

# Tesco Winter Food Collection Collection Volunteer Brief



## FareShare

fighting hunger,  
tackling food waste

## Thank you for volunteering at the Tesco Food Collection!

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### About FareShare

FareShare is the UK's largest food redistribution charity, helping to support organisations such as children's breakfast clubs, community centres, homeless hostels and refuges. At FareShare we provide food to more than 10,500 charities supporting people and families in need. We receive a steady supply of fresh food from the food industry, but 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.

This year, Tesco is holding the annual Food Collection from 18-20 November in all large stores, and 15-20 November in all Express stores.



*“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

## How the Tesco Food Collection works

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

### Shopping list

- Tinned meat
- Tinned fish (tuna)
- Baked beans
- Tinned pasta
- Tinned fruit and veg
- Pasta/rice/lentils
- Cooking sauces
- Cereal/snack bars
- Breakfast cereals and UHT milk
- Fruit juice (long life)

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 the 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.

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

## 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 **55,045,865 tonnes of food** to over **10,500 charities and community groups**, enough to provide the equivalent of **131.9 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**

## Find out more about the lives you are changing

You can read case studies from the charities we support on our website:

<https://fareshare.org.uk/fareshare-case-studies/>

You can also volunteer at your local FareShare Regional Centre, where you’ll see first-hand how the food you are collecting will make a huge difference to those in need:

<https://fareshare.org.uk/volunteer/>

## How to be a #foodhero

### On the day

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 volunteering 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:

- While face masks are no longer a legal requirement, it is recommended that you still wear one in store.
- If you have driven to the store please ensure you let the staff know at the customer service desk to avoid getting a ticket.
- Check whether anything you may need to touch at the volunteer station has been thoroughly wiped down with antibacterial spray.
- Find the location of hand sanitiser - use this when you start and end your shift and during your shift if you touch your face or mask.
- Locate the toilet facilities.
- Ask where you can store your personal belongings.
  - Note - 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 and FareShare can't accept responsibility for lost items.

- Let the store know if you will require a chair or have any specific requirements during your volunteering shift.
- Find out where the shopping list is displayed so that you can point it out to customers during your shift.
- 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, is strongly advised not to volunteer.
- Anyone living with a person who is at increased risk of severe illness, or an extremely vulnerable person, is strongly advised not to volunteer.

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:

- We strongly recommended that you wear a face mask while volunteering
- 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.
- We strongly recommend you take a lateral flow test before your shift to ensure you do not have Coronavirus. If you test positive, please get in touch with us to cancel your shift(s).
- Please cancel your shift(s) if you have any Covid-19 symptoms.
- If you live with someone who has tested positive, please get in touch with us to cancel your shift(s).
- 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.

## 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.
- Encourage them to scan the QR code on the large sign - they do this by opening their camera app and hovering it over the code. This will prompt them to open a page with the shopping list on which they can use as a reminder as they move around the store.
- 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, tell them there is a link to our website on page that opens when they scan the QR code.

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?”

## Make the most of your shift by having fun!

Most importantly we want you to have fun while volunteering. Make sure you snap a picture and send it to FareShare by emailing: [tescofoodcollection@fareshare.org.uk](mailto:tescofoodcollection@fareshare.org.uk)

You can also share your pictures on social media by tagging @FareShareUK and using the #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.”*

## #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 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](mailto:tescofoodcollection@fareshare.org.uk) | 0808-168-6922

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

## 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.

## Frequently asked questions

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 **0808-168-6922**.

#### 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 **0808-168-6922**.

#### There aren't any other volunteers?

Due to the coronavirus pandemic, there will be a maximum of three volunteers in stores at any time. This is to keep you as safe as possible and help ensure social distancing can be maintained. We understand it is more fun volunteering with others, but 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 [\\_where there is plenty of information www.fareshare.org.uk](http://www.fareshare.org.uk). They can also email: [tescofoodcollection@fareshare.org.uk](mailto: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](mailto:tescofoodcollection@fareshare.org.uk) or calling us on the helpline number: **0808-168-6922**.

## Someone gives me food which is not on the list?

Some customers will want to donate sweet treats like cakes or pastries, 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 staff at the end of your shift and they will support you to switch non-shopping list items for the same value of food stuff we require.

## 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](http://www.fareshare.org.uk/getting-food).

Groups can save an average of £7,900 per year on their food bill 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 as they run a national network of foodbanks: [www.trusselltrust.org/gethelp/](http://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 you could fundraise for us - 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](http://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)

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