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1 FORWARD QUESTIONNAIRE FOR FOOD SUPPLIERS & FOOD PRODUCERS

Dear respondent, *Tempo Training & Consulting* – in cooperation with international partners from Italy, Hungary, Greece, Netherlands, Germany, Poland and Lithuania, which represent food retailers, food banks, consulting & education companies and business & horticulture networks – is conducting a study to closer understand the causes of food waste problem. As many other stakeholders, we register a widespread problem: the big quantity of foodstuffs is wasted everyday within the production/supply chain and households/consumer sector. We set a goal to promote a work–placed training specifically outlined to the needs of prospective food waste managers to reduce the everyday food waste and to support a food recovery. Please, be so kind and spent few minutes to provide us your opinions. Your answers will have a high value for us. Thank you.

1. What type of company do you work for?
 - Food retailer (less than 10 shops, no hypermarkets)
 - Food retailer (more than 10 shops)
 - Food producer (less than 50 employees)
 - Food producer (more than 50 employees up to 250 employees)
 - Other: _____

2. Is your company acting:
 - Locally
 - Regionally
 - Nationally

3. Did you ever have the experience that edible food had to be thrown away or destroyed?
 - Yes
 - No

4. Would you be willing to help us increase the transfer of the amount of existing food surplus towards people in need?
 - Yes
 - No

Food waste generation

-
5. Who in your company is responsible for food waste (managing the food surpluses etc.)?
- Managing director
 - The person responsible for the supply chain management
 - The person responsible for waste management
 - The person responsible for food safety
 - The person responsible for quality management
 - Other: _____
 - Do not know
6. How do you track the quantity of food waste?
- Excel file
 - SAP
 - Bookkeeping records
 - Other: _____
 - We do not record the quantity
7. How frequently do you add data in the above records?
- Daily (or several times per day)
 - Weekly
 - Monthly
 - Other: _____
- 8.1 Please select all the stages where food waste is generated in your organisational or production processes. (Several options can be selected).
- Primary processing (e.g. cleaning, classification, de-hulling, pounding, grinding, packaging, soaking, winnowing, drying, sieving, milling):
 - Process losses
 - Contamination in process causing loss of quality
 - Other: _____
 - Secondary processing (e.g. mixing, cooking, frying, moulding, cutting, extrusion):
 - Process losses
 - Contamination in process causing loss of quality
 - Other: _____
 - Product evaluation (e.g. quality control, standard recipes):
 - Product discarded/out-grades in supply chain
 - Other: _____
 - Packaging (e.g. weighing, labelling, sealing):
 - Inappropriate packaging damages produce
 - Grain spillage from sacks
 - Attack by rodents
 - Other: _____
 - Marketing (e.g. publicity, selling, distribution):
 - Damage during transport: spoilage
 - Poor handling in wet market
 - Losses caused by lack of cooling/cold storage
 - Product expires on supermarket shelves

■ Other: _____

8.2 Please write other stages where food waste is generated in your organisational or production processes.

9.1 Please select the stage in primary processes, where most food waste is generated in your organisational or production processes. Primary processing (e.g. cleaning, classification, de-hulling, pounding, grinding, packaging, soaking, winnowing, drying, sieving, milling) (One option can be selected.)

- Process losses
- Contamination in process causing loss of quality
- Other: _____

9.2 Please select the stage in secondary processes, where most food waste is generated in your organisational or production processes. Secondary processing (e.g. mixing, cooking, frying, moulding, cutting, extrusion):

- Process losses
- Contamination in process causing loss of quality
- Other: _____

9.3 Please select the stage in product evaluation, where most food waste is generated in your organisational or production processes. Product evaluation (e.g. quality control, standard recipes):

- Product discarded/out-grades in supply chain
- Other: _____

9.4 Please select the stage in packaging, where most food waste is generated in your organisational or production processes. Packaging (e.g. weighing, labelling, sealing):

- Inappropriate packaging damages produce
- Wrong label on product
- Grain spillage from sacks
- Attack by rodents
- Other: _____

9.5 Please select the stage in marketing, where most food waste is generated in your organisational or production processes. Marketing (e.g. publicity, selling, distribution):

- Damage during transport: spoilage
- Poor handling in wet market
- Losses caused by lack of cooling/cold storage
- Product expires on supermarket shelves
- Other: _____

9.6 Please write other stage, where most food waste is generated in your organisational or production processes:

10. Please describe with a few words how and why food waste is generated in the above mentioned case (where most food waste is generated).
-
-

11. What do you think could reduce the quantity of food waste at your company? (Several options can be selected).

- Better coordination and communication
 - with suppliers
 - within the company, among departments
 - with buyers
- Better information system to keep track of when, how and why food waste is generated
- Better planning of production quantities
- Infrastructure development
 - better storage facilities
 - better vehicles for transportation
- Training for employees
 - training for managers
 - training for manual workers
- Product development
 - better packaging for products
 - longer shelf life
- Better legislation (on national level) that allows the distribution of edible food waste (that now is not allowed)
- Other: _____

Food waste treatment

12. Do you have a food waste treatment policy (a document that describes the work processes that should be followed when food waste is generated and responsible persons)?

