



Health and Safety Procedures

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1. ADMINISTRATION

In this document:

The words 'foodbank', 'building(s)' and 'premises' refer to both the warehouse and the distribution centres, unless stated otherwise.

1.1 Management and Responsibility

The responsibility for the management of health and safety within St Neots Foodbank is as follows:

- 1.1.1 Directing the preparation and review of health and safety policy, procedures and risk assessments and overall responsibility for their application is DAVID PACINI (Trustee responsible for H+S).
- 1.1.2 Preparation of procedures, the identification of risks, the preparation and conduct of risk assessments, the development of safe working practices, the provision of health and safety information and training, and the day to day supervision of health and matters is the designated Health and Safety Officer: LYNDA CRONIN.
- 1.1.3 Daily supervision of safe working, carrying out any additional risk assessments and developing safe procedures, and the reporting of incidents is the responsibility of the KEYHOLDER AT THE WAREHOUSE ON EACH DAY IT IS OPEN and the LEAD PERSON AT EACH DISTRIBUTION CENTRE ON EACH DAY IT IS OPEN.

1.2 Volunteer Responsibilities

- 1.2.1 Each has a duty to take reasonable care for their own safety and that of others who may be affected by their actions or omissions. All are to be familiar with the provisions dealing with emergencies, fire precautions, first aid, evacuation and safe working.
- 1.2.2 All have a duty to comply with the foodbank health and safety policy and procedures and risk assessments, and not to misuse or recklessly interfere with anything provided. Failure to do so may result in action, including dismissal where appropriate.
- 1.2.3 All are required to report anything they suspect may represent a safety hazard to their line manager or the KEYHOLDER AT THE WAREHOUSE ON EACH DAY IT IS OPEN or the LEAD PERSON AT EACH DISTRIBUTION CENTRE ON EACH DAY IT IS OPEN or the Foodbank Health & Safety Officer.
- 1.2.4 Those with disabilities or conditions, whether permanent or temporary, which they suspect may represent a potential risk should inform their Line Manager or Health & Safety Officer, and should be noted on their Induction Form so that safe procedures can be put into place in a timely manner.

1.3 Visitors

- 1.3.1 The responsibility for visitors rests with the person that invited them, and they should be escorted whenever practical and reasonable.
- 1.3.2 Visitors should be given such fire, evacuation and safety information, instruction or training as may be necessary or appropriate.
- 1.3.3 Visitors also have a duty to comply with the foodbank health and safety policy and procedures, and not to misuse or recklessly interfere with anything provided.
- 1.3.4 Visitors to the foodbank are to be booked in and out of the building so they can be accounted for in case of fire. Visitors should sign in on the left hand side of the volunteer signing in book.

2. INFORMATION, INSTRUCTION AND TRAINING

2.1 Information

Health and safety information is readily available from a wide range of sources, particularly the Health & Safety Executive web site. General health and safety leaflets are available from the Health & Safety officer, and leaflets specific to issues that are considered a risk by the Foodbank are prominently displayed in work areas and used in health and safety instruction or training.

2.2 Instructions

2.2.1 All volunteers are to receive instruction from Line Management or the Health & Safety Officer before using any equipment provided by the Foodbank, using Manufacturer's Instructions where appropriate.

2.2.2 If, subsequently, they are in any doubt about their familiarity with the equipment or its safe use they have a duty not to use the equipment until they are satisfied they can use it safely.

2.3 Training

2.3.1 Initial health and safety training covering fire, evacuation, and other key safety procedures for all volunteers is to be carried out during induction by the Distribution Lead/Warehouse lead on duty and signed off on the induction sheet, the induction sheet should be retained with the volunteer application form and training record. Work process and related equipment training is to be carried out by Line Managers, and recorded where appropriate.

2.3.2 Induction and training records are to be kept centrally by the Office Manager.

3. GENERAL HEALTH & SAFETY PRECAUTIONS

3.1 Safety Hazards and Risk Assessments

The Foodbank has carried out Risk Assessments of the hazards identified in the warehouse, distribution centres and of Foodbank activities carried out elsewhere, and has put in place procedures to reduce the risk to a reasonable level. Any new activity or change in procedure or environment which is likely to present a hazard should be reported to the Health & Safety Officer immediately.

