

The  
bread  
and  
butter  
thing.

A collection of colorful cartoon illustrations of diverse people and activities. At the top left, a man in a green shirt walks a black dog. Next to him, a man in a blue shirt walks. Below them, a man in a blue shirt holds a camera, a girl in a blue dress holds a red balloon, and an elderly man in an orange shirt with glasses walks. To the right, a man in a green shirt and a woman in a yellow dress are walking together. In the middle left, a man in a yellow shirt is riding a blue bicycle. Below that, a woman in a green dress pushes a blue stroller, a man in a blue shirt walks a brown dog, and two women in blue and pink dresses walk. To the right, a man in an orange shirt is in a wheelchair. At the bottom left, a man in an orange shirt walks, and a girl in a green shirt is on a red scooter.

A Guide  
for our  
Members.

A white rectangular sign with a black border, tilted slightly to the right. The text 'A Guide for our Members.' is written in a black, handwritten-style font.



**Welcome to  
The Bread and  
Butter Thing.**

**Hello.**

**Thanks for joining  
The Bread and Butter Thing.**

**This short guide will tell you  
everything you need to know about  
where our food comes from and  
our membership rules along with  
some top tips about how to make  
the most of your membership.**

**If you have any questions,  
please drop us a line at:  
[hello@breadandbutterthing.org](mailto:hello@breadandbutterthing.org)**

**And we look forward to seeing  
you at a TBBT hub soon!**



# Where does our food come from?





**Our weekly bags are made up of surplus food from high street supermarkets, food manufacturers and farmers.**

**We never know what we're going to get from day to day, which means each week your bag of food will be different. But it is always quality, fresh produce. You will probably need to top up from the shops as well, but our food will go a long way to helping you feed your family affordably.**

**Surplus food happens for lots of reasons – sometimes there is a fault with the packaging or there may just be too much of it for the supermarkets to handle.**

**The food is taken to our warehouses, where it's sorted or stored, before loading onto our fleet of chilled and frozen vans for delivery to the community hubs. Then it gets unloaded by volunteers who pack into carrier bags for our members to collect.**



**Every week we'll  
send you a  
reminder text  
the day before  
your delivery.**

**Usually this will  
be in the afternoon.**

**You don't have to use TBBT every week - if you don't reply or reply 'NO' to our delivery text, you'll still stay on our list and still be asked the following week.**

**If you book but can't make it, please text 'CANCEL' as soon as you can. If you book but don't come to collect, there may be other people on the waiting list missing out and our food may end up going to waste.**





**For £7.50 we offer roughly £35 worth of food each week including fresh fruit and veg, chilled food for the fridge and cupboard staples such as pasta and cereal.**

**As the bags vary from day to day, some weeks the savings will be greater than others. However, you will always be paying much less than in the shops and have new foods to try.**

**Very occasionally, if food supplies that day are low, we will not have enough for the 3 bags. If this is the case, we will lower the price.**

**We want you to feel we are making a difference to your weekly food bills.**

**You can pay by cash or card on collection at your local hub.**

**Don't forget - someone can collect on your behalf if you can't make it.**

**We also accept Healthy Start Vouchers.**





**Can I give anything  
back I don't like?**



**Sorry, you can't  
return anything as  
we have to empty  
the van every day.**



**But you can swap!  
If there's anything  
you don't like, ask  
someone to swap.**

**\*** Please Note:  
Members can't sell on the food - please  
see Membership Rules on Pages 23 to 24.

# Confused by date labels?



**Some of our food has gone past its 'BEST BEFORE' date BUT that doesn't mean that you can't eat it!**

**With proper storage - for instance in its original packaging and sealed with a clip or in an airtight container - lots of foodstuffs can be eaten long after their BEST BEFORE date, including:**

