods through The Hygiene Bank Ireland are required to comply with specific policies and procedures in order to belong to The Hygiene Bank Network. These policies and procedures ensure that:
  - Redistributed goods are only used in accordance with charities' objects to be given for free to their beneficiaries.
  - The intellectual property rights of donors are respected.
- The Hygiene Bank will ensure that any problems that occur in our service will be dealt with promptly to meet the needs of all stakeholders.

## **Code of Conduct for volunteers of The Hygiene Bank Ireland**

Volunteers of THBI are expected to be responsible and act reasonably, in line with the organisational [Values](#).

### Volunteers should:

- Adhere to all The Hygiene Bank Ireland policies and procedures
- To be reliable, open and honest
- Satisfy performance and meeting of standards
- Uphold The Hygiene Bank Ireland's reputation and avoid anything that would bring THBI into disrepute
- Understand The Hygiene Bank Ireland's Vision, Mission, Values that have been provided
- Respect others and ensuring that we are all safe from harm
- Disclose concerns of abuse of a service user or volunteer by anyone connected to The Hygiene Bank Ireland
- Disclose convictions that might affect your suitability as a volunteer
- Before stopping volunteering, hand over all responsibilities to another volunteer

### Serious breaches of our standards include (and are not limited to)

- Use of donations for personal use or gain
- Maltreatment of service users
- Fraud, deliberate falsification of records, theft or unauthorised possession of money or property, whether belonging to us or any of our stakeholders.
- Possession and/or supply or use of illicit drugs and/or being incapacitated through intoxication
- Indecent or immoral behaviour
- Unlawful discrimination or acts of harassment
- Dangerous and/or aggressive behaviour
- Deliberate damage to property or donated goods
- Insubordination and refusal to carry out reasonable requests
- Breach of safeguarding, equality and health and safety standards in this policy
- Disclosure of others' personal contact details in breach of GDPR regulations
- Campaigning or lobbying using The Hygiene Bank Ireland's name breaches our insurance policy and is not tolerated.

Complaints

This Code of Conduct should be used as a basis for any complaints brought against a volunteer. Complainants will be asked to review a volunteer’s actions in light of this policy.

In line with our [Complaints Policy](#), concern about minor breaches will first be brought to your attention informally. Should the behaviour persist The Hygiene Bank Ireland reserves the right to decide on an appropriate course of action and the volunteer may be suspended. Concerns that someone is behaving in a way that is a serious breach of standards should be reported to Head Office immediately.

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Chair of the Board



# The Hygiene Bank Ireland

## Complaints Procedure

### Introduction

The Hygiene Bank Ireland's mission is to bring communities, businesses and thought leaders together to tackle hygiene poverty by giving access to products and being a voice for change. The Hygiene Bank Ireland's volunteers are an integral part to this mission and it is vital that all volunteers are treated and treat others with integrity and respect. Any complaints made by a volunteer will be taken seriously. A complaint is an expression of dissatisfaction, either written or spoken. All complaints will be investigated fully and fairly and issues will be dealt with in confidence. If the person who has raised the issue is not happy with the response they will have the right to appeal.

### Purpose

The purpose of this policy is to set out how complaints can be made.

### Scope

This policy applies to all volunteers, trustees and employees of The Hygiene Bank Ireland. Those dealing with the complaint must be independent of those involved in the complaint itself.

### For Volunteers

To raise a complaint-

1. Raise the complaint with the person involved at an informal meeting. You should do this with your Project Coordinator present, who can make notes.
2. Set out and document:
  - a. The issue,
  - b. The impact of the issue on the complainant
  - c. Any changes you would like to see following the informal meeting
  - d. A timeline for implementing the changes
3. The Project Coordinator should share the documented complaint with those involved for transparency.
4. The Project Coordinator should set up another informal meeting with those involved in the complaint to review the changes agreed. This should be done in line with the timeline agreed at the previous meeting.

5. If no or insufficient action is taken, the complainant should raise the complaint in writing to the Head of Volunteering or, if required, a member of the Board. Include as much detail as possible. It will then be at the discretion of the Head of Volunteering or Board Member as to the appropriate action. Further evidence may be required.
  - a. Appropriate action might include:
    - i. A formal written apology where changes to behaviour will be outlined
    - ii. Suspension of volunteering for a suitable period of time
    - iii. Permanent suspension in volunteering at The Hygiene Bank Ireland

## Appeals Procedure-

If the complainant wishes to appeal the decision of the Head of Volunteering or member of the Board, an appeal can be brought to the Chair of the Board who will review the complaint and investigation with the aim of resolving the complaint.

## **For Board members**

To raise a complaint-

1. Raise the complaint informally with the person involved. You should do this with another Board member present who can make notes.  
Set out and document:
  - i. The issue,
  - ii. The impact of the issue on the complainant
  - iii. Any changes you would like to see following the informal meeting
  - iv. A timeline for implementing the changes
2. If no or insufficient action is taken, raise the complaint in writing to the Chair of the Board, or if required, another Board member. Include as much detail as possible. It will then be at the discretion of the Chair of the Board or other Board Member as to the appropriate action. Further evidence may be required.
3. Appropriate action might include:
  - a. A formal written apology where changes to behaviour will be outlined
  - b. Suspension of membership to The Hygiene Bank Ireland Board for a suitable period of time
  - c. Permanent suspension of membership to The Hygiene Bank Ireland Board.

## Appeals Procedure-

If the complainant wishes to appeal the decision of the Chair of the Board or other Board Member, an appeal can be brought to an additional Board member who will review the complaint and investigation with the aim of resolving the complaint. This Board member must not have been previously involved in the complaint or investigation.

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# The Hygiene Bank Ireland Beneficiary Policy

## Introduction

The Hygiene Bank Ireland works for the benefit of individuals and families who are in financial difficulty and are being supported by a local poverty relieving organisation. We rely on the expertise of these organisations ('Community Partners') to distribute the products we collect to individuals and families. THBI isn't equipped to know which families or individuals are in need of support but the organisations we work with do.

## Purpose

This policy sets out how we engage and work with Community Partners.

## Scope

This policy applies to all volunteers, trustees and employees of The Hygiene Bank Ireland.

## Organisations THBI can support as Community Partners

Community Partners must be non-profit organisations. They don't need to be a charity, but they must have constituted charitable aims.

- Community partners must have a constitution that details their aims and objectives. If required, we can ask a prospective Community Partner for their constitution.
- We can support organisations with one or both of the following aims and objectives:
  - The relief of poverty or economic hardship
  - The promotion of health, including the prevention or relief of sickness, disease or human suffering
- Community Partners can also be a DEIS school.

We may be able to support organisations that aren't defined by one of these objectives, but we will assess them on a case-by-case basis.

We should not limit or target organisations to support based on certain characteristics, unless they fall into one or more of the categories above.

- As an example, we shouldn't support a minority ethnicity organisation just on our assumption that they need our help. But we can support poverty relieving organisations who support minority ethnicities.

In times of national emergency- eg Covid-19 lockdown, many organisations shift the way they are supporting their service users. This might mean that a school might start providing food and hygiene hampers.

## Organisations THBI cannot support as Community Partners

- For-profit organisations
- Unconstituted organisations (organisations without a constitution to define their aims and objectives)
- Organisations working outside of ROI of supporting individuals outside of ROI.

## Partnering with Community Partners

The Hygiene Bank Ireland will provide toiletries free of charge to Community Partners to use as they see best, responding to community need. In return the Community Partner should be prepared to provide feedback and stories on the impact of the donation, a receipt of donation confirming it has been received, and an update on who it has supported.

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# The Hygiene Bank Ireland

## Donor Charter

### Intro

All donations to The Hygiene Bank Ireland are gratefully received, and with no Government funding, we are wholly reliant on the good will of our supporters.

### The Donor's Rights

It is the responsibility of The Hygiene Bank Ireland to uphold the rights of our Donors.

The Hygiene Bank Ireland shall...

- Respect a Donor's rights to privacy at all times
- Keep any and all donor information confidential to the greatest extent possible
- Acknowledge all donations promptly
- Provide a formal receipt for all large individual, corporate donations and grants.
- Not sell any part of our Donor lists or information
- Use all donations only to further The Hygiene Bank Ireland's mission and charitable objects
- Manage our finances in a responsible manner, consistent with ethical obligations and the legal requirements of our national regulators

The Donor has the right to...

- Remain anonymous
- Alter communications preferences following a donation
- Update The Hygiene Bank Ireland with up to date and correct personal data in line with our [Privacy Statement](#).
- To make a complaint in like with The Hygiene Bank Ireland's complaints policy.