3.2 Health and Safety Awareness

All volunteers should be aware of health and safety matters and contribute to the overall safety of our work environment, and participate in the risk assessment process.

3.3 Clothing and Equipment

The Foodbank will provide all equipment (including safety equipment) and safety/work clothing necessary to carry out the volunteer's role. Equipment training will be provided. Volunteers are to use equipment or clothing provided appropriately, and report any failures or deficiencies promptly to the keyholder for the day (at the warehouse), lead person for the day (at a distribution centre) or the Health & Safety Officer. No personal equipment can be brought into the Foodbank without the approval of the Health & Safety Officer and mandatory safety checks being carried out.

3.4 Working Environment (including buildings)

NB: The warehouse building is owned managed and maintained by Brittain's Furnishers Ltd., who are responsible for all of section 3.4.1. Information regarding the building will be passed between the Health & Safety Officer and the keyholder of the day to Brittain's, alerting them of any incident.

3.4.1 The Foodbank has carried out a full check of the warehouse building leased and ensured that it is compliant with current fire safety requirements (Fire Precautions Workplace Regulations) and it has been checked by the Fire Department.

3.4.2 The foodbank has received copies of written checks carried out on the buildings used as distribution centres to ensure they are compliant with current fire safety requirements (Fire Precautions Workplace Regulations) and they have been checked by the Fire Department.

3.4.3 Fire safety (precaution) and evacuation plans (procedures) must be rigorously implemented at the warehouse and distribution centres with particular attention to the prevention of fire and the provision of safe evacuation routes which must be kept clear at all times. (see section 5.1)

- 3.4.4 Foodbank working areas have been designed to ensure adequate space, light, temperature and ventilation for reasonable comfort and safety.
- 3.4.5 Foodbank corridors and working spaces must be kept clear of rubbish, equipment, cables or any other item that might constrain evacuation routes or present a tripping or other hazard.

3.5 Access for People with Disabilities

The Foodbank, in conjunction with the warehouse building owners will provide access to (and evacuation from) the building and disabled toilets for wheelchair users and others with restricted capabilities. Volunteers with specific disabilities requiring special support will be individually assessed and appropriate reasonable provision made. **NB: The building is owned, managed and maintained by Britains Furnishers Ltd. There is a ramp available for access to the main area used by the Foodbank.**

Any prospective volunteer who wishes to volunteer at the warehouse that has a disability and may need adaptations is to be made aware of the limitations of volunteering in the warehouse and the limited access to the building, toilet and corridor areas. Volunteers with disabilities can volunteer at the Distribution Centres including wheelchair users.

4. HEALTH & SAFETY PROCEDURES

4.1 Introduction

These safety procedures have been compiled following Risk Assessments of likely hazards arising from the building, environment and activities carried out by the Foodbank. When new processes, activities or changes occur, additional assessments should be made and these procedures amended in a timely manner.

4.2 Lone Working

Where practical, volunteers should not be left working alone. Where this is unavoidable the following procedures should be employed:

- Another member of staff must be available on the phone and informed who is working alone, and how long they will be working alone.
- The person working alone must have a phone to hand, remain behind locked doors and not allow anyone unknown to them personally to enter the building.
- When they leave, or at the planned leaving time, contact the other member of staff.
- If there is any risk of danger, phone the police and then advise your colleague.
- Where there are 2 people working in widely separated parts of the building, keep in regular contact.

4.3 Working with Vulnerable People

Every effort should be made so that vulnerable people are not placed at risk or pose a risk to others. Supported volunteers must never be left to work alone, but properly supervised at all times. Wherever possible, vulnerable volunteers are not to be left alone with one other person for protracted periods of time.