- Crisps can still be edible for a good month after their best before deadline.**
- Biscuits and cereals can last for another six months.**
- Baked beans and other tinned goods can last in your store cupboard for a whole year, as can sweets and bottled pasta sauce.**
- And don't throw away that packet of dried pasta that you've found at the back of a cupboard. If stored correctly, it should still be safe to eat around three years after its best before date has expired.**

**We will NEVER provide food that is after its 'USE BY' date because this is about food safety, not food quality.**

**You can eat food on its 'USE BY' date or, if you have a freezer, pop it in. Just make sure you make a note of how long it will be freezer safe and how to defrost.**

**If you have any feedback about any of our food, please contact us direct at : [hello@breadandbutterthing.org](mailto:hello@breadandbutterthing.org).**

# Allergen Information:

**Because the food we receive changes day to day, we can't guarantee that everything is suitable for people with allergies.**

**PLEASE CHECK THE LABELS!**







# Labelling:

Sometimes we get food that doesn't have a label on it. We will always text missing information out to you on the day of your hub. This may include ingredients, allergens, storage instructions or cooking instructions.

**IT'S IMPORTANT THAT YOU READ THESE TEXTS BEFORE EATING ANYTHING WITHOUT A LABEL!**

**What do I do if  
I don't want to  
come anymore?**





**No problem - just let a TBBT staff member know and we'll stop sending the texts.**

**Alternatively, you can just text 'STOP' and we will stop sending the weekly texts.**

**And if you change your mind that's no problem either, just pop along to a hub or send us a new text and we will happily sign you up again.**

# Is TBBT just about food?

**No.**

**We want to strengthen communities and help make life more affordable.**



**To help us with this we will work with your hub to bring in other people that we think can help with things like health, utilities and debt. If you are struggling to access any support then let us know and we will do our best to help.**





**Will you  
look after  
my details?**

# Absolutely!

**We won't sell your data and we only share it with people who help us to deliver our services to you.**

**We only store your name, postcode and contact number and will only use your data to contact you to find out if you want food each week.**

**Occasionally we will ask you for feedback to help us improve our services.**

**If you have other feedback to share,  
please email us at:  
[hello@breadandbutterthing.org](mailto:hello@breadandbutterthing.org).**



## **THE BREAD AND BUTTER THING (TBBT)**

### **MEMBERSHIP SCHEME RULES**

1. TBBT is a registered charity (charity number: 1169383) which aims to help people and families get by.

2. We operate a membership scheme (the Scheme) which is free to join for those people and families that we are looking to help.

3. We deliver our services via a local Hub and we will notify members of the location of their local Hub and Hub leader.

4. Membership of the Scheme must always be associated with your local Hub and Hub leader.

5. Members of the Scheme will be entitled to enjoy a variety of benefits which we will notify to Members, together with any

special membership rules that might apply to those benefits.

6. Whilst it is free to join the Scheme, TBBT may charge a membership fee in respect of certain benefits provided to our members. We will notify you what membership fees will apply when you apply to receive any membership benefits.

7. There is no tie-in or notice period required. If you decide that you no longer wish to be a member of the Scheme, then you can notify us by emailing us at any time at:

*hello@breadandbutterthing.org.*

8. We reserve the right to terminate your membership of the Scheme in our sole discretion.

9. We may also be able to terminate your membership in accordance with any rules

that we issue in respect of any services that we provide to our members.

## **THE BREAD AND BUTTER THING (TBBT)**

### **FOOD SCHEME RULES**

1. A member of the Scheme may join the Food Scheme (and they will then become a Food Member).

2. There are different levels of membership available as part of the Food Scheme as follows:-

(a) Individual Food Members where the weekly membership fee will entitle you to collect one bag of items comprising a combination of ambient food, chilled food, frozen food and fruit and vegetables.

(b) Family Food Members where the weekly membership fee will entitle you to collect one bag of fruit and vegetables, one bag of a combination of ambient food and household goods and one bag of a combination of frozen and chilled food (the Family package).