The Hygiene Bank Ireland will assess the risks associated with accepting large donations including reputational risk. The Hygiene Bank Ireland reserves the right to politely decline a donation for any of the following reasons:

- It is clear that a donor (individual or corporate) does not hold the values of THBI
- The conditions to accepting a donation (eg grant) will have a disproportionate impact on THBI's resources. Eg unwieldy reporting requirements that deplete resources more than what is provided through the donation.
- Any other risks to The Hygiene Bank Ireland's reputation that are identified.

**How donations will be used**

Financial donations must only be used to further the mission of The Hygiene Bank Ireland. Unless specifically agreed, donations should only be spent for public benefit and not for the private benefit of volunteers, employees or trustees.

Of funds raised in Local Projects, Head Office will retain 5% of the financial donation. These will be used for costs that apply nationally such as courier costs, marketing costs, insurance, financial or banking costs.

Where a donor has restricted funding to a specific project, this will be respected and reported on once the funding is spent. Where there is no specification on how a donation should be used, The Hygiene Bank Ireland will use its discretion to determine how the donation should be best used.

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# The Hygiene Bank Ireland Use of Donated Funds Policy

## Purpose

This policy sets out for what purposes donations may be used to further The Hygiene Bank Ireland's mission: Bring communities, businesses and thought leaders together to tackle hygiene poverty by giving access to products and being a voice for change.

It provides explicit procedures for volunteers and trustees spending raised funds.

## Scope

This policy applies to all volunteers, trustees and employees of The Hygiene Bank Ireland.

## Types of donations

The Hygiene Bank Ireland may receive donations in a variety of ways:

- **One Off Donations**- through iDonate or direct transfer.
- **Fundraised Donations**- from a particular fundraising event via iDonate or direct transfer.
- **Regular Giving**- monthly through iDonate or direct transfer.
- **Unrestricted Grants**- donations from Foundations, Trusts or Corporates for general support of our mission.
- **Restricted Grants**- donations from Foundations, Trusts or Corporates for a particular project, campaign or programme.

Donations through iDonate may be restricted to particular local projects through the use of Fundraising Pages or by indicating with the Tick Box at the time of donating.

## Uses of donations

Financial donations must only be used to further the mission of The Hygiene Bank Ireland. Some examples might include:

- Purchasing toiletries and household cleaning products from suppliers. (Please see [here](#) for a price comparison between major retailers). This should form the vast majority of your expenses.
- Drop off boxes to be placed in shops/cafes/etc. ([Homestore and More](#) does very good boxes as a reasonable price)
- Marketing materials to promote The Hygiene Bank Ireland. This might include:
  - Social media promotion
  - Banners, t-shirts, printing needed for events
- Overheads such as
  - Insurance

- Postage
- Bank fees
- Storage
- Training

## What we look for in suppliers

- Companies we work with to carry out our aims should be the cheapest option that brings the quality/quantity we need. This may not be the cheapest option overall but will deliver the best value for money.
- As an organisation, we should endeavour to work with suppliers that supports local communities.
- Hygiene products include a lot of plastic which often ends up in landfill and harms the environment. To reduce further plastic waste, we will also evaluate the companies we use by their commitment to protecting the environment.

## Expenses Procedure

Before any funds can be spent, there must be sufficient funds in the Local Project or in Head Office.

1. The Local Project should discuss with their volunteers how funds should be spent, taking into account any expected upcoming costs (eg storage).
2. A budget outlining what and how much is to be spent should be written up and signed off by two other volunteers in the Local Project.
3. This budget should be submitted to the Head of Finance who will then present the expenses to Board for sign off.
4. Head of Finance will then transfer the requested funds to the Local Projects SWIRL Card (pre-paid debit card).
5. Any funds spent with volunteers' own money for THBI must be approved by THBI (as in steps 1-3 of this policy). The volunteer will be reimbursed on proof of receipt. Please contact the Head of Finance to be reimbursed.
6. The Local Project can spend the funds as requested and should submit receipts of payment to the Head of Finance for proof.

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# The Hygiene Bank Ireland Fundraising Policy

## Intro

Fundraising is one of the most important ways The Hygiene Bank Ireland (THBI) can pursue its mission. Funds donated by the public are vital to ensuring that we can support our Community Partners in the most effective way. Financial donations may be received in the following ways:

- One off Donations
- Regular Giving
- Grants
- Fundraising Campaigns or Events
- Collections

## Purpose

The purpose of this policy is to give guidance on each type of fundraising to ensure that all funds raised and donations made are in line with legal requirements and The Hygiene Bank Ireland values to protect the reputation of THBI.

## Scope

This policy applies to all volunteers, trustees and employees of The Hygiene Bank Ireland.

It also applies to members of the general public who have alerted THBI that they are fundraising in aid of the organisation.

## Accepting Donations

THBI will accept donations to pursue the vision, missions and values of the organisation. THBI may refuse donations for the following reasons:

- If they are suspected to be derived from the proceeds of illegal activity;
- If the values of the donor are not in line with the values of THBI;
- If accepting the donation would bring risk to the reputation or current support to THBI.

## Keeping it legal

Supporters (including inducted volunteers and members of the public) must fundraise in a way that protects the reputation of THBI and encourages public trust and confidence.

All donations must come through the THBI bank account for accounting purposes.

Fundraising for THBI must be Respectful, Honest, with Integrity, Transparent and Accountable. Please see our [Donor Charter](#) for more information. It must be clear at all times whether funds raised are for particular activities or for a specific purpose or whether they are general funds. THBI should be able to give an account for financial income and expenditure, [financial controls](#) are in place to avoid misuse of funds and The Hygiene Bank Ireland must report annually to the Charity Regulator.

## **One Off Donations**

One off Donations should be donated via the THBI iDonate page. There is a 5% fee that donors can choose to cover themselves, or it will come out of their donation. Donors will specify which Local Project they would like to donate to and each month, the funds are processed and divided between each local project as necessary.

One off donations of cash and cheques should be cashed as soon as possible, no later than one week after having received them.

## **Regular Giving**

Some donors will choose to give regularly (usually monthly). These funds can also be designated to specific Local Projects. For donors THBI has built a relationship with, bank details may be shared to allow for direct debit/standing orders. This will mean they can avoid the 5% fee with iDonate.

## **Grants**

THBI may apply for grants from Foundations or Corporates to support our mission. These grants might be unrestricted (can be used for any aspect of our work) or restricted (can only be used for a set project as defined by an application or the Foundation).

Grants might be for national work (where all Local Projects can benefit) or for local work (where a specific local project will benefit). There are a few opportunities each year to apply for grants, so speak to the Head Office Team about this.

## **Fundraising Campaigns**

THBI will run Fundraising Campaigns throughout each year to support our mission. These campaigns might be for [products](#) to support Community Partners or for [core costs](#) such as storage fees or marketing costs. Fundraising campaigns might be coordinated for all Local Projects or individually within projects.

## **Fundraising Events**

Fundraising/Challenge Events are an effective way of raising funds for a charity. THBI is insured to run a maximum of two fundraising hikes each year. Additional fundraising events can be organised as required but must be in line with any legal regulations (eg. obtaining garda permits if required). Email [headoffice@thehygienebank.ie](mailto:headoffice@thehygienebank.ie) for support on this.

Volunteers/ supporters in the general public will be encouraged to run their own fundraising events but these won't be covered by our insurance. Fundraising events on behalf of THBI must be approved by the Head Office team before planning begins. THBI will support fundraising events on our behalf by supplying information, encouraging donations, managing risk, and other support as needed.

To avoid any confusion, events that are not covered by THBI insurance must be worded as [Fundraising Event] on behalf of The Hygiene Bank [location].

## **Cash Collections**

The Hygiene Bank Ireland aims to encourage online donations rather than cash donations. However, where entirely necessary or beneficial, cash collections may occur. Cash collections need permission from the Gardai and this process can take up to 6 weeks. Collections might happen in a supermarket, at a church gate, or on the streets. Volunteers doing these collections must have their THBI ID on them and be wearing a THBI T-shirt. Cash must be counted with two unrelated volunteers present and cashed in an AIB branch within a week.

## **iDonate**

iDonate is a third-party fundraising platform that allows the general public to donate to The Hygiene Bank Ireland via the THBI page or through a Local Project fundraising page. This platform takes a 5% admin fee from every donation that the donor can choose to cover with their donation or not. Funds are transferred in the first week of every month and designated to each Local Project as needed. This delay should be taken into account regarding Local Project cash flow.

