

Provide Payment options:

- Ask people 'What would you like?', 'How much are you willing to pay?'
- Allow people to do their bit
- Pay 'on time'/Skill share
- Freedom to choose
- Sell at cost-plus-1p

Use appropriate behaviour:

- Welcome everyone
- Approach people
- Be available to chat
- Listen & engage
- Eat together
- Discreet service
- Raise awareness of cultural differences

Get people involved:

- Share tasks
- Share skills
- Help with chores
- Relationships matter
- Discuss your community needs and consult donors

Consider people's:

- Feelings
- Right to dignity
- Power of choice
- Willingness to share
- Gather & accept feedback

Connect:

- With the whole community
- Cook together
- Learn with others
- Skill sharing
- Good models – 'Food Train' and 'Meal Makers'
- Delivery service

Environment:

- Community Cafe: a place to cook, eat and share
- 'Gatherings'
- Social events: a means to reduce isolation
- Food themes to bring people together
- Sign-post to resources

Use appropriate language

- 'Surplus' or 're-distributed', not 'waste'
- Neutral conversations
- Give people time to talk/share
- Give staff training
- Consider people's