



Registered charity no. 1193997

Food Collector Role Description

The mission of foodbank.community is to tackle food poverty within communities and eliminate food waste by redistributing surplus food from food retailers to our foodbank, community and church partners.

Our food collector volunteers are an essential part of the process with the responsibility of collecting surplus food from retailers at a predetermined time and delivering it to our community partners. Currently, foodbank.community operates in Brentwood, Billericay, Chelmsford, Havering, Thurrock, Upminster and some of the surrounding areas.

What impact will you have?

- You will help those facing food poverty.
- You will be addressing the issue of food waste.
- You will be positively contributing to your community.
- You will be part of a community that supports others in need.

Commitment involved

- Volunteers collect weekly, monthly or on an ad-hoc basis.
- Collection routes take ~30 mins – 2 hours.
- The commitment is flexible to suit both volunteers' needs and the changing needs of the operation.

The role

The charity foodbank.community is an equal opportunity employer and values diversity. We work in collaboration with mediators, such as Fareshare and Neighbourly, and also directly with retailers to collect surplus food. The food collected is perfectly suitable for human consumption and would otherwise go to landfill.

If you agree to volunteer as a food collector, you would use your own vehicle to drive to a specified food retailer, arriving at the designated time, to collect and load surplus food into your vehicle. Some routes involve collecting from only one larger retailer, whereas others involve collecting from two or three smaller ones. After collecting the food, you would aim to deliver it to the agreed community partner within an hour and would help with unloading. A collection route would be allocated to you according to where you are based and the time you are able to commit.

Collection times vary but as a guide:

- Collections first thing are often between ~9–9.30am.
- Weekday evening collections are between ~7–8pm.
- Sunday afternoon collections are at ~4pm.

Our community partners include: foodbanks, single parent charities/groups, homeless charities, churches and community pantries.

Our linked retailers include: Tesco, Marks & Spencer, Sainsbury's, ASDA, Waitrose, Wenzel's, Greggs and Co-op.

Risk assessment points to note when volunteering

- Please be aware of, and act in accordance with, any recommended government public health guidelines, and do not collect food if you feel uncomfortable about any aspect of the food-collection process.
- Please drive safely and carefully when collecting food and do not collect food if you are concerned about the weather or travel conditions.
- Please park sensibly and appropriately when collecting and dropping off food, avoiding parking anywhere where you might be fined, block other vehicles in or risk damage to your own vehicle. Do not collect or deliver food if parking is too difficult. foodbank.community cannot be held responsible for parking fines incurred by volunteers or for vehicle damage that happens while volunteers are collecting or delivering food.
- Please follow any safety instructions given at stores (e.g. you may be required to wear a high visibility jacket) or drop-off points and use back-of-store entrances to collect food where available, waiting outside for the food to be brought to you.
- Please ensure that you have read our guidance on how to lift and load items safely (see the foodbank.community Lifting Guidance Leaflet). Never lift more than you can comfortably manage and remember that you can ask supermarket staff for help getting the food to and into your car. You can also ask the partner organisation volunteers for help getting the food out of your car.
- Consider taking your own bags with you as a back-up, to allow you to decant donated food into more manageable amounts, and please always leave food if you feel it is unmanageable and you cannot get help.
- Please ensure that you do not come into contact with any food items that you might be allergic to and please do not eat potential allergen food items of your own, e.g., nuts, when handling and transporting food destined for others.
- Please ensure that your car interior is clean and free from pets, chemicals (e.g., petrol, antifreeze), etc.
- Please place all of the bagged/boxed food collected in the boot or rear of your vehicle and consider using a waterproof cover to protect your car interior from any food spillages. foodbank.community cannot be held responsible for any spillages that happen while volunteers are collecting food. Do not overload your vehicle — please leave food behind rather than load your vehicle in a way that obstructs your vision.
- Please aim to deliver food collected to our partners within one hour and to keep it at the minimum temperature possible. Please do not leave food in your car in direct sunlight and consider the temperature inside your car when transporting chilled food (please minimise heating inside the car and consider using cool bags/ice packs in warmer weather, particularly for bagged/pre-prepared salads and pasta salads, as well as for fresh meat products). Tell the partner organisation if you are concerned that chilled food has become overheated and ask them to dispose of it appropriately.
- In the unlikely event that there is excess surplus food that the partner organisation cannot take, please dispose of the unwanted food appropriately or to put it to good use elsewhere.
- With regards to communications, please be aware of the contents of the

foodbank.community Social Media Policy.

Other relevant documents

- foodbank.community Volunteer Agreement Sign-Up Form
- foodbank.community Lifting Guidance Leaflet
- foodbank.community Health and Safety Policy
- foodbank.community Equal Opportunities and Diversity Policy
- foodbank.community Privacy Policy
- foodbank.community Social Media Policy

Description reviewed: January 2023
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