Donors will share their personal information with iDonate to complete their transaction but no bank details will be shared with THBI. THBI receives information such as name, email, and phone number only if consent is given by the donor. THBI must not use personal information for marketing reasons unless given consent by the donor. See the [THBI Privacy Statement](#) and the [iDonate Privacy](#) statement for more information.

## **Fundraisers**

Fundraisers are vital to the mission of THBI and they might be committed volunteers or members of the general public who want to support our cause.

All Fundraisers should:

1. Be trustworthy and conduct themselves at all times with integrity and honesty and should act openly and in such a manner as to ensure that donors are not misled.
2. Ensure that their actions enhance the charitable purpose and reputation of the charity that they represent.
3. Disclose if they are employees of the charity or third-party agents.



4. Be able to state the purpose for which funds being collected will be used.
5. Have a general knowledge about the aims and objectives of the charity and be able to inform donors of where they can find supplementary information.
6. Not knowingly or recklessly disseminate false or misleading information in the course of their professional duties, nor permit others to do so.
7. Not unreasonably intrude on the privacy of those from whom donations are being solicited.
8. Not make unreasonably persistent approaches nor exert undue pressure on people to make donations to the charity concerned.
9. Not act in a manner inconsistent with these Guidelines, or cause or permit others to do so.
10. Not exploit any relationship with a donor, volunteer or employee for personal benefit or misuse their position for personal gain.
11. Comply with all legal requirements which relate to their activities and advocate adherence to these within the organisation which employs them or for which they volunteer.

## **Fundraising Principles**

All fundraising that occurs for The Hygiene Bank Ireland should be done in the following ways:

- Respectfully
- Honestly and with Integrity
- Transparent and Accountable

### Respectful

- All fundraising will respect the rights and dignity of donors, beneficiaries and the public.
- Fundraising activities will not be unreasonably persistent, intrusive or place undue pressure on people to donate. Should someone not wish to donate, or wish to cease making a donation, that decision will be respected.
- Beneficiaries will not be presented in a disrespectful way in promotional activities and, where possible and appropriate, clients and beneficiaries will have an input into the promotional strategies of the charity.

### Honesty and Integrity

- Fundraising will occur in an honest and truthful manner.
- Fundraisers will act with integrity and not misrepresent the charity, its need for funds or how they will be applied.
- Questions about fundraising activities and fundraising costs will be answered honestly and in a timely manner.

- Information about the charity's charitable purpose and activities will be made freely available.
- Charitable donations and gifts will be used for the purposes for which they were donated.

### Transparency and Accountability

- The charity will take responsibility for its actions and will be capable of explaining, clarifying and justifying those actions.
- The charity's trustees and management will explain and account to donors and the public for the charity's actions.
- The charity will operate in an open, frank and honest way and will ensure that transactions, operations, information and communications are easily understood by donors and the public alike.
- The charity will clearly identify to donors and the public the cause for which the fundraising is occurring and how donations will and are being used.
- The charity will provide ways whereby those interested can easily contact the charity.
- The charity will have a procedure in place to address complaints.

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Chair of the Board



# The Hygiene Bank Ireland Marketing and Communications Policy

## Purpose

The purpose of this policy is to set out the guidelines for using The Hygiene Bank Ireland's brand, and how to use social media correctly and effectively. This policy aims to reduce the reputational risk associated with misusing the brand.

## Scope

This policy applies to all volunteers, trustees and employees of The Hygiene Bank Ireland.

This policy should be read alongside the Marketing and Social Media Guidelines document. This policy is a summary of the guidelines and outlines the hard-and-fast rules for using The Hygiene Bank Ireland's brand.

## Management and Implementation

### The Hygiene Bank Logo

This is The Hygiene Bank logo and should appear on all finished internal documents, published and printed materials.



### Social Media Profile Picture

This should only be used as the logo on all Local Project and the National social media pages.



**Banner Image**

This is The Hygiene Bank banner and should be used on relevant social media such as Facebook, LinkedIn, Twitter.

**Colours and Fonts**

Yellow, Black and White are the primary colours of The Hygiene Bank Ireland and our secondary colours are Candy, Aqua, Mint, Lavender and Orange. All of these colours can be used across communications (online and print). Colour codes can be found in the Marketing and Social Media Style Guidelines Handbook.

Each aspect of the work of The Hygiene Bank Ireland's work is characterised by each of the secondary colours:

Area of Work	Colour	HEX
Schools	Orange	E16B30
Corporates	Blue	6075B7
Drop Offs	Yellow	FFEA00
Fundraising	Purple	BDA6CB
Campaigns	Green	70BD9E

Avant Garde Gothic is the typeface for The Hygiene Bank and should be used across all online and print materials. This font can be downloaded from the Handbook. Where this is not available, the system font Century Gothic may be used instead.

**Tone of Voice**

The Hygiene Bank Ireland deals with some sensitive topics, so the tone of voice should reflect the reality of this. Data and stories about our work can be shared, but there must always be a balance between negative and positive.

In all communications whether online or print, The Hygiene Bank Ireland should come across as:

- Positive
- Friendly
- Approachable
- Supportive
- Informative

And should avoid coming across as:

- Funny
- Energetic
- Political
- Religious
- Sarcastic
- Corporate
- Sensational

Generally when talking about The Hygiene Bank and our work, we should:

- Appeal to people's shared values of compassion and justice
- Give the context through data and stories
- Avoid political language
- Use metaphors to explain how poverty impacts those we support
- Use person-centric language

And we should avoid:

- Sounding like we are saving those we support
- Limiting or targeting particular groups based on protected characteristics
- Identifying people only by their circumstances

## **Social Media**

All Local Projects are encouraged to set up and use Facebook and Instagram to share updates about their work. Examples of updates could include:

- Requests for specific donations
- Reporting on donations made to Community Partners
- Thank yous to individual or corporate donors (where consent has been given)

Local Projects may share posts from other Local Projects and the National social media pages. The National page may share posts from Local Project in the stories function, @thehygienebankire must be tagged for this to happen.

All THBI social media pages may share posts and stories from external charities and businesses who are working alongside THBI to eliminate hygiene poverty or other forms of poverty.

However, THBI is a non-partisan charity, so posts and stories that are affiliated with a political party must not be shared on any social media pages.

## **Published and printed materials**

Where budget allows, The Hygiene Bank Ireland will print assets to advance our mission. This might include flyers, posters, banners and props. A Local Project might design their own materials, but all printed assets **must** be signed off by Head Office.

Before printing any materials, THBI should assess the financial and environmental implications and should choose the most financially and environmentally friendly option available to them.

## National Campaigns

Occasionally, The Hygiene Bank Ireland will run a national campaign (such as National Hygiene Week). All Local Projects are invited to join in this campaign and to share the updates and progress on social media and in person. All national campaign assets must be aligned across all Local Projects and nationally. A Local Project might design their own assets when running an individual campaign, but this should not be the case for national campaigns.

## Stakeholder Communications

The Hygiene Bank Ireland has relationships with a number of external stakeholders. This includes:

- One-off donors
- Regular donors
- Corporate supporters/partners
- Trusts and foundations
- Schools
- Community Partners

All stakeholders should have personal communications specific to their connection with The Hygiene Bank Ireland.

## Regular Communications

The Volunteer Newsletter will be sent on a monthly basis to all volunteers including key updates on The Hygiene Bank Ireland. All volunteers who join The Hygiene Bank Ireland will be added to the newsletter mailing list.

The Supporter Newsletter will be sent on a quarterly basis to those who have opted in via our website or when donating via iDonate. Additional Newsletters may be sent for specific campaigns such as National Hygiene Week or It's In The Bag.

All donors to The Hygiene Bank Ireland must be thanked for their donations. Donors who have donated via iDonate will receive an automatic thank you email. Larger donations, school and corporate will receive a bespoke thank you.

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Chair of the Board



# The Hygiene Bank Ireland

## Volunteer Management Policy

### Purpose

As a volunteer run organisation, we recognise the importance and power of volunteers. This policy sets out The Hygiene Bank Ireland's approach to volunteer management and will ensure that all volunteers are managed in a similar way.

### Scope

This policy applies to all volunteers, trustees and employees of The Hygiene Bank Ireland.

### What is a volunteer?

A volunteer is any individual who undertakes unpaid activities on behalf of our organisation of their own free choice. Volunteers might join The Hygiene Bank Ireland for a short period of time as a fundraiser or to help during a campaign. Volunteers can also join for a longer period of time where they will support Head Office or their Local Project with relevant tasks. A volunteer might join the Board of Trustees.

