

# Tesco Summer 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 facing food insecurity.

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 and the recent rise in living costs so donations are needed now more than ever.

Tesco is holding the Summer Food Collection from 30 June - 2 July in all large stores.

This is our tenth year of partnership with Tesco for the Food Collection and over the past decade, generous customers have donated the equivalent of 10 million meals worth of food to FareShare!



*“Summerhill Centre is able to provide a wide variety of foods in our community. Our food sharing model is only possible thanks to FareShare and the many volunteers delivering this fantastic service.”*

**AnneMarie Coulter, Summerhill Community Centre**

## 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 Fish
- Tinned Meat & Pies
- Cooking Sauces
- Tinned Tomatoes & Vegetables
- Baked Beans
- Dried & Tinned Pulses
- Rice, Pasta & Noodles
- Tinned Soup
- Tea Bags & Instant Coffee
- Tinned Fruit & Puddings
- Preserves
- Cereals
- Peanut Butter
- Cooking Oil
- UHT Milk

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.

Please note that we cannot accept non-food or perishable items, such as:

- Alcohol
- Pet food
- Cleaning materials
- Toiletries
- Fresh fruit/veg
- Chilled/frozen items

As the collection point fills up with wonderful donations, Tesco colleagues will store the food for collection in the back of the shop. Once the stock builds up, please ask Tesco staff to transfer it to the back of the store.

After the three-day food collection, all donated items will go to the nearest FareShare Regional Centre or a local charity in the FareShare network. Tesco will also provide a 20% financial top-up to provide further support to FareShare and ensure they don't profit from customer donations.

**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 picked up by a local charity or FareShare Regional Centre from the store. From there, FareShare delivers the food to frontline charities and community groups that support people facing food poverty.

Last year, FareShare UK redistributed more than **55,000 tonnes of food** to over **10,500 charities and community groups**, enough to provide the equivalent of nearly **132 million meals - or four meals every second** - for people struggling to put food on the table.

At the Winter Food Collection, Tesco customers donated the equivalent of more than 565,000 meals' worth of food to help us continue our support of people facing food insecurity.



*"We do a free two-course hot lunch for all of the children and we don't charge the families for this – we don't want the children to miss out nutritionally because their families can't afford it."*

**Stephanie Francoise Smyth, Cirencester Opportunity Group**

## Find out more about the lives you are changing

You can read case studies from the charities we support on our website [here](#).

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 people facing food insecurity. Sign up to volunteer on the [FareShare website](#).

## How to be a #foodhero

### On the day

Before your shift:

- Please take a lateral flow test, especially if you are experiencing coronavirus symptoms. If you test positive, please get in touch with us to cancel your shift(s).
- Pack a face mask and hand sanitiser.
- Wear comfortable shoes - it's likely you'll be on your feet for the entire shift.

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:

- It is recommended that you still wear a face mask in store.
  - While face masks are no longer mandatory, it is strongly recommended that you wear one while volunteering.
- If you have driven to the store, please ensure you let the staff know at the customer service desk to avoid getting a ticket.
- Find the location of hand sanitiser - this will be provided in store.
- 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.
- If you spot the collection point getting quite full - well done! 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 coronavirus is still present, and we advise that you remain cautious.

The health and safety of FareShare's volunteers is our number one priority. You can find more information about [living safely with Covid-19 here](#).

- It is recommended that you wear a face mask while volunteering as you will be encountering a lot of other people.
- Hand sanitiser will be provided in store, but you can also bring your own along with you.

## Top tips

- As customers enter the shop, welcome them, engage them in conversation by explaining why you are collecting food today and direct their attention to 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.
- 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 to look at our website, which can be easily found by entering our name into a search engine.

## Conversation starters

"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 #EveryCanHelps.



*"Once I got set up we went from a sparse single trolley to nearly two full. Great cause and happy to help out."*

*“We had an amazing day offering support and getting donations in. I’m happy to say we all walked away with a great sense of achievement.”*

## #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 do not have any Coronavirus symptoms and have taken a lateral flow test.
- 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

**Email: [tescofoodcollection@fareshare.org.uk](mailto:tescofoodcollection@fareshare.org.uk)**

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

- Encourage your friends, family and colleagues to volunteer in their local Tesco store or join you at your shift.
- If people can’t volunteer, ask them to donate an item or two during the collection.
- Share FareShare social media posts about the Food Collection to encourage people to volunteer and donate.

## Frequently asked questions

We aim to be as prepared as possible but sometimes things don’t always go to plan. If anything does go awry, it’s important to not let it dampen your enthusiasm.

### What if...

#### **I can no longer volunteer due to coronavirus?**

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?

There will be up to three volunteers in all stores across the UK, and up to four in London, Manchester, Leeds and Birmingham stores.

We understand it is more fun volunteering with others, so 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 about FareShare: [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 or fresh fruit and vegetables, 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.

## Will there be anything I can use to identify myself as a volunteer?

There will be FareShare branded items for you to wear to help you stand out as a volunteer on the day. There will also be leaflets for you to hand out to customers containing the shopping list of items that we are requesting.

## 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 redistributes 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!**