4.4 New and Expectant Mothers

The Foodbank is to comply with current regulations in respect of new or expectant mothers, providing maternity leave, conditions of work, and work procedures that are both reasonable and practical for the health and safety of mother and child. In particular:

- An individual risk assessment is to be carried out and procedures or work patterns or hours reasonably adjusted to provide for safe working.
- Lifting food boxes or other heavy items by new or expectant mothers is prohibited.

4.5 Children and Young People under 18

Children and young people may only volunteer for specific activities in support of the Foodbank appropriate to their age and experience whilst supervised in conjunction with a specific youth group that has their own registered DBS Check and their own current public liability insurance. A record is to be kept of their attendance and activity, who is supervising them, and whether appropriate training was carried out. A child should never be left alone with an adult without the prior, written specific agreement of a parent/guardian. The Foodbank will have Employers Liability insurance to cover such events.

The types of acceptable volunteering are:

- Simple administrative tasks including mails shots etc.
- Helping parents at supermarket collection days, sorting food into boxes and handing out leaflets.
- Food sorting, packing emergency food boxes or other tasks appropriate for young people volunteering for social work with the Duke of Edinburgh Award Scheme, Scout or Guide Movements, on work experience or part of another recognised school/social group.

4.6 Waste disposal

All waste is to be disposed of in appropriate containers (cardboard, paper, cloth, food and rubbish). Cardboard, paper, and general rubbish is to be bagged and disposed of weekly through the council services. Clothes should be bagged, separately stored where they cannot become a rodent or other safety hazard and disposed of weekly or monthly.

4.7 Smoking

The Foodbank operates a No Smoking Policy throughout the premises. Proper receptacles for the disposal of cigarettes are to be placed outside the outside doors and regularly emptied.

4.8 Alcohol or Substance Abuse

4.8.1 Alcohol, drugs and certain other substances (including medication) may have a detrimental effect on an individual's health and safety at work and may place other volunteers at risk. Volunteers must NOT consume such substances whilst at work or beforehand if the effects may have a detrimental effect on them at work. If you have been prescribed medication which has a detrimental effect on you, you must discuss this with your Line Manager and recorded on induction sheet, so a decision can be made whether you may attend work, and what work you can safely carry out.

4.8.2 National organisations which can help are:

- Alcoholics Anonymous - 0845 769 7555
- Narcotics Anonymous - 0207 730 0009

- Addaction – 0207 251 5880
- Your GP

4.9 Work-Related Stress

Although some stress at work may be unavoidable and may even have a positive effect, the Foodbank will take all reasonable measures to prevent all work-related psychiatric illness or stress. Volunteers are encouraged to be open about issues relating to stress so that the Foodbank can take steps to reduce the risk of stress-related illness, by, for example, adjusting working conditions or workload.

4.10 Violence, Harassment and Bullying

4.10.1 All reasonable security precautions have been and will continue to be taken to prevent the risk of violence against Foodbank volunteers. The Foodbank welcomes suggestions to improve security and protection, and will implement these where reasonable and practicable.

4.10.2 The Foodbank has a Dignity at Work policy and does not accept violence, bullying or harassment of its volunteers under any circumstance and action will be taken against any volunteer responsible for such acts. Anyone subject to violence, bullying or harassment is encouraged to report this at once to the Health & Safety Officer or keyholder of the day (at the warehouse) or lead person (at a distribution centre) or who they feel comfortable to address, at the earliest opportunity. This informal discussion may resolve the issue – if it does not the person should then make a formal complaint, following the procedure in Section 2 of the Complaints Policy.

4.10.3 All complaints will be taken seriously and the Foodbank will investigate these matters fully, promptly and objectively, and action, including immediate dismissal, shall be taken against offending volunteers if merited. As far as is reasonably practical, the nature of complaint and identities of those involved will be kept confidential.

4.11 Equipment

4.11.1 The Foodbank will provide all equipment necessary for volunteers to carry out the tasks given to them. No private equipment may be brought in and used without the express permission of the Health & Safety Officer, who will then ensure the equipment is safe to use and people are trained properly in its use.

4.11.2 All equipment held by the Foodbank will be registered, maintained in a safe condition and in good repair. Where applicable, equipment is to be regularly checked for safety in accordance with current regulations, and records kept.