### Roles and Responsibilities

All volunteers will be given a role description before they join which sets out their responsibilities and commitments. Each volunteer will be provided with a designated volunteer manager (usually the Project Coordinator) who will supervise and provide direction to the new volunteer.

Specific Local Project roles include:

- Project Coordinator (1 person)
- Deputy Project Coordinator (1 person)
- Finance Executive (1 person)
- Logistics Executive (1-2 people)
- Social Media Executive (1 person)
- Schools Executive (1-2 people)
- Donation Coordinators
- IITB Coordinator

For further detail on these roles see [here](#).

Specific Head Office roles include:



- Head of Volunteering and Fundraising
- Head of Finance
- Head of Marketing and Campaigns
- IT Manager
- Corporate Partnerships Manager
- Corporate Storage Coordinator
- Schools Programme Manager
- Administrative assistants for Finance, Fundraising and Volunteering

Specific Trustee Board roles include:

- Chairperson
- Company Secretary
- Treasurer

For further information see [here](#).

## Expectations

All volunteer roles are based on trust and mutual understanding. There is no contractual obligation for the volunteer to attend or to undertake particular tasks. Volunteers should also sign up to THBI's code of conduct and confirm they will adhere to its procedures.

However, there is a presumption of mutual support and reliability and a set of expectations:

What volunteers can expect of THBI:

- Clear responsibilities for each volunteer role
- Induction into the organisation
- Adequate training where necessary
- A voice in the organisation
- Support from your PC or from THBI Head Office
- Reimbursement of relevant and reasonable expenses
- Insurance
- Recognition for work
- Be provided references for employment or other opportunities

What THBI can expect of volunteers:

- To read and adhere to the policies set out
- To be reliable, open and honest
- To have a strong understanding of the organisations vision and mission
- To act in line with the values of THBI
- Uphold THBI's reputation and avoid anything that would bring THBI into disrepute
- Disclosing concerns of abuse, and disclosing any convictions

- Before stopping volunteering, hand over all responsibilities to another volunteer

## **Recruitment and induction of volunteers**

### **Local Project volunteers will have the following recruitment and induction process:**

Sign up via website form → Attend volunteer induction session → Confirm intention to volunteer and read through policies and volunteer handbook → Receive volunteer ID and introduction to Local Project → Receive support from Project Coordinator and start volunteering.

### **Head Office volunteers will have the following recruitment and induction process:**

Register interest for vacant role with CV and cover letter → (if suitable) Attend interview with two members of the Management Team → (if successful) Accept volunteer role → Attend volunteer induction session → Confirm intention to volunteer and read through policies → Receive volunteer ID → Receive intro and support from volunteer manager and start volunteering.

### **Trustee Board volunteers will have the following recruitment and induction process:**

Register interest for vacant role with CV and cover letter → (if suitable) Attend interview with two members of the Trustee Board → (if successful) Accept Trustee role → Attend Trustee Board induction session → Confirm intention to volunteer and read through policies and Board handbook → Join next Trustee Board meeting and start volunteering.

Equal opportunities principles will be adhered to when recruiting volunteers and an additional form will be used to record monitoring information for our [Equal Opportunities Policy](#).

## **Health and Safety and Risk Assessments**

All volunteers have the right to volunteer in a safe environment. Therefore, all volunteers must carry out their duties in line with THBI's [Health and Safety Policy](#).

Volunteers are covered by THBI's Public Liability Insurance but if they wish to use their car to carry out any aspect of their volunteering role, the onus is on the volunteer to notify their insurance company to ensure that they are covered on their vehicle's insurance policy.

All volunteers will be given a Health and Safety induction at the volunteer induction session. All volunteers will also be provided with the Health and Safety Policy. Where a Local Project uses a storage unit, there will be a designated volunteer within the project to be a point of contact for managing the space and ensuring H&S regulations are adhered to.

Each volunteer will have access to the relevant Risk Assessments for day-to-day work and once off occasions such as fundraising events or packing days. All volunteers are expected to read and adhere to these assessments.

Where relevant, training should be sought to ensure volunteers have up to date knowledge and understanding of relevant risks and preventative actions.

## **Support and Recognition**

All volunteers have the right to support in their volunteer role and the right to receive recognition for their commitment.

Every volunteer will be provided with a volunteer manager who will be the first point of contact for any queries, issues or concerns. When in a Local Project, this will be the Project Coordinator. All volunteers can reach out to the Head of Volunteering where relevant to raise concerns.

THBI's [Complaints Procedure](#) sets out how a volunteer can make a complaint against another volunteer in the organisation in a safe and structured way.

Volunteers will be supported through our [Expenses Policy](#) that outlines what expenses will be covered by the organisation.

THBI should always be on the look out for additional training and resources to support volunteers in their duties at The Hygiene Bank Ireland. Where relevant, training opportunities will be advertised to volunteers and the cost of the training covered by the organisation.

Volunteers will be appreciated and thanked for their day-to-day activities. Where suitable, and following consent of the volunteer, they might be thanked publicly on the website or through our social media.

At the end of each year, volunteers will have the opportunity to share feedback with THBI on how to improve volunteer programmes etc. Volunteer voices will be listened to and suggestions enacted where possible. Volunteers will also have the opportunity to nominate other volunteers to recognise them for their 'Above and Beyond' commitment to THBI.

## **Dropping out of volunteering**

We ask that volunteers aim to stay with us for at least six months, but THBI is understanding when circumstances change and a volunteer needs to drop out.

In order to drop out, a volunteer must:

- Let their Project Coordinator know and give a reason why
- Handover any roles and responsibilities to another volunteer (eg. pass on the management of a Drop Off Point)
- The volunteer must then delete any sensitive documents saved to any electronic devices that relate to The Hygiene Bank Ireland
- At this point, a volunteer may leave any Whatsapp groups
- THBI will take the volunteer off our volunteer mailing list and the volunteer will be invited to join our supporter mailing list

Until these steps have been taken, the person will still be classed as a THBI volunteer.

### Revision history and next review

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Version:	1.0
Approved by, Date:	Ciára Dalton 09-May-2022
Date of Next Review	March 2025
Last Reviewed:	N/A

Signed:

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Chair of the Board



# The Hygiene Bank Ireland Equal Opportunity Policy

## Purpose

The purpose of this policy is to ensure that The Hygiene Bank Ireland meets its legal responsibility in relation to Equality and Diversity.

The Equality Act 2000-2018 protects people from discrimination in the workplace and in wider society. The Act identifies the following nine characteristics that are protected:

- Gender
- Marital status
- Family status
- Age
- Disability
- Sexual orientation
- Race
- Religion
- Membership of the Traveller community

The Hygiene Bank Ireland will also protect volunteers against discrimination based on gender reassignment.

## Scope

This policy applies to all volunteers, trustees and employees of The Hygiene Bank Ireland.

## Objective

The Hygiene Bank Ireland's mission is to bring communities together to tackle hygiene poverty, providing essential hygiene and personal care products to those needing help, regardless of race, national or ethnic origin, citizenship, colour, religion, sex, sexual orientation, gender reassignment, income source, age or mental or physical ability.

We aim to create effective partnerships within all parts of our community and provide services that are accessible according to need.

## The Hygiene Bank Ireland is committed to:

- Tackling social exclusion, inequality, discrimination and disadvantage;

- Ensuring all people are treated with dignity and respect, valuing the diversity of all;
- Actively promoting equality of opportunity and diversity;
- Delivering services that are accessible, appropriate and delivered fairly to all;
- Working together with the community to provide accessible and relevant service provision that responds to service users' needs;
- The mix of its employees, volunteers, trustees and patrons reflects, as far as possible, the broad mix of the population of its local community;
- Encouraging traditionally disadvantaged and marginalised sections of the community to participate in policy decisions about, and the management of the services provided;
- Providing fair resource allocation

For this policy to be successful, it is essential that everyone is committed to and involved in its delivery. The Hygiene Bank Ireland's goal is to work towards a just society free from discrimination, harassment and prejudice. The Hygiene Bank Ireland aims to embed this in all its policies, procedures, day-to-day practices and external relationships.

## **Implementation**

Overall responsibility for ensuring adherence to and implementation of this policy lies with every volunteer.

