

Costa Food Surplus Store Donations Policy

Store-level Food Surplus

Within our Costa Coffee stores, food surplus can occur in small volumes when stock is coming up to its expiry date¹ (i.e. becoming “out of date”). If a store closes at 7pm, for example, food that is in date at close of business, but out of date on opening the next day is “surplus” and should be removed from sale. Store teams can donate food surplus to local charities or community organisations that redistribute food. Where this is done, it is important for stores to follow the procedure outlined below.

Working with Charities

Costa Coffee allows all stores to donate food to registered charities and community organisations which provide food to support people in need. Before receiving any food surplus from Costa Coffee, the charity must complete a Food Donation Charity Agreement, which outlines how the food should be donated and used. Under no circumstances may food supplied be sold on to third parties, exchanged or used outside of the charity’s premises unless on a designated soup run. Any unused food and packaging must be disposed of responsibly and ideally recycled.

We encourage all charities and community organisations wanting to enquire if Costa Coffee can support with any food surplus donations to approach their local Costa Coffee Store Manager direct. The Store Manager can then provide further information and supply the relevant Food Donation Charity Agreement to be signed by the charity. Food should only be provided to an authorised agent of the charity with valid identification.

Donated food requirements

- All food donations must be within their expiry date and used by charities to feed people in need before their expiry date.
- Product information (ingredient declaration, allergen declaration and expiry date) must be maintained and be provided with any donated product.
- All products donated must be fit for human consumption.
- Costa store team members should check what food products can be donated to registered charities and community organisations using the correct store operating procedures (SOPs).
- The transportation of food by the charity must comply with the specification in the Charity Agreement with all donated food items kept chilled at or below 8°C using either refrigerated transport or insulated containers and ice packs. Where chilled facilities are not available, food must not be kept at any temperature warmer than 8°C for longer than 30 minutes.

This policy along with supporting SOPs are reviewed annually.

¹ “Expiry date” refers to the date by which food should not be sold due to becoming out of date. “Expiry date” in this context covers all of the following; “expiry date”, “use by date”, “out of date” “durability date”.