4.11.3 Volunteers are not to use equipment they have not been trained to use. Equipment is to be used only for its due purpose, and used correctly. Careless or incorrect use can result in personal injury and/or damage to the equipment.

4.11.4 Volunteers are required to report any defects in the equipment, safety device or protective equipment they are issued with and not to use any defective equipment.

4.12 Manual handling and lifting

Much of the work at the foodbank involves lifting and manual handling. Simple rules have been put in place to prevent back injuries through lifting and manual handling as follows:

All volunteers must:

- Be given lifting instruction during the induction process in accordance with the health and safety guide “Getting to Grips with Manual Handling”.
- Tell Line Management if they have a history of back problems or other injuries which may affect their ability to carry out lifting tasks.
- Not lift heavy items (in accordance with the lifting guide displayed or above 20kg) without using provided lifting equipment or sharing the load. Volunteers should be encouraged to lift heavy items in pairs.
- Not lift food boxes or other heavy items onto high shelves above waist height.
- Use the lifting equipment provided (trolleys, pallet lift, etc) in a safe manner.
- Not over-reach or twist even when lifting light items.
- Be shown the manual handling posters which are to be prominently displayed and used during the briefing/induction process.
- Take particular care when loading or unloading cars to ensure additional strain is not caused when lifting items from the car floor.

4.13 Working at Height

Loading or removing food from store shelving is the only activity routinely involving working at height. The following procedures apply to all volunteers working in the Foodbank:

- Only the ‘elephant’s foot’ step must be used to load or remove food boxes from shelves. The step must be checked before use.
- Boxes are to be limited to one layer of tins or a maximum estimated weight of 15kg. Heavier weights should be lifted by two people.
- Industrial shelving used for the storage of food must be securely fixed by an approved contractor and marked and loaded with the safe working load.

- All volunteers must be trained and made aware of these procedures during induction.

4.14 Use of Vehicles

St Neots Foodbank does not have its own vehicle. Volunteers using their own car must provide written details of current driving licence and insurance details, all documents to be kept by Foodbank

4.15 Electrical Safety

- 4.15.1 Anyone using electricity or electrical equipment must be aware of the danger of electrocution, shock, burns, fire and explosion. All precautions must be taken to reduce such risks. The Foodbank has devised, as is reasonable, safe systems for working with electrical equipment.
- 4.15.2 Fixed electrical systems are to be regularly checked, and then only by appropriately qualified and insured contractors appointed by the Foodbank permanent staff. No Foodbank volunteers are permitted to interfere with or attempt to maintain or repair fixed electrical systems.
- 4.15.3 Volunteers are to report any fault or defect in fixed or portable electrical equipment to the Health & Safety Officer, who should then isolate the equipment until it is repaired. Volunteers must not replace fuses as the cause of failure may not have been identified.
- 4.15.4 All portable or moveable electrical equipment is to be registered and checked for electrical safety annually. Records are to be kept showing serial numbers, location and date of last check, and equipment should be labelled accordingly. Out of date equipment should not be used.
- 4.15.5 Electrical overload should be avoided: in principle only one item should be connected to one plug or extension cable. Multiple extensions should not be used if the possible combined power requirement exceeds 3kw. In addition, care must be taken in using extension cables to avoid a tripping hazard, and ensure they are properly routed away from heat sources or sharp edges.
- 4.15.6 Volunteers can contribute to safe working by:
- Using equipment only as described in the manufacturers instructions and with due regard to the safety of themselves and others. Seek training when appropriate.
 - Never use electrical equipment with wet hands and keep liquids (especially hot beverages) clear of electrical equipment.
 - Reporting faults promptly to the Health & Safety Officer.
 - Looking out for faults or potential risks as follows:
 - Damage to insulation on cables

- Damage to plug
- Exposed wires or loose connections
- Overheating
- Overloaded plugs or extension cables.