The Hygiene Bank Ireland implements this policy by:

- Ensures that all recipients of donations have equal access to products.
- Ensures that no service user, employee, volunteer is treated less favourably on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy/maternity, race, religion or belief, sex, sexual orientation or membership of the Traveller community.
- Value and support equality and diversity throughout its activities.
- Ensuring that trustees, staff, volunteers and users are made aware, understand, and are willing to implement this policy. This forms part of the induction process for all.
- All volunteers are required to adhere to The Hygiene Bank Ireland's Code of Conduct.
- Monitoring the services, publicity and events provided by The Hygiene Bank Ireland, to ensure that they are accessible to all sections of the population, do not discriminate, and take active steps to ensure that participation is representative.
- Continuing to learn and adapt to ensure this policy is upheld. Any person who feels that this policy has not been upheld can make a complaint, which will be dealt with in line with The Hygiene Bank Ireland's Complaints Procedure.

Revision history and next review

Policy Document:	Equal Opportunity Policy
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Chair of the Board



# The Hygiene Bank Ireland

## Financial Controls and Reserves Policy

### Purpose

This policy sets out how The Hygiene Bank Ireland Board and Head Office will maintain control over financial spending and limit financial risk.

### Scope

This policy applies to all volunteers, trustees and employees of The Hygiene Bank Ireland.

### Uses of financial donations

Financial donations must only be used to further the mission of The Hygiene Bank Ireland. Unless specifically agreed, donations should only be spent for public benefit and not for the private benefit of volunteers, employees or trustees.

Of funds raised in Local Projects, Head Office will retain 5% of the financial donation. These will be used for costs that apply nationally such as courier costs, marketing costs, insurance, financial or banking costs.

### Financial Controls

The way THBI spends donations must be in a low risk, controlled way. The following controls are in place to reduce the risk of inappropriate spending and financial loss.

- All donations must be spent in line with THBI's mission
- There must be sufficient funds available to be spent, whether in a Local Project or at Head Office.
- There must always be three months of unrestricted reserves in the bank account.
- The Head of Finance, Head of Marketing and Head of Volunteers are signatories to the THBI bank account.
- The THBI bank account and debit card should be managed and held by the Head of Finance.
- Any funds being spent by a Local Project must be shared with and signed off by two other volunteers. These volunteers might be part of a Local Project or part of the Head Office Team.
- Any funds being spent by the Head Office must be signed off by two other Head Office Volunteers.
- All funds spent must then have final authorisation by two Board members.



- Volunteers should only spend money once it has been raised. Where budgeted, some costs can be spent before the funding has been realised.
- Local Projects can use prepaid SWIRL Cards to access the funds raised in their local project. These are loaded where necessary and funds must exist to be used.
- Receipts of purchases must be submitted to the Finance Team. Any funds spent with volunteers' own money will be reimbursed only in line with this policy and with proof of receipt. Please contact the Head of Finance to be reimbursed.
- Following a Local Project winding up, the funds raised for that Local Project shall be redesignated to unrestricted funds that can be used by The Hygiene Bank Ireland as required.

In relation to mitigating financial risk, minuted Board approval is required for the following:

- Annual income and expenditure budget
- All expenses
- Campaign budgets exceeding €2,000
- A minimum of 3 quotes and justified recommendations for service contracts (whether consulting advice, storage contracts, or IT infrastructure) are greater than €2,000.
- All multi-annual service contracts (whether consulting advice, storage contracts, or IT infrastructure). Must be budgeted.
- The investment policy and all investment decisions.
- Applications for restricted funding of more than €2,000.
- The Hygiene Bank Ireland's annual accounts.

## Revision history and next review

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*Ciára Dalton*  
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Chair of the Board



# The Hygiene Bank Ireland

## Data Protection Policy

### Purpose

The purpose of this statement is to set out the procedures for keeping sensitive data secure to avoid data breaches. It also sets out the procedure for dealing with deleting sensitive data and dealing with a data breach.

### Scope

This policy applies to all volunteers, employees and trustees of The Hygiene Bank Ireland.

### When THBI collects sensitive data

THBI collects data when:

- A supporter donates online via iDonate
- A supporter signs up to the newsletter
- A supporter signs up to volunteer
- A Community Partner agrees to be supported by THBI
- A local business, school or college agrees to host a drop off point or run a short term collection
- When a corporate partner or school makes a donation of toiletries

### What data is collected?

**Fundraising or donating on iDonate** - Supporters opt in to giving us their contact details (full name, address, email, phone number). They also opt in to receiving our newsletter. This information is saved on Google Drive.

Supporters will receive an automatic receipt of donation from iDonate. Where significant funds have been donated, a supporter might be contacted with a formal receipt of donation and thank you note.

**Newsletter** - Supporters opt in to be sent our newsletter, we collect full name and email address. Supporters will be contacted by email with the quarterly newsletter. This information is saved on our website server.

**Volunteering**- New volunteers provide their contact details (full name, address, email, phone number). Volunteers are contacted via email and Whatsapp.

This information is saved on Google Drive and Whatsapp. Where contact is relevant, a volunteer's mobile number may be saved by other volunteers on their phones.

**Community Partners-** CPs provide details of their organisation (name and address) and provide contact details for main contact at the organisation (full name, email address, phone number). Contact might be via email or phone. This information is saved on Google Drive.

**Local businesses-** Local businesses provide details of their organisation (name and address) and provide contact details for main contact at the organisation (full name, email address, phone number). Contact might be via email or phone. This information is saved on Google Drive.

**Corporate partners-** Partners provide details of their organisation (name and address) and provide contact details for main contact at the organisation (full name, email address, phone number). Contact might be via email or phone. This information is saved on Google Drive.

## Storing sensitive data securely

Sensitive data must be correct, safe, and stored securely. This means:

- That only the people who are authorised to use the data can access it. Documents with sensitive data are password protected. Project Coordinators should hold and maintain sensitive data relating only to their local project and sensitive data relating to THBI's national work should be maintained only by the Head Office Team.
- That the data is accurate and kept up to date when contact details change. That mailing lists are kept up to date, taking into account those who have 'opted out' .
- That sensitive data is used only for the purposes as intended. If a stakeholder has not opted in to the newsletter, they should not receive it. Stakeholders should only be contacted with information that is relevant to the purpose of the partnership.
- That individuals have a right to access their own personal information held by The Hygiene Bank Ireland.

## How THBI might use sensitive or personal data

The legal reason for processing data will depend upon the circumstances in which it is being collected and used, but will in most cases fall into one of the following categories:

- Where a supporter has provided consent to allow us to use data in a certain way (e.g. if you have opted to receive regular updates about our work).
- Where the processing is necessary to carry out a contractual relationship (e.g. as a referral agent, a client in receipt of our services or a contractor carrying out work on our behalf).
- Where the processing is necessary in order for us to comply with a legal obligation (e.g. when a supporter signs up as an official volunteer).
- Where it is in THBI's legitimate interests to perform our functions (e.g. processing donations or sending administrative communications where our legitimate interest is to deliver our charitable purposes).

Examples include:

- When a supporter has given consent to receive the THBI newsletter
- When a supporter has donated and requires a receipt
- When a supporter has signed up to fundraise
- When a supporter has signed up to volunteer

## **Sharing sensitive information**

- THBI must never sell any personal information to any organisation for any reason.
- THBI must not pass personal data on to any other country or international organisation unless explicitly outlined in this policy.
- THBI must not use personal data in any automated decision-making or automated profiling activities.

THBI will share data with another party with consent for one or more of the following purposes:

- Companies directly connected to The Hygiene Bank Ireland such as Community Partners, Brand Partners, or couriers.
- Irish Revenue – to make claims on tax back.
- Banks or other payment providers – to authorise or make transactions.
- Financial and legal advisers in the event we need to obtain advice and protect or defend our legal rights.

THBI may need to share data with law enforcement bodies in order to comply with any legal obligation or court order. THBI will not share personal data without notifying the relevant person.

## **Deleting sensitive data**

THBI will store sensitive data for the period of time that the supporter, volunteer or partner gives their time and support. For information around financial support that is required to operate THBI's services in accordance with legal, tax and accounting

requirements, this is 7 years. This section outlines the process when THBI might need to delete sensitive data.

- When contacts in partnership organisations change

When a point of contact changes for an organisation (whether a corporate partner who supports THBI or a Community Partner who is supported by THBI) THBI should delete the contact information of the old contact and this should be immediately replaced with contact information for the new contact. Community Partner logs or Corporate Partner logs should be updated as well as any mailing lists where the contact details are present.

- When a volunteer stops volunteering

When stopping volunteering, the contact details will be removed from volunteer mailing lists, Whatsapp groups and phone contacts. The volunteer who is stopping volunteering will be requested consent to join our Supporter Newsletter instead. Completion of this process should be verified by the Head of Volunteering. Sensitive data from previous volunteers should be deleted within 3 months of being notified that they have stopped volunteering. The volunteer who is dropping out must delete any sensitive documents saved to any electronic devices that relate to The Hygiene Bank Ireland.

