

Volunteer Briefing Pack

The Food Collection

30th Nov, 1st & 2nd December 2017



Food Drive Volunteer Briefing Pack

Thank you for signing up to volunteer with FareShare at the Food Collection, the UK's largest food drive. You're now part of a fantastic team volunteering to make a big difference to the 8.4 million people currently living in food poverty in the UK. Here is a guide for all you need to know about being a brilliant food drive volunteer.



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1. About FareShare & the Food Collection

FareShare is the UK's largest food redistribution charity, helping to support organisations such as kid's breakfast clubs, community centres, homeless hostels and refuges. At FareShare we help over 6,700 charities make delicious and nutritious meals by saving food from going to waste. 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. This Christmas we will host the 10th Food Collection with Tesco, where shoppers can donate long-life items to charity.



“Some people are in dire circumstances and are incredibly grateful that they have a hot meal and someone to talk to, because it’s not just about the food. Put a person to that can of vegetables or bag of rice donated at the Food Collection, know that it’s being cooked with love and eaten with gratitude.” Lola, Manager of a community centre that receives donations from the Food Collection.

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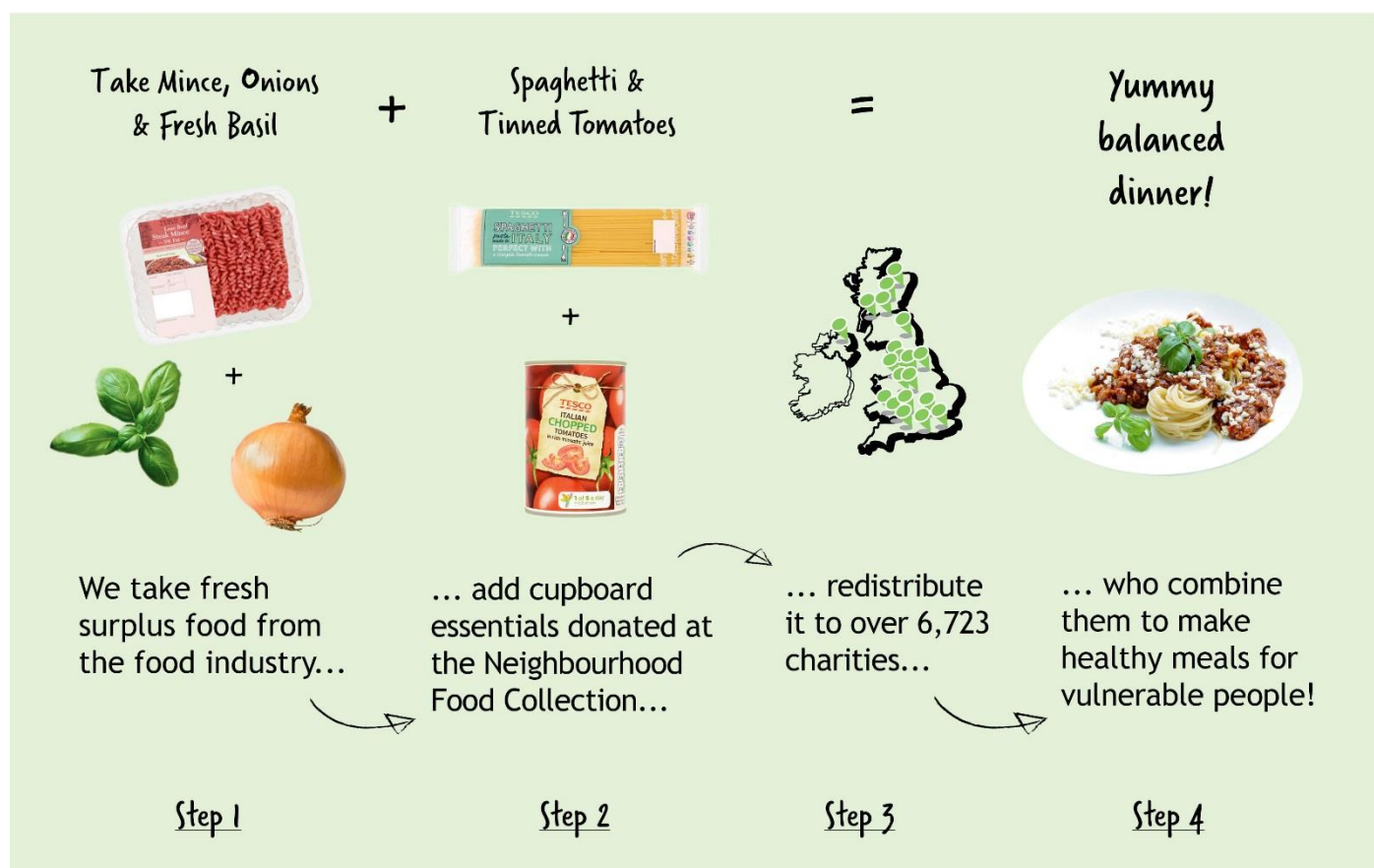
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2. Everything you need to know about volunteering

How the food drive works?

