

# Tesco Food Collection Volunteer Brief



**30 Nov - 2 Dec 2023**



# About FareShare

FareShare is the UK's largest food redistribution charity. We provide food to almost 8,500 charities and community groups, such as breakfast clubs, community centres and homeless hostels, supporting people facing food insecurity.

We receive a lot of fresh food from the food industry, but we still need longer-life items such as rice, tea and tinned goods. Millions of people across the UK are struggling to afford to eat as a result of the cost of living crisis so donations are needed now more than ever.

Tesco is holding the Winter Food Collection from Thursday 30 November - Saturday 2 December 2023 in all large stores. You can also donate food items in your local Tesco Express stores.

Volunteers are the key ingredient to collecting food at the collection and last year you helped us to collect 236 tonnes of food - the equivalent of 560,706 meals - at the Tesco Food Collection!



"Food is everything, it's vital. People say it's an absolute life line. It means they can feed the family or themselves, but also with the pre-paid meter top ups they can afford to have fuel, heating and cooking and so forth."

**Lin Wooldridge, Teignbridge Homeless Action Today  
(THAT) Food Bank**

# 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.

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.

## Shopping list

- Tinned fish
- Tinned meat & pies
- Dried fruit & nuts
- Tinned & dried soup
- Dried pot meals
- Cooking sauces
- Rice, pasta & noodles
- Cereals, oats & instant porridge
- Peanut butter & preserves
- Tinned vegetables & pulses
- Tea bags & instant coffee
- Long life fruit juice
- UHT & powdered milk

## Things we cannot take

- Alcohol
- Cleaning materials
- Toiletries
- Fresh fruit & veg
- Chilled items
- Frozen items

**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 one of the 34 FareShare sites.

From there, FareShare delivers the food to frontline charities and community groups in every corner of the UK supporting people facing food insecurity.

Last year, FareShare redistributed the equivalent of 128 million meals – or four meals every second - to almost 8,500 charities.



Over  
**1 million**  
people  
receiving  
food



"The food is so important and it keeps us feeding the families. The nutrition of the children is most important – without the fruit and veg, we wouldn't be able to feed the families properly. Many families actually cry when they get the food because they can have a good meal."

**Christina Howard, Sandwich Angels**

# How to be a volunteer

## Before your shift:

- Wear comfortable shoes – it's likely you will be on your feet for the entire shift.
- Arrive a few minutes before your shift 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 for the Duty Manager.
- They may ask you to sign-in in their visitor book.

## On arrival:

- Your shift will run for three hours - but don't worry if you can't stay for the full shift, any time you can give is appreciated!
- If you have driven to the store, please ensure you let the staff know at the customer service desk to avoid getting a ticket.
- 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 need a chair or have any specific requirements during your volunteering shift.
- If you spot the collection point getting quite full, please ask a Tesco colleague if they can take the donations to their storage area to make room for more!

**"We're collecting food for people facing food insecurity this winter, could you donate an item?"**

**"Would you be able to buy an extra item of food and donate it to charity?"**

**"People are struggling to put food on the table because of the cost of living crisis. Can you help FareShare by donating an item today?"**

# Spread the word



## Have 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.



## Tell your friends & family

You can also help us to recruit more volunteers. 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.



@UK FareShare



@FareShareUK



@FareShareUK



[www.fareshare.org.uk](http://www.fareshare.org.uk)

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

**#EveryCanHelps**

# Frequently asked questions

## What if...

### I can no longer volunteer?

If you can no longer complete your volunteer shift, please call the FareShare helpline on 0808-168-6922 or you can cancel by emailing [tescofoodcollection@fareshare.org.uk](mailto:tescofoodcollection@fareshare.org.uk).

### 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 can be up to four signed-up volunteers per shift, but there may be no volunteers in the same shift as you. We understand it is more fun volunteering with others, so you could always try and encourage a family member, friend or colleague 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, or any customers are being difficult with you, please inform the Tesco Duty Manager. 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 or fresh fruit and veg. Kindly explain that these items are likely to be damaged in transit to our warehouses but 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.