- When a supporter or partner exercises their right to be forgotten

When asking to be forgotten THBI should oblige to the request unless their data is needed to uphold the right to the freedom of expression; it is needed for legal obligations, it is needed for reasons of public interest. THBI should oblige to the request within 30 days of it being received.

## **Subject Access Requests**

Supporters, volunteers and partners have the right to request a Subject Access Request. This might be to view or correct information THBI currently holds. THBI should oblige to the Subject Access Request and should respond within 30 days of the request. Following a Subject Access Request, a supporter, volunteer or partner can exercise their right to be forgotten. THBI should oblige to the request within 30 days of it being received.

## **Breaches in data protection**

A data breach refers to a breach of security that leads to the destruction, loss, alteration, unauthorised access to, or unauthorised disclosure of personal data. This section outlines how to deal with a data breach.

1. Contact the designated THBI Data Protection Officer. The incident must be recorded in the [incident register](#) and the impact assessed.
2. The incident register will be presented to the Board at the next Board meeting, or earlier if required.
3. The relevant supervisory authority should be alerted. This may include the Data Protection Commission. The individual should also be alerted. This should take place within 72 hours of the breach being realised.
4. The DPO should take advice from the Commission on the next steps.

## Designated Data Protection Officer: Rhys Doyle

All volunteers should contact **Rhys Doyle** for any concerns/queries they have in regards to data protection or data breach. The Hygiene Bank Ireland should be transparent and accountable in responding to concerns. A log of the issue must be kept on the Incident Register.

## Revision history and next review

Policy Document:	Data Protection Policy
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Chair of the Board



# The Hygiene Bank Ireland

## Privacy Policy

### Purpose

The purpose of this statement is to set out what data The Hygiene Bank Ireland will collect in and for what purposes, all in line with current data protection and privacy laws applicable.

### Scope

This policy applies to The Hygiene Bank Ireland, operating in the Republic of Ireland only, and explains how we will use the personal information supplied to us by our supporters or other parties.

### The legal reason for processing data from our supporters

The legal reason for processing your data will depend upon the circumstances in which it is being collected and used, but will in most cases fall into one of the following categories:

- Where you have provided your consent to allow us to use your data in a certain way (e.g. if you have opted to receive regular updates about our work)
- Where the processing is necessary to carry out a contractual relationship (e.g. as a referral agent, a client in receipt of our services or a contractor carrying out work on our behalf)
- Where the processing is necessary in order for us to comply with a legal obligation (e.g. when a supporter signs up as an official volunteer)
- Where it is in our legitimate interests to perform our functions (e.g. processing donations or sending administrative communications where our legitimate interest is to deliver our charitable purposes).

The legitimate interests of The Hygiene Bank Ireland are the immediate benefits that the charity provides to individuals through its work supplying hygiene products, and the wider benefits this brings to society.

### How we collect your personal data

We collect personal information in the following ways:



- When you give it to us directly (eg. Signing up to our newsletter, as a volunteer, other supporter or as a partner)
- When you give other parties permission to share your data with us (eg. donating via a fundraising page)

## What information we collect

Your personal details will only be used in a way you would reasonably expect, or have agreed to. The type and quantity of information we collect and how we use it depends on why you are providing it.

- When you make a donation via a fundraising page you will opt in to the kind of information you can share with us. This could include your full name, email address and phone number. This does not include any bank details. In line with [iDonate's](#) Privacy Statement, The Hygiene Bank Ireland will not use the personal information supplied for marketing purposes unless you have opted in when donating.
- When you sign up as a volunteer or partner, we will collect your name and contact details for the purpose of the relationship.

## How we will use your personal data

How we use the information will largely depend on your relationship with us and why you are providing it. We may use the information you provide to:

- Fulfil your requests and to give you the information, support or services you ask for.
- Keep a record of your relationship to us, details of any contact or communication which we have with you and to comply with our administrative duties and financial regulations.
- Process donations and other financial payments, including sending thank you letters and receipts.
- To claim tax back on your donation in line with the [Revenue Charitable Donation Scheme](#).
- Carry out statistical analysis in order to develop organisational strategy and help us to understand how we can improve our services and meet the needs of people that require our help.
- Investigate and respond to complaints, legal claims or other issues. At times, we may need to use your personal information to prevent fraud or to identify misuse of our services.
- Monitor and record information on contractors and volunteers for the purpose of recruitment, payment for contractual services, safety and performance management.
- We may also use your personal information for other purposes which we specifically notify you about and, where appropriate, obtain your consent.

We understand many donors like to make donations anonymously so we will not release their names unless we have the donor's permission to do so.

## **Direct Marketing**

Continued support to The Hygiene Bank Ireland helps thousands of people in crisis get access to vital hygiene provisions at a time when they need it most. With your consent, we would like to keep you informed of our news, information, fundraising events and campaigns so we can continue to raise income and awareness of the charity.

We offer you the option to tell us what type of information you would like to receive and how you prefer to hear from us; by post, email, phone or SMS. If you choose for us to contact you by email, every message we send will include a link to enable you to change your preferences or to opt out of receiving future marketing messages.

By signing up to our Newsletter, you are agreeing to quarterly email updates on the work of The Hygiene Bank Ireland.

## **Who we may share your information with**

We never sell any of your personal information to any organisation for any reason. We do not pass your personal data on to any other country or international organisation unless explicitly stated. We do not use your data in any automated decision-making or automated profiling activities.

We will only share your data with another party with your consent for one or more of the following purposes:

- Irish Revenue – to make claims on tax back
- Banks or other payment providers – to authorise or make transactions
- Financial and legal advisers in the event we need to obtain advice and protect or defend our legal rights
- Law enforcement bodies in order to comply with any legal obligation or court order, or which we reasonably believe that we need to disclose your information to for such purposes

## **How long we will keep your data**

How long we keep your personal information will depend on your relationship with us and the reason why you are providing us with your data.

### As a volunteer

If you are providing information to us as a volunteer or corporate supporter, we will keep your data for as long as you continue to give us your time and support. If you decide that you are no longer able to volunteer with us or provide us with your

support, then we will delete your personal data no later than 3 months after we receive notice that you are withdrawing your support.

### As a supporter

If you are providing us with your personal data as a financial donor, we will keep your data for as long as you continue to give us your financial support and as required to operate our services in accordance with legal, tax and accounting requirements. This will be a period of not longer than 7 years. Where your information is no longer required, we will ensure it is disposed of in a secure manner.

## **How we protect your personal information**

We place great importance on keeping your information secure, accurate and up-to-date.

We have security measures in place to attempt to protect against the loss, misuse and alteration of personal data under our control. While we cannot ensure or guarantee that loss, misuse or alteration of data will not occur while it is under our control, we use our best efforts to try to prevent this.

We protect your data by:

- Making sure that only the people who are authorised to use the data can access it.
- Making sure that data is accurate and used only for the purposes as intended.
- Making sure that individuals have a right to access their own personal information held by The Hygiene Bank Ireland.

## **Our website**

With your consent, our website uses cookies which are small text files that are placed onto your device and collect information about the way in which you navigate and use our website and the internet. Most web browsers automatically accept cookies. You can change your browser to prevent this, but this may mean you cannot get all the benefits of using a website.

Our Site and social media pages may contain links to other websites run by other organisations which we do not control. This policy does not apply to those other websites, so we encourage you to read their privacy policies. We are not responsible for the privacy policies and practices of other websites (even if you access them using links that we provide) and we provide links to those websites solely for your information and convenience. Your disclosure of personal information to third party websites is at your own risk.

In addition, if you came to our Site from a third party website, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party website and recommend that you check the policy of that third party website.

## Your rights regarding the personal data we hold

You have the right to request a copy of the personal information we hold about you and details of how we use that information (called a Subject Access Request). If you think any of the personal information we hold about you is inaccurate, you may also request that it is corrected. You also have a right, in certain circumstances, to require us to stop processing your personal information and for us to erase the data we hold about you.

Please email [headoffice@thehygienebank.ie](mailto:headoffice@thehygienebank.ie) to exercise any of these rights

## Updating your details

If you want to update any of the information we hold for you, or you think any information we have about you is incorrect or incomplete, please email [headoffice@thehygienebank.ie](mailto:headoffice@thehygienebank.ie).