4.16 Electricity-Related Injury

In the event of a person suffering an electric shock it is important to:

- Turn off the power and (if possible) isolate the supply. Do not touch the person until this is done. Where this is not feasible use a non-conducting object such a wooden broom handle to remove the live cable/item from the person.
- Call a First Aid Qualified person to take charge in the case of injury.
- Seek medical help if the victim is unconscious.
- Cool minor burns with water and cover with a clean dry cloth or dressing.
- Report the incident to the Health & Safety Officer.

4.17 COSHH

Some substances in use at the Foodbank may cause injury or damage to health if spilt or used inappropriately. In principle:

- All substances hazardous to health must be stored securely and made only available for use by those who use them for the task for which they were obtained.
- Personnel using these substances must be made aware of the correct use of the substances, risk they present, and the immediate treatment if inadvertently put at risk due to spillage or inappropriate use.
- Incidents involving COSHH substance must be reported to the Health & Safety Officer.

4.18 Emergency Food

Food collected by the Foodbank is for the provision of emergency food for people in crisis or for other charities providing cooked food to those in need. It is vital that the food collected, stored and distributed is in a condition fit for consumption by the public. To this end:

- Each item of food collected is to be checked to ensure it is undamaged and within its consume by date prior to storage, and procedures put in place to ensure that damaged or out-of-date food is not given to a client.

- Food must be stored in a temperate, dry and rodent free environment, approved by the District Council Environmental Health Officer.
- The warehouse is to be kept clean and tidy.
- Staff must be given clear instruction as to the level of hygiene required for handling the range of food products donated.

4.19 Rodent Control

The following procedures are put in place to prevent rodents becoming a health hazard:

- The Foodbank warehouse must be rodent secure as far as is practicable and reasonable. Doors, windows, and walls to the outside must be free from holes or gaps which would allow access to rodents.
- Food must be stored off the floor.
- Food packaging must be unbroken and where spillage occurs it must be cleared up quickly and not left to attract rodents.
- Rodent traps should be placed in the warehouse and distribution centres in suitable locations and checked monthly.

4.20 Management and Handling of Cash

The visibility and accessibility of cash poses a risk of possibly violent theft, so the following steps are to be taken to minimise this risk:

- Volunteers should not resist theft if there is a risk of violence.
- Cash should be kept in a lockable box or till, and removed to the safe overnight prior to banking.
- Only small floats should be kept in till or cash boxes.
- Cash to bank runs should be done by 2 people if the amount exceeds £100.00 in cash.

4.21 Pandemic arrangements

In the event of a pandemic situation, with imposed legal restrictions on social interaction, for example Covid-19, the foodbank will operate differently by following a specific set of pandemic protocols and risk assessments.

5. FIRE PRECAUTIONS AND PROCEDURES

5.1 Fire Precautions

- 5.1.1 All volunteers and visitors to the building are required to familiarise themselves with the position of fire alarms, telephones, escape routes and fire fighting equipment nearest to them.
- 5.1.2 All visitors are to be escorted whilst in the building and be booked in and out at reception so that a record is available should evacuation be necessary.
- 5.1.3 Fire alarms, detectors and extinguishers are to be checked regularly to ensure they are in good working order and records retained.
- 5.1.4 Emergency routes and exits are to be well signed, illuminated where necessary, and exit routes kept clear at all times.
- 5.1.5 Volunteers are to be given familiarisation training in the use of fire extinguishers annually.
- 5.1.6 The fire evacuation plans for the warehouse and each distribution centre will be exercised at least once every calendar year, reviewed by the Health & Safety Officer and a brief report written. All volunteers must comply with fire evacuation procedures on hearing the fire alarm and a failure to do so will result in action.

