

Volunteer Brief

The Tesco Food Collection 19th, 20th and 21st November 2020

Thank you for signing up to volunteer with FareShare and being part of the UK's largest food collection. You are joining a fantastic team of volunteers who make a big difference to the 8.4 million people currently living in food poverty in the UK.

This brief will tell you everything you need to know about being a #foodhero this Christmas at the 13th Tesco Food Collection.



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1. About FareShare

FareShare is the UK's largest food redistribution charity, helping to support organisations such as kids' breakfast clubs, community centres, homeless hostels and refuges. At FareShare we provide food to more than 11,000 charities supporting people and families in need. Whilst we receive a steady supply of fresh food from the food industry, we still need longer-life items such as rice, tea and tinned goods. Demand for food has skyrocketed as a result of the pandemic so donations are needed now more than ever.



“Food has been a real catalyst for change among the community here this summer – not just providing new food experiences for many kids, but also connecting and engaging children and families.”

Katie Hanchard-Goodwin, Manager of Bristol Playbus

2. How the Tesco Food Collection works

You will be directing the attention of customers to the FareShare shopping list as they enter the shop. The shopping list helps customers know what types of food to buy and donate to FareShare and it's based on what our network of charities have asked for. The shopping list is in priority order showing the food our network requires most.

Shopping list

- Tinned fish
- Tinned meat and pies
- Cooking sauces Tinned tomatoes and vegetables
- Tinned pulses (chick peas, lentils, beans)
- Rice, pasta, noodles
- Tinned soup
- Tea bags and instant coffee
- Tinned fruit and puddings (rice pudding, custard etc.)
- Preserves (nut butter, marmite, jam, honey)

Customers will then be able to add an item or two to their usual shop and, after they have paid, they will need to bring the donation to the collection point. This is usually a special trolley near the store exit.

As the collection point fills up with wonderful donations, Tesco colleagues will store the food for collection in the back of the shop. Donations should be contact free so please ensure customers put their donations into the relevant trolley or on the table and do not hand over to you directly. Once the stock builds up, please ask Tesco staff to transfer it to the back of store.

Tesco will ensure that, after the three-day food collection, all donated items are delivered to the nearest FareShare Regional Centre. Tesco will also provide a 20% financial top-up to customer donations to provide further support to FareShare.

Food Collection Recipe

Registered charity number: 1100051



Take fresh tomatoes
& Mince Beef

+

Rice & Tinned
Red Kidney Beans

=

Yummy
balanced
dinner!



We take fresh surplus food from the food industry...

... add cupboard essentials donated at the Tesco Food Collection...

... redistribute it through our 22 Regional Centres to over 10,943 charities...

... who combine them altogether to make healthy meals!

Step 1

Step 2

Step 3

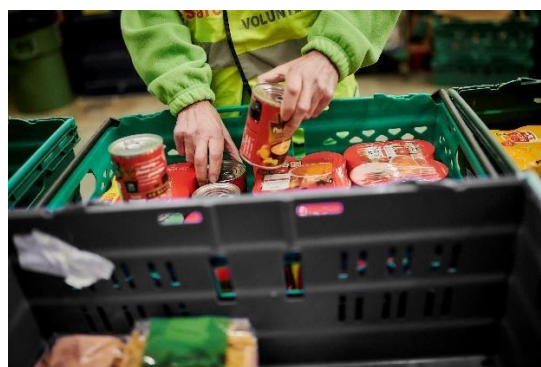
Step 4

In an average 3-hour volunteer shift, you could collect enough food for 600 meals!

3. Where is the food going?

The food you collect will be transported to the nearest FareShare Regional Centre. From there, FareShare delivers the food to frontline charities and community groups that support vulnerable people - during the Covid-19 pandemic most charities FareShare works with have adapted their models to the new situation and are delivering much-needed food parcels to families and individuals at risk of hunger.

Last year, FareShare UK redistributed more than 24,074 tonnes of food to over 11,000 charities and community groups, enough to provide 57.3 million meals for people in need.



“FareShare has made it possible for Peckham Pantry to happen - they are our sole food provider. For the members of our community the pantry has made an impact bigger than any other.”

“Being able to provide nutritious fruit and veg, so that families are able to have a more balanced diet and make healthier, is absolutely vital. We are making sure what we provide for families is diverse and healthy.”

Chris Price, Peckham Pantry

“We are a small organisation and couldn’t get COVID funding so the food from FareShare has ensured that we continue to operate.”

Debbie Sferrazza, Core Project

Do you want to find out more about the lives you are changing?

Please visit <https://fareshare.org.uk/fareshare-case-studies/> and read our case studies.