## Revision history and next review

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Last Reviewed:	March 2021

Signed:

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Chair of the Board





# The Hygiene Bank Health and Safety Policy

## Purpose

The purpose of this policy is to ensure that all the activities of The Hygiene Bank Ireland are safe for volunteers and risks are minimised at all times. Health and safety is a collective task shared between The Hygiene Bank Ireland volunteers.

The charity will observe the Safety, Health and Welfare Act 2005 and all relevant regulations and codes of practice made under it.

## Scope

This policy applies to all volunteers, trustees and employees of The Hygiene Bank Ireland.

## Managing Health and Safety Risk

It is The Hygiene Bank Ireland's duty to conduct activities in a way that ensures the safety of all volunteers and prevents improper conduct that could put volunteers at risk.

This will be managed through guidance, training and risk assessments.

### Guidance:

- Manual Handling Guidance detailed in the Volunteer Handbook and as part of new volunteer induction.
- Manual handling and Health & Safety posters visible in storage units and available to all volunteers

### Training:

- Training for the Health and Safety Officer and for other volunteers as needs arise.

### Risk Assessments:

- The risk involved through regular activities will be managed by risk assessments.
- New risk assessments will be written in the following cases:
  - An event to organise
  - change in legislation
  - change of premises

- significant change in work carried out
- or any other reason which makes the original assessment not valid.

### [THBI Day-to-Day Risk Assessment](#)

## **Manual Handling**

Manual Handling is covered at the volunteer induction sessions to ensure that all volunteers have a strong idea of keeping safe when acting for The Hygiene Bank Ireland.

The main concern with manual handling activity is the increased risk of injury due to wear and tear on the back, especially on the lumbar intervertebral discs. The following procedures are in place to reduce the risk of injury as a result of manual handling. They have been based on HSE guidance for manual handling.

- Where products are being carried by a volunteer in bags or boxes, the weight of each bag or box should not be heavier than 10kg.
- Volunteers should work with other volunteers or trolleys where bags or boxes are more than 10kg.
- Where a volunteer is uncertain of the weight of a load, they should be tested before lifting fully.
- Where products are being lifted, the back should be kept straight and the knees should be bent. Avoid twisting, stooping or reaching when lifting and moving heavy objects.
- The heavy object should be kept close to the waist when lifting or moving. The heaviest side of the object should be closest to the body.
- When lifting, feet should be slightly apart with one foot in front of the other for greater stability.
- Volunteers should avoid lifting heavy objects from the floor to shelves above shoulder height. Where this is necessary, the load should be reduced to avoid strain.
- Volunteers should be aware of their own limitations when lifting objects and help or a trolley should be used to lift and transport products.
- Before lifting or carrying objects, obstructions should be removed from the route to allow for easy walking or to allow for a trolley
- Where products are being transported over a distance of more than a few metres, a trolley should be used. This might be from a car to a storage facility.

For more information please see [here](#).

## Other Safety Measures

- It is the volunteer's responsibility to ensure distributed products are new, unopened and of good condition before being donated to a charity. Inadequate donations must be disposed of responsibly.
- Electrical items should not be accepted by Hygiene Bank Ireland volunteers to avoid safety implications of faulty electric equipment.
- Volunteers must maintain sobriety when meeting, delivering and representing The Hygiene Bank Ireland.
- Volunteers should ensure that their vehicles have the required insurance and up to date NCT.
- Volunteers must follow legal requirements when driving including maintaining sobriety and wearing a seatbelt.
- Volunteers must follow government guidelines for working as an essential worker in a pandemic.
- Floors and passages should be kept clear of any obstacles and spilt liquids cleared up immediately.
- When operating in Storage Units or Warehouses, volunteers should be aware of all fire procedures. If a volunteer identifies anything which they think could be in any way unsafe, they must report it.
- Risk assessments must be carried out before new projects or activities begin.
- Any accidents must be recorded and evaluated so not to happen again.

## Related documents

[Everyday Activity Risk Assessment](#)  
[Incident Register](#)

## Revision history and next review

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Chair of the Board



# The Hygiene Bank Ireland Environmental Policy

## Purpose

It is society's collective duty to safeguard and preserve the environment, and this is a key aspect of The Hygiene Bank Ireland's work. This policy sets out The Hygiene Bank Ireland's approach and commitment to limiting detrimental environmental impact.

## Scope

This policy applies to all volunteers, trustees and employees of The Hygiene Bank Ireland.

## Our environmental impact

The Hygiene Bank Ireland aims to have a positive effect on the environment as our mission progresses. The Hygiene Bank Ireland diverts goods that might otherwise go to waste as landfill or external recycling, generating greenhouse gases. This is relevant to both individuals and companies.

We recognise our obligation to comply with the law and to carry out our work in an as environmentally sound manner as possible.

This policy is part of our commitment to minimising the negative impact of our operations on the environment to as low a level as is practically and economically feasible.

## The Hygiene Bank Ireland impacts the environment in a positive way by:

- Reducing the negative environmental impact of waste by providing a positive alternative to landfill for a variety of hygiene products
- Recycling hygiene product bottles or packaging where possible
- Engendering a wider culture of best practice around waste to our individual and corporate supporters.
- Encouraging charity partners and other stakeholders to act in an environmentally responsible way.

## **The Hygiene Bank Ireland impacts the environment in a negative way through the:**

- Energy, material and water use by volunteers whilst they are committing time to The Hygiene Bank Ireland.
- Transport emissions in relation to distribution of donated goods to our charity partners.
- Landfill waste as a result of hygiene products that are unsuitable to donate to our Charity Partners and miscellaneous waste relating to our work.

## **Management and Implementation**

The Hygiene Bank Ireland commits to reducing negative impact on the environment in the following ways:

- Observing existing environmental legislation as a minimum standard and seeking to meet best-practice standards.
- Implementing the monitoring and reporting of resource usage each year.
- Partnering with companies to reduce their landfill waste by donating products to THBI.
- Encouraging the general public to donate products that would otherwise go to waste.
- Encouraging the donation of environmentally friendly products where practical and suitable.
- Striving to minimise our energy and water usage, reduce waste and to minimise emissions from business travel.
- Developing and maintaining a sustainable transport policy for all volunteers, seeking to reduce unnecessary travel and making the transport that is necessary as sustainable as possible.
- Encouraging and supporting staff and volunteers to take environmentally sustainable decisions and actions in and out of the workplace.
- Using our influence to encourage charities, existing and prospective company donors and other stakeholders to take action on environmental sustainability.

## **Revision history and next review**

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Chair of the Board



# The Hygiene Bank Ireland Risk Management Policy

## Purpose

The purpose of this policy is to outline how The Hygiene Bank Ireland records and manages risk. It will provide guidance for ensuring a risk-conscious organisation.

## Scope

This policy applies to all volunteers, trustees and employees of The Hygiene Bank Ireland.

## Management and Implementation

### Roles and responsibilities

All volunteers of THBI should assess the risk of choices they make and situations they enter. It is the role of Head Office, and the Management Committee in particular, to ensure that volunteers follow the Risk Management Policy and that THBI has a culture of risk management.

The THBI Board should provide oversight of how THBI manages risk and review this as necessary.

Risk Management should be embedded in organisations processes and should be a key component of strategy development, planning, accounts and audit, business continuity management, and stakeholder development.

### Recording and managing risks

THBI records potential risks in a number of ways:

1. Through maintaining a Risk Register that is formally presented to the Board each quarter
2. Through providing Risk Assessments to volunteers for the day-to-day activity of the organisation

### The Risk Register

The Risk Register is the main way that THBI manages risk. It records all identified risks and the actions that need to be taken to reduce the impact and likelihood of the risk.

The Risk Register lists a variety of types of risk so THBI can be aware of all potential risks. Including:

- Governance/Management
- Financial

- Compliance
- External
- Environmental
- Operational
- Reputational

The Risk Register is reviewed quarterly, with any updates raised at the monthly Board meetings and actions to reduce risk are given a relevant owner to ensure measures are enacted.

When a new risk is identified the following steps should be taken (in line with the Risk Register)

- Establish the context, the likelihood and potential impact
- Outline the sources of assurance for the risk- what current measures are controlling the risk
- Outline what steps need to be taken to reduce the risk and who owns these actions.

The risk should then be treated or monitored and reviewed at least quarterly.

#### 1. Day-to-Day Risk Assessments

Volunteers face a number of potential risks when volunteering for THBI. The Day-to-day Risk Assessments outline these potential risks and how a volunteer can avoid them.

The Risk Assessment should outline the health and safety, financial and reputational risks. Others included as necessary.