- You will be handing out the FareShare 'shopping list' to customers as they enter the shop. The shopping list guides customers as to what to buy and donate to FareShare and is based on what our network of charities have asked for.
- Customers will 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 trolley near the store exit.
- As the collection point fills up with wonderful donations, Tesco staff will pack the food into boxes and store it in the back area of the shop.
- Tesco will ensure that after the 3-day food drive, the food is delivered to the nearest FareShare Regional Centre. Tesco will also top-up customers' donations by 20% so they don't profit from this food drive.
- From the FareShare Regional Centre, the food will then be distributed out, alongside fresh food, to many charities and community groups who help to provide meals for vulnerable people.
- In an average 3-hour volunteer shift, you could collect enough for 600 meals!



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On the day

- Arrive just before your shift starts and introduce yourself at the Customer Service Desk. If you can't find the Customer Service Desk or your store doesn't have one, just ask a Tesco employee for the Duty Manager. You may be asked to sign into the visitor's book.
- Ask a Tesco employee to show you where the facilities are and whether there is somewhere to store your belongings. There may be no locked storage facilities, so only bring essential items with you. Tesco & FareShare can't accept responsibility for lost items.
- If you need a chair for the volunteering or some water, just ask a Tesco employee. Volunteering should be fun and comfortable for everyone!
- The Tesco employees should provide you with a snazzy green Food Collection tabard - like an apron - to wear over your clothes. It is big enough to wear over a coat - which you might need if you are stood right by the door! Please leave your tabard for the next volunteers at the end of your shift.
- You should also be given plenty of copies of the FareShare Shopping List for you to hand out to customers.
- If you spot the collection point getting quite full - well done you! Let a Tesco employee know and they should take the stock to the back area so there is room for more donations. Please do not attempt to lift any boxes that look too heavy and please don't push any of the stock cages. Always ask a Tesco employee who has had training.

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!

Top tips

- As customers enter the store, welcome them with a smile and offer them a FareShare shopping list. Explain how they can donate an item and where to drop it off after paying.
- 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, show them our contact details and website which can be found on the back of the shopping list.
- 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?"

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



“As it was happening locally, it was an easily accessible way to do something that makes a difference & gives something to the community”

“When someone left an ENTIRE trolley load of food next to me and said “There you go!” I very nearly burst into tears.”



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3. Volunteers Checklist

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

Contact details

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

fooddrive@fareshare.org.uk | 0203 893 0344

4. Where is the food going?

At FareShare we work to provide food to frontline charities and community groups that support vulnerable people - including homeless shelters, children's breakfast clubs, older people's lunch clubs and domestic violence refuges. These organisations transform this food into nutritious meals, which they provide alongside life-changing support.

Last year, FareShare UK redistributed more than 13,000 tonnes of food to over 6,700 charities and community groups, enough to provide 28.6 million meals for people in need.

The food you collect will be transported to the nearest FareShare Regional Centre. From there it will be delivered out to thousands of local charities throughout the year. Without your help collecting these items, many charities and vulnerable people would have to go without.



For more information and to read about the lives you are changing please visit:

www.fareshare.org.uk/stories-behind-meals

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5. Frequently Asked Questions

Although this will be the 10th 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...

... my store doesn't have tabards or shopping lists?

These items should have been delivered into store the week before the collection. Ask the Tesco Duty Manager to have a double-check in the back area to find them and if there's still no sign of them, please get in touch with FareShare on the helpline.

... my store wasn't expecting me?

Each store should have been told when to expect volunteers, but don't worry if the store employees 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.

... there aren't any other volunteers?

As this is such a big food drive, it's not always possible to recruit volunteers for each store and each shift. Which is why you mean so much to us! If you really don't fancy volunteering by yourself, you can always recruit a friend to sign up with you - the more the merrier.



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... customers give me money instead of food?

Some customers may wish to donate money instead of choosing an item to buy. You can accept this donation in one of the collection buckets and can use it to buy an item from the shopping list to add to the collection point.

... 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 : fooddrive@fareshare.org.uk These details will all be printed on the back of the shopping list.

... an accident happens?

If any 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 e-mailing us on fooddrive@fareshare.org.uk or calling us on the helpline. This activity has been risk-assed for volunteers.

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/get-help/

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 it's distribution centres to FareShare. At store-level, Tesco runs the Community Food Connection programme in partnership with FareShare, which allows unsold food to be offered to local charities.

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 4 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)

Thank you and we hope you enjoy the collection!

From all of us at FareShare.