Or why not volunteer at your local FareShare Regional Centre

<https://fareshare.org.uk/volunteer/> where you’ll see first-hand how the food you are collecting will make a huge difference to those in need.

4. How to be a #foodhero

On the day

Don't forget your mask! Arrive a few minutes before your shift starts and make your way to the volunteer station to take over from the previous volunteer(s). If there is no one there, introduce yourself at the Customer Service Desk and tell them you are here to volunteer for the Food Collection. If you can't find the Customer Service Desk or your store doesn't have one, just ask a Tesco colleague for the Duty Manager.

On arrival check:

- Whether anything you may need to touch at the volunteer station has been thoroughly wiped down with antibacterial spray
- The location of hand sanitiser and use it when you start and end your shift and during your shift if you touch your face or mask.
- The location of the toilet facilities
- Where you can store your personal belongings.
NB: There may not be safe storage facilities, so only bring essential items with you. It is advisable that you wear your handbag or only bring items you can keep in your pockets. Tesco & FareShare can't accept responsibility for lost items.
- Let the store know if you will require a chair or have any specific requirements whilst volunteering.
- Where the shopping list (containing items we would like people to donate) is displayed so that you can point it out to customers during your shift. It might also be a good idea to go and familiarise yourself with the other signs around the store, such as those stuck on the shelves by the requested items, so you can tell customers what to look out for.
- If you spot the collection point getting quite full - well done you! Ask a Tesco colleague if they can take the stock to the storage area so there is room for more donations.

Don't worry if you are running late, want to take a break or need to leave a little early. Any time you can give is hugely appreciated!

Staying safe

Before volunteering at the Tesco Food Collection, we must remind you that:

- Anyone who is at increased risk of severe illness from Coronavirus (Covid-19) is strongly advised not to volunteer
- Anyone identified as extremely vulnerable who has been advised by their health authority to previously follow the guidance on shielding and protecting extremely vulnerable people, are strongly advised not to volunteer.
- Anyone living with a person who is at increased risk of severe illness, or an extremely vulnerable person who is shielding from Coronavirus (Covid-19), should stringently follow the guidance on social distancing and minimise contact outside the home and therefore should be strongly advised not to volunteer.

If possible, travel to the store alone or with a member of their household on foot or using your own transport. Use public transport only if necessary.

The health and safety of FareShare's volunteers is our number one priority, so to ensure you don't put yourself at risk please follow the below guidance during your volunteering shift:

- Wear a face mask at all times - bring your own mask along with you as you will need to wear this as soon as you enter the store.
- Follow social distancing rules by staying two metres apart (or one metre with extra precautions in place, such as a face mask) from all customers, Tesco colleagues and other volunteers if they are not from the same household as you.
- Hand sanitiser will be provided in store but you can also bring your own along with you - use this at the beginning and end of your shift, and during your shift after touching your face or face mask.
- If you or anyone in your household has tested positive for coronavirus or has any symptoms of coronavirus, please get in touch with us to cancel your shift(s) as you must self-isolate for at least 10 days.
- If you live in an area that has additional local restrictions in place, please [check government guidance](#) before your shift as you may not be able to volunteer. If you can't volunteer, please let us know
- If you develop symptoms of the coronavirus whilst on your shift please inform a Tesco staff member and leave the store immediately.

Top tips

- As customers enter the shop, welcome them, engage them in conversation by explaining why you are collecting food today and point out the FareShare shopping list of items we would like people to donate. Explain how they can donate an item and where to drop it off after paying.
- This year no tabards will be provided due to Covid-19 precautions. We recommend wearing a bright festive jumper or coat (or perhaps even a santa hat!) to gain people's attention.
- Some customers may be busy or less interested in donating. This is completely fine and perfectly normal. Focus on the next customer.
- If a customer is interested in finding out more about FareShare, point out our contact details and website which can be found on the strut card/sign.
- Here's some suggested conversation starters for you:

“We're collecting food for people in need, could you donate an item?”

“Help to feed someone in need by donating an item in-store today.”

“Would you be able to buy an extra item of food and donate it to charity?”

“Are you worried about people going hungry this Christmas?”

Make the most of your shift by having fun!

Most importantly we want you to have fun while volunteering. It's Christmas so why not don a pair of antlers or a santa hat or dress up in your favourite Christmas outfit.

Make sure you snap a picture and send it to FareShare (tescofoodcollection@fareshare.org.uk). You can share your pics on social media using the hashtag **#everycanhelps**



“Although the store was not busy, the giving from the hearts of the customers really moved me. A guy came for a pint of milk and donated a whole bag full of food. Amazing!”



“It was rewarding to collect so much food in the three hours I was there and the time flew by.”