- Yes
- No
- Do not know

13. What usually happens to the food waste / food surpluses? Most of it is

- given to charity for human consumption
- given to employees
- given to animal care charity
- given to composting / biogas production
- communal waste

- hazardous waste
- sent back to the producer
- other: _____

14. Do you track the costs of food waste treatment (e.g. how much it costs to give for communal waste etc.)

- Yes, we know how much we spend on this
- No
- Do not know

15. **If the food waste is NOT given to charity for human consumption**, what is the most typical reason for not giving it away? (Several answers can be selected).

- It is still edible, but it expires before we can give it.
- It is not edible (not fit for human consumption).
- We do not know if we are allowed to donate it for human consumption.
- We do not know how to start donating for human consumption.
- We do not know any organisation we could give it to.
- We do not trust the organisations that we can give it to.
- We had bad experience in the past (e.g. donated food reappeared on the market), so we decided to stop donations.
- Donation for human consumption is too expensive.
- Legislative obstacles
- Other: _____

If your company does not give food waste to charity for human consumption, please go to question 26.

16. If the food waste is given to charity for human consumption, how often do you give it away for human consumption?

- Daily
- Weekly
- Sometimes, but on regular bases
- Only few times per year

17. For how many organisations do you give food waste for human consumption?

- One organisation: we always give it to the same organisation
- Several organisations – we select them from:

- We always give it to a new, different, randomly chosen organisation
- We give it directly to people in need
- Other: _____

18. For what type of organisation do you donate food waste? (Several answers can be selected).

- Food bank
- Large, national charity (e.g. Red Cross)
- Small, local charity
- Local government (or institution of local government e.g. local school)
- Other: _____

19. Do you have contract template for food donation?

- Yes

-
- If yes, does it mention the transfer of responsibility?
 - Yes
 - No
 - If yes, does it prohibit selling the donated food?
 - Yes
 - No
 - No
20. How does the donated food get to the charity?
- We transport it to their office/storage/kitchen
 - They collect it themselves
21. Does the transportation vehicle have facility for frozen / chilled food?
- Not relevant
 - Yes
 - No
 - Do not know
22. How do you monitor the charity you donate food waste to?
- We do not monitor them
 - We check their administrative accounts (e.g. sheets signed by people whom the food was distributed to)
 - We check food safety circumstances (e.g. cleanness, transport facilities, processes, storages)
 - We sometime visit them in person
 - Other: _____
23. Which are the biggest food distribution charities in your country? (Please list 2 – 4).
-
24. According to tax regulations do you have to pay VAT for the donated food?
- Yes
 - No
 - Do not know
25. According to tax regulations do you receive tax reduction for the donated food?
- Yes
 - If yes, what are the conditions for this? _____
 - No
 - Do not know
26. If yes, what are the conditions for receive tax reduction for the donated food?
-

Food waste: development plans

27. How would you develop your companies' food waste treatment activities? (Several answers can be selected).
- Donate more food waste for human consumption
 - Develop monitoring for donated food waste
 - Find (more) charities, organisations to which we can donate food

- Increase trust between us and charity/ies
- Develop communication between us and the charity/ies
- Other: _____

28. What kind of information and knowledge would you be interested in? (Several answers can be selected).

- Tax regulations on donating food (e.g. VAT, tax cuts)
- Regulations on food safety for food waste donations
- Regulations on food traceability
- Accounting advice for food waste donations
- Information about charity organizations / food banks and their activities
- How to communicate with charities
- How to select which charity/ies we give donations to
- How to monitor charities
- How to organise efficient transport of food donations
- What the contract with the charity should contain
- Food safety and food security in food donation: tips and best practices
- Possibility to share experiences of other companies in food waste reduction and treatment
- CSR in food sector
- Other: _____
- None of the above

29. Would you like to try e-learning programme about food waste management and for food donation?

- Yes
- No

30. Would you like to try software to match demand and supply of unsold food?

- Yes
- No

31. Would you be interested in testing the food waste e-learning platform developed in this project?

- Yes
- No
-

32. In which country your organization operates?

- Italy
- Hungary
- Greece
- Netherlands
- Germany
- Poland
- Lithuania
- Czech republic

Organisational data (optional)

If you have any questions or you would like to provide more information, please leave a contact:

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- ✓ Approximately what is the quantity of unsalable but edible food waste per week at your company? (in kg)
 - _____
 - ✓ Name of company: _____
 - ✓ Name of respondent: _____
 - ✓ Position of respondent: _____
 - ✓ Email address: _____
 - ✓ Phone number: _____

2 FORWARD QUESTIONNAIRE FOR FOOD BANKS & CHARITY ORGANIZATION

Dear respondent, *Tempo Training & Consulting* – in cooperation with international partners from Italy, Hungary, Greece, Netherlands, Germany, Poland and Lithuania, which represent food retailers, food banks, consulting & education companies and business & horticulture networks – is conducting a study to closer understand the causes of food waste problem. As many other stakeholders, we register a widespread problem: the big quantity of foodstuffs is wasted everyday within the production/supply chain and households/consumer sector. We set a goal to promote a work–placed training specifically outlined to the needs of prospective food waste managers to reduce the everyday food waste and to support a food recovery. Please, be so kind and spent few minutes to provide us your opinions. Your answers will have a high value for us. Thank you.

