welcome
181 Stores in ME, NH, VT, MA & NY
Full service supermarket, based in Scarborough Maine, employing 25,000 associates, focused on best is class fresh.
Nourish Communities
Food Waste Context

• Why is reducing food waste important?
  – Environmental impact
    • According to the FAO, 1/3 of food produced is wasted
    • If food waste was a country, it would be the 3rd biggest emitter of greenhouse gases, just after the USA and China.
  – Economic impact
    • According to USDA studies $165B in food lost in 2010. That doesn’t include costs related to the impacts of the food waste.
  – A societal issue
    • Food wasted could feed 3 billion people
    • *People in need in our communities*
Not considered food waste in our organization
Strong External Partnerships

Food Recovery Hierarchy

Source Reduction
- Reduces the volume of surplus food generated

Feed Hungry People
- Donates extra funds to food banks, soup kitchens, and pantries

Food Animals
- Donates food scraps to animal feed

Industrial Uses
- Converts waste streams into value-added products

Composting
- Turns food waste into compost

Landfill/Incorporation
- Landfill or convert to compost

FEEDING AMERICA

Partnering to end hunger.

Mid Coast Hunger Prevention Program
- Community - Food - Dignity

Donate Today
FOOD DONATION PROCESS

Retail Stores ➔ Product Recovery Center ➔ Distribution Centers (3) ➔ Food Banks in each of our 5 states ➔ Food Pantry/soup kitchen

Food Banks in each of our 5 states

Distribution Centers (3)

Product Recovery Center

Retail Stores

Food Pantry/soup kitchen
FEED HUNGRY PEOPLE
TOTAL FOOD DONATIONS 2018

25,549,709 lbs

Our Journey

<table>
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<tr>
<th>Year</th>
<th>Lbs MM</th>
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<tr>
<td>2013</td>
<td>7.269</td>
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<td>2014</td>
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<td>2015</td>
<td>20.243</td>
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<td>2016</td>
<td>20.253</td>
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<tr>
<td>2017</td>
<td>23.812</td>
</tr>
<tr>
<td>2018</td>
<td>25.549</td>
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</table>
Safe and Fair distribution of donated good quality foods 7 days per week to at-risk neighbors in our local communities.
BUILDING THE PROGRAM

• Gather analysis and input from experts to support the work
• Create partnerships
  • Internal
    • Retail Leadership and operations (communications/execution)
    • PR/Communications support
    • Sustainability Team
    • Tax Department
  • External
    • Food Banks: Agency Relations and Food Sourcing Teams
    • Hunger Relief Agencies local to stores
SUPPORT TOOLS

• Reference Doc/Overview of Program
• Letters to agencies
• Agency agreements
• Why? Doc
• Store Department Poster
• Standard Practice Training Aids (department breakdown, program process, scan out procedures)
• Tip Cards
• Back Room Posts
• ID Cards for Agencies (provided by food bank)
• Spreadsheet –list of partners for each store (provided by food bank)
Community Relations provides support to the below roles and, when necessary, acts as a liaison between Hannaford and the food banks/agencies.

- **State Fresh Rescue Sponsors** – Make decisions that may impact labor or priorities in retail operations
  
  - **State Fresh Rescue Champions** – Refines action plan to ensure optimal success of fresh rescue program in respective states

- **District Fresh Rescue Resources**

  - **Store Champions** – (Usually the Store Manager)

  - **Store Community Stewards**
KEEP THE CONVERSATION GOING

• Engage executive team
• Look for opportunities
• Motivate
  Corporate goal to cut our food waste in half by 2030
  Celebrate milestones/successes
  Team building & community events
• Monthly progress reporting
• Monthly updates for Store Community Boards
• Periodic Huddles in stores and corporate office
• Community Relations/Annual District tours to share results
• Involve other business teams for continuous improvement and education
PROGRAM BENEFITS

Community Impact

➢ Feeding Hungry People
➢ Strengthened relationship with local communities
   Greater Awareness of food insecurity
   Customers care and expect corporate responsibility

Associate Morale/Retention

   HUGE sense of pride

Waste Reduction

➢ Besides better inventory management and tactics to avoid shrink, donating is the best option to prevent good quality food from becoming wasted.
➢ VT, MA – Food Waste Bans
   Donating reduces our costs and keeps us compliant

Positive Business Impact

➢ Little to no incremental labor (cull for donations vs. compost recycling)
➢ Cost Savings – > 1MM annually (waste cost avoided)
➢ Tax Benefits – because there is a limit on the amount of the deduction we reach that pretty quickly. This doesn’t end up being a huge factor for us.
thank you

OUR BRAND PROMISE: quality fresh foods | great service | dependable value | part of the community