5. #foodhero checklist

- I've saved my shift time, date and store address in my diary
- I've read my Tesco Food Collection brief (this document) cover to cover
- I know who FareShare is, why the Tesco Food Collection is important and where the food is going.
- I've got my Christmas jumper/coat, my mask and my comfy shoes ready for my shift.
- I've taken note of the contact details below - just in case!

Contact details:

tescofoodcollection@fareshare.org.uk | 0800-711-7073

If anything happens during the collection you can get hold of a member of the FareShare team on the details above.

6. Spreading the word

You can help us to recruit more #foodheroes by sharing our social media posts or following us on Twitter and Facebook.

Here are some ideas for sharing content about the Tesco Food Collection:

- Be a Virtual Volunteer as well! Use the pack you were sent in this email for ideas on how to support online across social media as well as going into store
- Share the Virtual Volunteer pack with your friends and family and ask them to do the same
- Print the poster and put it in your local library, community centre, community group or a supportive organisation
- Share it with friends and family and ask them to sign up for a shift if they can

7. Frequently Asked Questions

Although this will be the 13th Food Collection and we aim to be as prepared as possible, sometimes things don't always go to plan. If anything does go awry, it's important to try not to let it dampen your enthusiasm. Here's a few 'what if' scenarios:

What if...

...I can no longer volunteer due to coronavirus/local lockdown restrictions?

Your health and safety is our number one priority so if you can no longer complete your volunteer shift, please call the FareShare helpline on **0800-711-7073**.

... my store wasn't expecting me?

Each store should have been told when to expect volunteers, but don't worry if the store colleagues weren't expecting you. Just explain that you are there as a FareShare volunteer for the Food Collection. If you need to, ring the FareShare helpline on **0800-711-7073**.

... there aren't any other volunteers?

Due to the coronavirus pandemic, there will be a maximum of two volunteers in large stores at any one time and only one volunteer in the small Metro stores. This is to keep you as safe as possible and help ensure social distancing can be maintained. Whilst we understand it is more fun volunteering with others, we hope you understand why we have had to limit numbers and please recognise the huge difference you will be making. You could always try and encourage a family member or a friend to sign up to the same shift and have double the impact!

... customers ask me a question I can't answer?

If you don't know the answer to a customer's question or you don't feel entirely confident answering, you can always direct the customer to our website: www.fareshare.org.uk where there is plenty of information. They can also e-mail: tescofoodcollection@fareshare.org.uk.

... an accident happens?

If an accident or emergency happens, please inform the Tesco Duty Manager. This includes if any customers are being difficult with you. Please also let us know if anything like this happens by emailing us on tescofoodcollection@fareshare.org.uk or calling us on the helpline number: **0800-711-7073**. This activity has been risk-assessed for volunteers.

... someone gives me food which is not on the list?

Some customers will want to donate mince pies or other Christmas treats, so in these instances, kindly explain that these items are likely to be damaged in transit to our warehouses, however it would be greatly appreciated if they would swap them for an item in a tin or packet. You can, if you prefer, address this with a member of colleagues at the end of your shift, they will support you to switch non-shopping list items for the same value of food stuff we require.

... I can't find my tabard?

This year no tabards will be provided due to Covid-19 precautions. We recommend wearing a bright festive jumper or coat (or perhaps even a santa hat!) to gain people's attention.

Some wider information about FareShare

How can a charity or an individual access the food that is donated to FareShare?

Charities or community groups can find out more about how to access both long-life and fresh food from FareShare by visiting this page on our website: www.fareshare.org.uk/getting-food. Groups can save an average of £7,900 off their food bill per year by signing up to FareShare. At FareShare, we work with charities and community groups rather than providing food for

individuals. If someone asks about how individuals can access food, we recommend our partners at the Trussell Trust who run a national network of foodbanks:

www.trusselltrust.org/gethelp/.

Does Tesco give fresh food to FareShare? What about food waste?

Tesco currently donates surplus food (that's anything which might be wasted rather than sold) from their distribution centres to FareShare. At store-level, Tesco runs the Community Food Connection programme in partnership with FareShare Go, which allows unsold food to be offered to local charities and community groups.

More ways to get involved with FareShare?

There are many more ways to help fight hunger and tackle food waste. We're always looking for volunteers at our Regional Centres or if you want to fundraise, for every £1 we can provide food for four meals! Find out more by visiting our website or by following us on social media.

Website www.fareshare.org.uk |

Twitter [@FareShareUK](https://twitter.com/FareShareUK) | Facebook [UK FareShare](https://www.facebook.com/UKFareShare) | Instagram [FareShare UK](https://www.instagram.com/FareShareUK)

Thank you and we hope you enjoy being a #foodhero at the UK's largest food collection! From all of us at FareShare.