1. Which type of organisation do you represent?
 - Food bank
 - Large, national charity organization
 - Small, local charity organization
 - Local government
 - Institution operated by the local government
 - Other: _____
2. Do you have any experience in receiving food donation from companies?
 - Yes
 - No (if no, please go to question 16)
3. From what kind of companies do you receive food donations? (Several answers can be selected).
 - Agriculture
 - Food producer
 - Wholesale markets
 - Restaurants
 - Food distribution
 - Catering services
 - Charity organizations / food banks
 - Other: _____
4. Do you have a permanent contract with the company/ies?

-
- Yes
 - No
 - Other: _____
5. How often do you receive food donation from companies?
- Daily
 - Weekly
 - Monthly
 - Sometimes, but on regular bases
 - Only few times a year
6. How does the donated food get to your organisation?
- We pick it up at the company with our own car/van.
 - We pick it up at the company with a borrowed car/van.
 - The company delivers it to us.
 - Other: _____
7. What is the amount of products you receive on average?
- _____ kg / week
8. What is the amount of products you would be able to receive and distribute?
- _____ kg / week
9. Do you have facilities for receiving frozen/chilled food? (Several answers can be selected).
- Yes, refrigerator car/van
 - Yes, cooling boxes for transportation
 - Yes, fridges/freezers for storage
 - Other: _____
 - No
 - Not relevant
10. Can you distribute/use food on the day of the donation? (In case the food expires on the next day).
- Yes
 - No
 - Do not know
11. Please select the types of products you are able to receive? (Several answers can be selected).
- Non-perishable food (e.g. pasta)
 - Fresh fruits and vegetables
 - Chilled products
 - Frozen products
 - Other: _____
12. What do you do with the donated food received?
- We donate it to other organisations
 - We donate it to people/families (i.e. private individuals, not organisations) in need

- We cook in our own kitchen and serve to people in need
- Other: _____

13. How do you contact the recipient people to come and collect the donation?

- We don't need to contact them, they live in our institution
- We don't need to contact them, they come to our organisation every day
- On the phone
- By email
- Other: _____

14. How do you document the act of donation? (Several answers can be selected).

- All recipients sign a form confirming what amount and what type of food they received
- We take photos
- We count number of recipients
- Our kitchen staff prepares report on donated food used
- Other: _____
- None of the above, we do not document it

15. What do you do to comply with food safety (FS) regulations?

- Regularly clean transport facilities (boxes, car/van)
- Regularly clean storage facilities
- Provide cool chain for products requiring it
- Donate/cook food before expiry date
- Have hand washing facilities at the place where we donate food
- We continuously consult the FS authorities
- We continuously monitor FS regulations
- Other: _____

16. What are the biggest challenges in food safety?

Food waste: development plans

17. How would you develop your organisations' activities in relation to food donations? (Several answers can be selected).

- Receive more food donation from the same companies
- Receive food donation from more companies
- Increase trust between us and companies
- Develop communication between us and the companies
- Develop monitoring, food traceability system for donated food
- Increase the number of people/families/organizations we give the food to
- Develop our food safety facilities
- Develop infrastructure (car/van for transportation; storage; cooking etc.)
- Other: _____

18. What kind of information and knowledge would you be interested in? (Several answers can be selected).

-
- Tax regulations on donating food (e.g. VAT, tax cuts)
 - Regulations on food safety for food waste donations
 - Regulations on food traceability
 - Accounting advice for food waste donations
 - Information about companies donating food
 - How to communicate with companies
 - Food traceability practices
 - How to organise efficient transport of food donations
 - What the contract with the company should contain
 - Food safety and food security in food donation: tips and best practices
 - Possibility to share experiences of other organisations receiving food donations
 - Other: _____
 - None of the above

19. Would you like to try e-learning programme about food waste management and for food donation?

- Yes
- No

20. Would you like to try software to match demand and supply of unsold food?

- Yes
- No

21. Would you be interested in testing the food waste e-learning platform developed in this project?

- Yes
- No

22. In which country your organization operates?

- Italy
- Hungary
- Greece
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- Czech republic

Organisational data (optional)

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- ✓ Name of organization: _____
- ✓ Name of respondent: _____
- ✓ Position of respondent: _____
- ✓ Email address: _____
- ✓ Phone number: _____