Relevant policies and procedures are in place to outline the safest and most risk-conscious way to volunteer with The Hygiene Bank Ireland, including:

- Health and Safety Policy (Operational)
- Expenses Policy (Financial)
- Fundraising Policy (Financial and Reputational)
- Code of Conduct (Reputational)

#### **Additional information**

[THBI up to date Risk risk register](#)

[THBI Day-to-Day Risk Assessment](#)

#### **Revision history and next review**

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Chair of the Board



# The Hygiene Bank Ireland Crisis Management Policy

## Purpose

The purpose of this policy is to manage crises or emergencies that could face The Hygiene Bank Ireland. The policy aims to protect the operations, finances, reputation of The Hygiene Bank Ireland and the health and safety of our volunteers by providing a plan of action in times of crisis.

This policy will then support the continuation of services following a crisis.

## Scope

This policy applies to all volunteers, trustees and employees of The Hygiene Bank Ireland.

## Definitions

A crisis is defined as an unexpected situation that interrupts the normal activities of The Hygiene Bank Ireland. A crisis will result in significant financial, operational, reputational or legal risk to the organisation that could threaten the organisation's existence or fulfilment of mission.

## Management and Mitigation

1. Establish the actual and potential risk to the organisation that could lead to a crisis. Monitor these risks specifically on the [Risk Register](#)
2. Establish the criteria for when a risk is escalated to a crisis and what the protocol for activating the Crisis Plan is.
3. Establish response action plans relating to specific risks identified
4. Ensure suitable resources are available to implement the Crisis Plan and establish the Crisis Management Committee
5. Ensure suitable training is in place so volunteers are empowered to mitigate risks before they become crises
6. Review Crisis Plan as needed and as risks evolve.

## Implementation of Crisis Plan

1. Crisis Plan is activated once a risk is escalated to a crisis
2. Alert the Board and establish the Crisis Management Committee.
3. Establish a crisis plan that responds to the crisis and mitigates the threats. Establish desired outcome from the crisis and clear measurable objectives for reaching this outcome. Establish opportunities arising from the crisis, where relevant and how to take advantage of them.



4. Establish internal communications to alert all volunteers of the risk and to outline relevant actions.  
Depending on the risk, this could include:
  - Ceasing operations for a period of time
  - Recalling donated products
  - Returning SWIRL card funds to Head Office
  - Suspending use of social media for a period of time
5. Establish external communications with relevant parties such as
  - The media
  - THBI Corporate Partners
  - THBI Community Partners
  - THBI Drop Off Points
6. Enact plan and review progress regularly. Keep internal communications regular.
7. Once the crisis can be reduced back to a risk, review and document the risk to mitigate any future crises. Review the implementation of the crisis plan to improve for the future.

## **Crisis Management Committee Terms of Reference**

### **Role**

The Crisis Management Committee's role is to manage the crisis and to mitigate the threats posed to The Hygiene Bank Ireland.

1. The CMC will be the decision makers on how best to respond to the crisis and will communicate this internally and delegate as required.
2. The CMC will be the sole source of internal and external communications regarding the crisis. It is the responsibility to draft and send out communications to third parties including the media.
3. The CMC will engage in legal advice and support where necessary.

### **Membership**

The CMC will be made up of up to 3 Board members and the Management Team. Additional members may be added to the committee where relevant to their expertise.

### **Establishment and dissolution**

The CMC will be established as soon as a risk is escalated to a crisis as defined by the [Risk Register](#).

The CMC will be dissolved only once the crisis is resolved and all of the threats have been treated. Learnings from the crisis must be documented. The crisis plan and this policy must be reviewed.

## **Revision history and next review**

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Chair of the Board



# The Hygiene Bank Ireland

## Conflict of interest policy

### **Purpose**

The purpose of this policy is to assist charity trustees of The Hygiene Bank Ireland to effectively identify, record and manage any conflicts of interest in order to protect the integrity of The Hygiene Bank Ireland and to ensure that the charity trustees act in the best interest of their charity.

### **Objective**

The Hygiene Bank Ireland board of trustees (called the 'board of charity trustees' in this policy) aims to ensure that the charity trustees are aware of their obligations to disclose any conflicts of interest that they may have, and to comply with this policy to ensure they effectively manage those conflicts of interest as representatives of The Hygiene Bank Ireland.

### **Scope**

This policy applies to the trustees of The Hygiene Bank Ireland.

### **Definition of conflicts of interests**

A conflict of interest is any situation in which a charity trustee's personal interests or loyalties could, or could be seen to, prevent the charity trustee from making a decision in the best interests of the charity. This personal interest may be direct or indirect, and can include interests of a person connected to the charity trustee.

Board members may also find themselves with conflicts of loyalty where a Board member is potentially influenced by considerations other than the best interests of The Hygiene Bank Ireland. Conflicts of loyalty may be sufficiently serious to amount to conflicts of interest.

These situations present the risk that a person will make a decision, or be perceived by others to have made a decision based on, or affected by, these influences, rather than in the best interests of the charity and therefore must be managed accordingly.

The test question, as provided by the Charities Regulator, helps with defining a Conflict of Interest:

“Would a reasonable person, who was aware of the charity trustee’s personal interest, believe that the charity trustee might be influenced by that personal interest when making a decision on behalf of the charity?”

## **Policy**

This policy has been developed because conflicts of interest commonly arise, and do not need to present a problem to the charity if they are openly and effectively managed. It is the policy of The Hygiene Bank Ireland as well as a responsibility of its charity trustees, that ethical, legal, financial or other conflicts of interest be avoided and that any such conflicts (where they do arise) do not conflict with their obligations to The Hygiene Bank Ireland.

The Hygiene Bank Ireland will manage conflicts of interest by requiring charity trustees to:

- Avoid conflicts of interest where possible
- Identify and record any conflicts of interest
- Identify and record, where necessary, conflicts of loyalty
- Carefully manage any conflicts of interest, and
- Follow this policy and respond to any breaches.

### Responsibility of the board of charity trustees

The board is responsible for:

- Establishing a system for identifying, disclosing and managing conflicts of interest across the charity;
- Monitoring compliance with this policy; and
- Reviewing this policy on an annual basis to ensure that the policy is operating effectively.

The charity trustees should ensure they are aware of their legal obligations in the management and control of their charity and should refer to the Charities Regulator’s ‘Guidance for Charity Trustees’ for further information on this – see their website [www.charitiesregulator.ie](http://www.charitiesregulator.ie)

### Identification and disclosure of conflicts of interest

Once an actual, potential or perceived conflict of interest is identified, it must be entered into The Hygiene Bank Ireland’s register of interests, as well as being raised with the board of charity trustees. The register of interests must be maintained by the Chair of the board and record all information related to a conflict of interest

(including the nature and extent of the conflict of interest and any steps taken to address it).

### Confidentiality of disclosures

The register of interests must be kept and stored confidentially. Only the charity board of trustees should have access to the register of interests.

## **Action required for management of conflicts of interest**

### Conflicts of interest of members of the board of charity trustees

Once the conflict of interest has been appropriately disclosed, the board of charity trustees (excluding the disclosing charity trustee and any other conflicted person) must decide whether or not a conflicted charity trustee should:

- vote on the matter,
- participate in any debate, or
- be present in the room during the debate and the voting.

In exceptional circumstances, such as where a conflict is very significant or likely to prevent a charity trustee from regularly participating in discussions, it may be worth the board of charity trustees considering whether it is appropriate for the person with the relevant conflict to resign from the board of charity trustees.

### What should be considered when deciding what action to take

- In deciding what approach to take, the board of charity trustees will consider whether the conflict needs to be avoided or simply documented
- whether the conflict will realistically impair the disclosing person's capacity to impartially participate in decision-making
- alternative options to avoid the conflict
- the charity's objects and resources, and
- the possibility of creating an appearance of improper conduct that might impair confidence in, or the reputation of, the charity.

The approval of any action requires the agreement of at least a majority of the board of charity trustees (excluding any conflicted charity trustee) who are present and voting at the meeting. All details regarding the conflict of interest, including the action arising, will be recorded in the minutes of the meeting.

## **Compliance with this policy**

If the board of charity trustees has a reason to believe that a person subject to this policy has failed to comply with it, it will investigate the circumstances.

If it is found that this person has failed to disclose a conflict of interest, the board of charity trustees may take action against the person. This may include seeking the person's resignation from the charity.

If a person suspects that a charity trustee has failed to disclose a conflict of interest, they must notify the board of charity trustees or the chair of the trustee board.

### Revision history and next review

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