

Appendix 4: SecondBite Community Connect Collection Process



COMMUNITY CONNECT

Collection Process



YOUR TEAM

Always wear closed shoes and SecondBite hi-visibility vests when collecting.

Always apply the correct manual handling methods when lifting or moving boxes. See safeworkaustralia.gov.au for further information.

Always observe strict adherence to food safety, food handing and safe transportation of food. See foodstandards.gov.au for further information.

Be aware that you are representing both SecondBite and the Charity Partner organization, and present in a professional manner.

Ensure that your Australian Driver's Licence is valid, and that your collection vehicle is roadworthy



YOUR PARTNER STORE & COLLECTION

Always visit the Coles store SecondBite has scheduled for your agency.



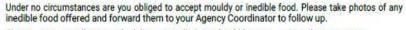


- If a Coles staff member does not respond after two minutes, please buzz again.
- If, after a further two minutes there is no response, please ring the main phone number of the store and advise the customer service representative that you are at the rear loading dock ready forcollection.



Willingly accept all fresh, edible produce the store would like to donate.

Clearly communicate your need and capacity for bread.



Changes to your collection schedule or cancellations should be communicated to your store and Agency Coordinator as soon as possible.



THE SECONDBITE APP

The SecondBite App will automatically generate the runs on your scheduled collection days. Pleaseensure the following steps are followed;

- Go to the SecondBite App at app.secondbite.org, login and Select the relevant run and enter data
 as follows 1. for food collected select "Complete" and ensure all collections and kilograms for
 each food type is entered daily 2. If there is no response at rear door select "No
 Collection/Delivery" andleave a comment. 3. If your collection was cancelled select "Skipped
 (Other)" and leave a comment.
- Ensure you record the name of the Coles representative you spoke with .

Accurately enter collection data into the App on the day of collection, using the correct status and ensuring there are no gaps in reports.





WHEN MATTERS NEED TO BE RESOLVED

Remain open and flexible in resolving issues as they arise. In the first instance, please speak directly withyour Store Manager, Store Support Manager or Fresh Produce Manager. Escalate your enquiry to your Agency Coordinator if the matter is not resolved within five business days.