

Leader Content

Because the [redacted] has arisen as the natural leader for the food recovery process at each of the pilot stores, material should be developed to support these [redacted] in leading the rollout. Training should be provided to the PSLs to ensure they understand the program and their role in the process.

The [redacted] should be instructed on what discussions need to be held, which Partner audiences need to be addressed, and what topics/activities should be included. This communication plan should also include a checklist of store-specific considerations each [redacted] will need to ensure they have established thorough procedures for each part of the food recovery process at their store. This can include items such as specifying donation locations, [redacted] schedules, how to access the compost bin, etc.

[redacted] or [redacted] can be used in the full launch to outline the communication/training specifics [redacted] and [redacted] will use as they introduce the food recovery process to their [redacted].

[redacted] and [redacted] should also receive training on the program since they will be active participants the process.

For a small-scale rollout, Leaders in the development and launch of the process should play an active role in training. [redacted] would be useful but are not completely essential at this stage. At this smaller scale, there should be focus on making training as individualized and personal as possible, while also focusing on gathering data to inform what sections of a [redacted] [redacted] need to be developed for a full launch. Detailed topic checklists can be provided to guide training and pre-launch discussions. Frequent check-ins, store visits, and collaborative structures would serve as essential supports.

Safety Guidelines

Transporting/emptying the compost bins has proven to be a strenuous task on our [redacted]. We can minimize risk by identifying the safest practices for this portion of the process.

Training Content

Leader

- [redacted] page resources
- Process overview
- Business goals & expectations
- The role of the [redacted]
- Lessons learned from pilot [redacted]
- How to train [redacted] & [redacted]

Training by [redacted] or other program lead. In such a small setting, this could be done in-person in small groups or full group. A phased rollout could be implemented to strengthen a sister store program.

Manager & [redacted]

- [redacted] page resources
- Process overview
- Business goals & expectations
- The role of the [redacted]
- Discussion of store-specific procedures
- How to train [redacted]

Training by [redacted]. [redacted] are useful but are not essential if there is not time for development; a topic checklist will suffice.

[redacted]

- [redacted] page resources
- Process overview
- Reference tools
- Store-specific procedures

Training by [redacted]. [redacted] are useful but are not essential if there is not time for development; a topic checklist will suffice.

Post Launch Sustainment Plan

Ongoing Communications

- Process improvements
- Data reports
- Touchbases with [redacted]
- Collect & share highlight stories

Performance Management

- Create sister store program for [redacted] that may benefit from collaboration and/or observation.
- Assess & revise hours (if needed).
- Identify possible performance goals.

Training

- Begin to consider the best plan for adding this process into onboarding for new [redacted]. Where would this live? When should this take place?

Training Content

Leader

- [redacted] page resources
- Process overview
- Business goals & expectations
- The role of the [redacted]
- [redacted] huddle cards

Send through email communication. Diversion process [redacted] [redacted] could be tapped on as a training resource for virtual training sessions.

Manager & [redacted]

- [redacted]
 - ATO page resources
 - Process overview
 - Business goals & expectations
 - The role of the [redacted]
 - Discussion of store-specific procedures
 - [redacted]

Training by [redacted]

[redacted]

- [redacted]
 - [redacted] page resources
 - Process overview
 - Reference tools
 - Store-specific procedures

Training by [redacted]

Post Launch Sustainment Plan

Ongoing Communications

- Process improvements
- Data reports
- Collect & share highlight stories

Performance Management

- Identify and utilize [redacted] stores of excellence for [redacted] store visits and food diversion “mentorship”
- Communicate performance goal expectations
- Build sense of program ownership among [redacted]

Training

- Integration into existing onboarding training plans

Recommendations for Existing Training

- Add in guidelines for [REDACTED] safety, especially during culling.
- Consider if there are any training documents that need to be created for [REDACTED] and [REDACTED].
- Ensure all procedural guidelines are present in the [REDACTED] for each department. The [REDACTED] are appropriate documents for including more detail. Examples include:
 - Specifics regarding what to do with items in plastic packaging.
 - Procedures for rinsing bone barrels.
- Reduce/simplify content under All Departments. There is a lot of repeated content, which can make the documents difficult to navigate. Reducing content repetition will also lend itself to an easier experience when the content needs to be updated.
 - Remove extra details such as: [REDACTED]
 - Consider who will be referencing the content under All Departments. Can the section be targeted towards that audience so other [REDACTED] don't feel they have to click through each of the docs there? Can any of the documents be removed? Are there any additional sections that could be created (such as for [REDACTED])?
- Expand on [REDACTED] for [REDACTED] if those instructions do not already exist elsewhere.