

# Food Recovery Content & Observation Analysis

## Food Recovery Content & Observation Analysis Executive Summary

### Purpose

This executive summary shares the details and results of analysis conducted based on existing content on the [REDACTED] page and observations of the food recovery process at [REDACTED] on [REDACTED]. The purpose of this analysis was to assess for any additional training needs that should be addressed prior to expansion of the pilot in early [REDACTED].

### Background Information

#### Method of Inquiry

All training documents on the [REDACTED] O page were reviewed. Additionally, a team of two designers visited Austin 6 and were walked through the food recovery process in the Bakery, Produce, Meat Market, Seafood, and Deli departments.

#### Scope

The team spent 2 hours at [REDACTED] from [REDACTED] to [REDACTED]. This time was spent observing and speaking with a total of 10 Partners, including the [REDACTED] Store Leader, various Department Managers, and Partners responsible for the implementation of the process.

### Outcomes/Key Findings

#### Analysis of ATO Page

- [REDACTED]s, guidelines, poster, and badge inserts have been developed for each department
- Guidelines for all departments exist for each aspect of the food recovery process ([REDACTED])

#### Partner Feedback from [REDACTED]

- [REDACTED] did not have room for a large scrap bins
  - Requested buckets w/ handles for ease of travel to compost bin
- Produce used gray bins instead of banana boxes
- [REDACTED] need to open the wareroom door to the compost bins frequently
  - Suggested a schedule for emptying
  - Compost bin should have combo locks; [REDACTED] had a key lock and struggled with locating the key throughout the day
- [REDACTED] are often the first POC for Food Bank/donation pick up orgs and are leaned on to communicate when procedures are not followed (ex. donation bins are missed)
  - There should be considerations for [REDACTED] when there are no [REDACTED] (coordinate with [REDACTED] to be present for donation pick-up)
- [REDACTED] all reported no issues w/ process (apart from [REDACTED])
- Both [REDACTED] experienced a learning curve in sorting (needed practice remembering product packaging considerations when culling)
- The food recovery process has the heaviest impact on [REDACTED] because of bulk & frequency of culling
- Name [REDACTED] were being utilized regularly in [REDACTED] & posters could be seen in each department
  - [REDACTED] were fading in [REDACTED]; they were possibly keeping the print on the outside of their [REDACTED]

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- The most important aspect of roll out would be establishing solid store procedures w/ the [redacted] and [redacted]; the process is not difficult but the fine details (ex. donation locations, scheduling, composting/donation procedures) should be as fleshed out as possible for initial rollout
- All Partners reported the process was simple and easy to implement overall; none listed pain points related to training
  - All concerns had to do with procedures, organization, and resources

## Key Findings

- Non-training related concerns were generally related to procedures, scheduling, and equipment
  - Ensure each department has the equipment needed for culling and scrap collection
  - Procedures related to accessing the compost bins should be considered
  - Have a plan in place for stores w/ no [redacted] on [redacted]
- The existing materials on the [redacted] were well received & both [redacted] and [redacted] were referenced frequently
- [redacted] and [redacted] may benefit from additional training solutions surrounding culling
  - No major issues were reported, but practice was necessary to ensure products were sorted correctly
- The leadership of the [redacted] is key for successful implementation
  - The [redacted] was in regular communication with each department regarding fine-tuning the procedures for the food recovery process

## Recommendations and Next Steps



[redacted] expressed little-to-no resistance to implementing the food recovery process and reported no major pain points related to training nor implementation. There was practice needed among [redacted] during culling because of factors related to packaging. This could be addressed by ensuring certain details (such as those in the left screenshot) from the department-specific Guideline documents are also present in the [redacted] and the guides under the [redacted] category. Simplified versions of this information could also be included on the [redacted] [redacted] could be developed as a quick reference guide that supplements the existing [redacted] inserts at greater detail.

During the observation, [redacted] put the greatest emphasis on organization and establishing procedures. A communication plan, huddle cards, and considerations checklist according to department should be developed for [redacted] and [redacted] to aid in an organized roll out among [redacted]. The communication plan will provide an overall outline of key groups that should meet and topics for discussion, while the [redacted] will organize communication specifics among each department. The [redacted] serves as a tool for [redacted] to ensure they have thought through procedural details (locations for donations in each department, donation storage in [redacted], accessing compost bins, [redacted] schedule, etc.).

There are already a great deal of reference documents that have been developed for the food recovery process and they cover the details very thoroughly. I would recommend enhancing what already exists and adding very few, if any, new content to the [redacted] page. Sometimes having a large number of resources can overwhelm and ultimately discourage Partners from reviewing the content.