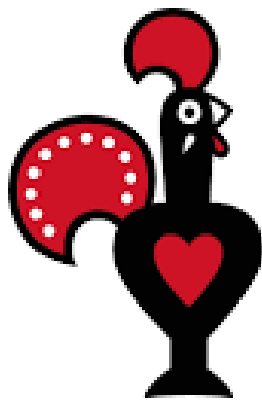


FareShare Go
**Collecting surplus
food from
Nando's**



Nando's



FareShare

fighting hunger,
tackling food waste

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Welcome to FareShare Go

Congratulations on joining the FareShare Go programme. On behalf of ourselves and our partners, we are delighted to have you on board.

We are committed to reducing food waste and supplying local organisations and charities like yours with good quality food that can be used to add value to your services.

You are joining a network of over 10,000 charities and community organisations receiving food through FareShare. In the last year we delivered the equivalent of 131.9 million meals, which is the equivalent to four meals every second.

We hope the food you receive from our retailers and restaurants is helpful to your organisation and can provide additional support to the people in your local community. If there is any further support that we can offer, please reach out to your local Community Coordinator or the FareShare Go support team.

The FareShare Go Team

Your collections with Nando's

Nando's will send you donation notifications via **Foodiverse app notification**. Nando's can donate food any day of the week but have set a preferred collection day of Thursday.

The food you receive from Nando's will be **frozen only** which means you will need to ensure the food is stored safely to maintain the chilled chain and used within 30 days.

The following food can be donated through Nando's:

- **Frozen chicken items** - All frozen chicken items that are donated have 30-day life period on them to be used or cooked. Full storage, thawing and cooking instructions are included on the donation bags.

Nando's restaurant will post their donation between 7am & 9am on your scheduled collection day, you will receive the notification via Foodiverse App

You need to click accept button within 30 minutes to confirm the donation. If you don't accept the donation, it will be offered to a Waitlist group who will be able to accept

Nando's requests that you take **all** of the food available at each collection.

The below outlines the Nando's donation process:

Please go to the front door (enter or knock), a member of the team will let you in and will gather the donation for you. Please remember to bring the donation message with you as the Nando's team may ask for confirmation of the collection.

The donation will be available for collection from Nando's until Midday

Food Safety

Food labelling

- **Use by date:** this is a mark of safety. Food after this date is not safe for human consumption unless frozen and thawed within food safety guidelines. It is illegal for restaurants to sell or donate food after its use by date, unless they have frozen the food on or before this date and re-labelled it with a new use by date.
- **Best before:** this is a mark of quality. Food after this date can be consumed at the discretion of the consumer.
- **Display until:** this is the date a product should be displayed on the shop floor until. This will often differ from the use by and best before date. Staff will use this date for stock control.

For further information and guidance on the safe use of food, please visit the [Food Standards Agency](#) website.

What food can I accept?

This will be subject to your storage and service provision, as well as collection times. You will be informed by your Community Coordinator which types of food you can collect.

Food categories

The food you receive from Nando's will be **Frozen only**.

Frozen

Frozen down food items to extend the use-by date of a product. This product has already been cooked and then frozen down. Frozen food needs to be kept to the correct temperature to ensure the chilled chain is maintained & then has specific thawing and cooking instructions so the food can be used safely.

Hints and tips for successful collections

There are a number of things that you can do to ensure the smooth running of your Nando's collections.

Do

- Introduce yourself to your restaurant before your first collection. Let them know why the food is useful and how it's going to make a difference to your organisation.
- Give feedback to your restaurant where appropriate and where you feel comfortable to do so. Good relationships = a positive experience.
- Inform us as soon as possible if there are any changes to your circumstances or contact information.
- Let us know if you have any issues receiving your donation notifications so that we can investigate.
- Keep in touch. It's lovely to hear from charities so that we know how you're getting on.

Don't

- Struggle with your collections or ignore food offers - please chat to us if you need any help or support.
- Say no to too many food offers as the restaurant may assume you're no longer interested in receiving food from them.

And finally...

If you have any questions or would like to provide feedback please get in touch with us using the contact details below. The operating hours for our support team are 9 - 9pm Monday to Friday. Please be aware, we can only help with live donation support from 5pm to 9pm and we'll ask you to call back the next day if you have a different kind of query.

The FareShare Go support team

Telephone: 0131 608 0967

Email: support@fareshare.org.uk