

Volunteer Brief

Tesco Food Collection 2025



Thank you for signing up to volunteer at the Tesco Food Collection. We appreciate your support and time.

The Tesco Food Collection is an annual event where customers donate long-life food items to FareShare.

We then distribute the food to our network of charities, including children's breakfast clubs, older people's lunch groups, and grassroots organisations that tackle isolation and hardship.

What to do when volunteering

The goal during your shift is to make shoppers aware that you are collecting food donations for charity. We have provided information below about each step, and [CLICK HERE TO WATCH](#) our Video Briefing.



On arrival at Tesco stores:

- Introduce yourself to the Customer Service Desk and inform them that you are volunteering for the food collection.
- Take as few belongings as possible, because no secure storage will be available. If you do bring things along, try keep them on you.

During your volunteer shift

- As shoppers enter the store, say hello and explain you are collecting food donations for a local charity.
- You can direct their attention to the leaflets provided, which includes a shopping list of what items we are most in need of, and what we do at FareShare.
- After paying for the item, the shopper will bring their donation to you. Please store donations in a trolley, and thank shoppers for their generosity.
- You will be provided a tabard to wear that identifies you as a food collection volunteer.
- When the collection trolley fills up with donations, please ask a Tesco colleague to transfer the donations to the back of the store. The donations will be picked up by the local charity.



After your volunteer shift

- Thank you! Please leave your tabard at the food collection point for the next volunteer.

Frequently Asked Questions

[Click here to watch our video briefing.](#)

What if...

I can no longer volunteer?

You can cancel your shift by emailing foodcollection@fareshare.org.uk

My store wasn't expecting me?

Tesco is a very large corporation with several hundred stores participating in this food collection. You may find the store you are volunteering at is not fully prepared for your arrival or expecting volunteers. Rest assured that the food collection is taking place at the store you registered to volunteer at. If you have any problems, please ask for the Duty Manager who will be aware. If they are not, please show them this information document and task them to check for branded materials which Tesco Head Office will have sent to their store, and to help set up the collection point. If this does not resolve it, please call our helpline **0808-168-6922** to speak to the FareShare Volunteering Team, who will contact Tesco.

There aren't any other volunteers?

You may be the only volunteer for your shift. Feel free to invite a friend, family member, or colleague to join you!

Shoppers ask me questions I can't answer?

Direct them to www.fareshare.org.uk or email: foodcollection@fareshare.org.uk

I encounter a difficult shopper?

Remove yourself safely and inform the Tesco Duty Manager. Also notify FareShare via email or call: **0808-168-6922**

Someone gives me food which is not on the list?

If the item is perishable or easily damaged, ask the customer to swap it for a listed item. Alternatively, take it to the Customer Service desk for assistance in switching it.

Where do I park my car?

If parking in the Tesco car park, ask to sign in on the staff carpark book to avoid a ticket.