5.2 In the Event of a Fire

- 5.2.1 Any person discovering a fire is to raise the alarm by shouting “fire, fire, fire”, activate the nearest alarm, and call for the Fire Brigade by dialling 999.
- 5.2.2 Fires should only be tackled if it is safe to do so: there is a clear escape route, fire extinguishers of the appropriate type are available, and you are confident in the use of the extinguisher.
- 5.2.3 All volunteers should ensure all others in their area are alerted to the fire and should evacuate the building by the shortest possible route, only closing doors or windows if time permits, and assemble at the designated assembly point. Volunteers and visitors should not delay to collect personal belongings.
- 5.2.4 On evacuation the keyholder for the day (at the warehouse) or the lead person for the day (at a distribution centre) should take the record of volunteers and visitors in the building to the assembly point and call the roll to establish whether everyone is safely out of the building. If not, they should inform the fire brigade that there are people left in the building, and their identity.
- 5.2.5 All people evacuated are to remain at the assembly point displayed on notices until released by the Health & Safety Officer or fire brigade.
- 5.2.6 Every event of fire should be reported to the Health & Safety Officer who is to report this in writing to HSE as required by law. The Health & Safety Officer will

also investigate the circumstances of the fire and determine whether further training or procedures can be put in place to reduce the risk of a similar incident occurring again.

5.3 Fire Extinguishers

All modern fire extinguishers are red but they are labelled to show what type they are and what type of fire to use them on. The correct type of fire extinguisher only should be used to deal with a fire as follows:

Type	Type of fire
Water	Carbonaceous materials (wood, paper, fabrics etc)
Foam	Carbonaceous material or flammable liquids (as above plus petrol, oil, solvents)
Carbon Dioxide	Electrical fires, flammable liquids, & gasses
Dry Powder	All types of fire

6. BOMB ALERT OR TERRORIST ALERT

The risk of a terrorist attack is small but the following guidance is given to reduce the risk of panic or injury:

- If anyone should receive a terrorist threat over the phone they should try to establish the nature of the threat, where, and when. Try and establish the gender, age, accent (including intoxication), background noise (e.g. pub/traffic) of the caller.
- Dial 999 and report the threat to the police.
- DO NOT PANIC but raise the alarm through the lead volunteer for the day.
- Only evacuate the building if the threat is specific to the building. If so evacuate calmly to the assembly point and await further instructions.

7. EMERGENCY FIRST AID

- 7.1 It is the responsibility of the Health & Safety Officer to maintain an adequately stocked first aid box. At the warehouse these are located in Room 2 in the kitchen area. All personnel in both the warehouse and distribution centres are to familiarise themselves as to the location of first aid boxes and the list of First Aid qualified personnel.
- 7.2 Mears Office above the Foodbank Warehouse has a qualified registered first aider on the premises which the Foodbank can call upon if required.
- 7.3 In the event of an incident at any foodbank premises requiring first aid the person first on the scene should:
- Call for help.
 - Assist the first aid qualified person as required.
 - Call for an ambulance as necessary
 - Report to the Health & Safety Officer / keyholder of the day
 - If the accident happens at a distribution centre the lead person for the day should contact the Health & Safety Officer / keyholder of the day at the warehouse
- 7.4 The first person providing first aid should:
- Carry out first aid until help arrives.
 - Advise ambulance staff what happened and what treatment was given.
- 7.4.1 The Health & Safety Officer or keyholder of the day should record the incident in the Accident Book at the warehouse or distribution centre on the day that it happens.

8. REPORTING OF ACCIDENTS, NEAR MISSES OR SERIOUS INCIDENTS

- 8.1 All accidents or near misses at the warehouse and distribution centres are to be reported to the Health & Safety officer for investigation as they are required by law to report accident or ill health at work. In general every incident which results in, or could have resulted in the death, serious injury or injury over 3 days (including that caused by violence) must be reported to the HSE within 10 days.
- 8.2 All accidents resulting in injury and dangerous practices resulting in a near miss should be entered in the Accident Book in the staff room at the warehouse or distribution centre and reported in accordance with RIDDOR, by the Health & Safety Officer, who will make a report to the Trustees if appropriate.

9. REVIEW

This policy and its implementation will be reviewed at least annually and whenever there are any legislative changes or amendments to guidance issued by relevant statutory bodies.

Signed Date

Name: David Gill

Position: Trustee responsible for Health and Safety

Signed Date

Name: Peter Dunn

Position: Health and Safety Officer, St Neots Foodbank