(c) Large Family Food Members where the weekly membership fee will entitle you to collect the Family package PLUS an extra bag of a combination of frozen, chilled and ambient foods and household goods (depending on the volume of goods supplied to us on the day).

(d) Extra Large Food Members where the weekly membership fee will entitle you to collect two times the Family package.



3. We accept payment of membership fees by cash, all debit and credit cards, Apple Pay and Android Pay. Please note: we do not accept payment by cheque.

4. Due to the nature of the donations we receive, we cannot accommodate any special dietary requirements or requests and we cannot guarantee items being allergen free as we are reliant on our suppliers as to what items are available to us and there may have been cross contamination before they are delivered to us.

5. We reserve the right to terminate the membership of a member who fails to attend at the pre-agreed destination in order to pay the membership fee and collect the relevant membership package on more than 3 occasions.

6. All frozen and chilled products are supplied directly from our refrigerated van in frozen or refrigerated form. As with any products of this nature, you should ensure that these products are stored appropriately as soon as possible after you have collected them from us. Our recommendation is that this should be no later than 2 hours after you have collected those goods from us.

7. Any goods supplied to you under the Food Scheme are supplied to you for your personal use only and must not be re-sold. We reserve the right to terminate your membership of the Scheme if we become aware that you have sold any items supplied to you under the Food Scheme.

8. TBBT provides surplus food which comes from supermarkets, factories and

farms. We cannot, therefore, guarantee that the quality or nature of products will be the same as the manufacturers or multiples label that are sold in retail outlets. All complaints should be directed through TBBT by emailing us at:

*hello@breadandbutterthing.org.*

Members must not contact the product manufacturers or retailer directly.

9. Some goods that are supplied as part of the Food Scheme may be beyond their Best Before Date. If this is the case, TBBT will have been provided with an extension certificate from the manufacturer confirming that those goods are safe to consume. We can provide details on request for anyone who has any queries in this regard by email us at:

*hello@breadandbutterthing.org.*

10. Occasionally we may be provided with goods that are not labelled. We will not provide these goods to you as part of the Food Scheme. However, we can make them available for you to take if you wish to do so, and we can provide details of ingredients and allergens to those people who wish to take those goods. Anyone taking these goods does so at their own risk and we do not accept any responsibility in this regard.

11. As we are reliant on others to supply goods to us, we cannot guarantee that we will always be able to supply the membership package that you have ordered. We will notify you as soon as possible if we become aware that this may occur.

## **THE BREAD AND BUTTER THING (TBBT)**

### ***HOW WE COLLECT, USE AND PROTECT YOUR DATA***

The following is a summary of our Privacy Policy. To see the full version of our Privacy Policy please visit our website:

[www.breadandbutterthing.org/privacypolicy](http://www.breadandbutterthing.org/privacypolicy).

#### ***What data do we collect from our members and why?***

We only collect personal data from you where it is needed for us to provide our membership services.

We will collect a contact mobile number and full name from all of our members to enable us to connect with our members by text to let them know about our services.

From time to time our members may disclose what are known as Special Categories of Personal Data i.e. race, ethnicity, information about your health, religious or philosophical beliefs. Our members are not obliged to provide this information to us if they do not want to and we will only process this information if required as part of the delivery of our services to you.

#### ***When will we contact our members and how?***

We contact our members by text message.

We will contact our members as part of our membership services to our members know about delivery dates, flash sales or any additional services etc.

We will also contact our members to let them know about any partner services

that may be available from their local hub. If you do not want to receive these text messages, please let us know by contacting us at:

[hello@breadandbutterthing.org](mailto:hello@breadandbutterthing.org).

We will then ensure that you no longer receive these messages.

#### ***Do we sell or share our member's personal data?***

We do not sell any personal data.

We may share your personal data with:

- Third parties who help us provide our membership services to you.
- Professional advisers.
- Third parties such as other charities that we may work with to assist us in

providing our services to our members.

- Other charities that we may transfer parts of our business or assets to.
- We may also be required by law to disclose member personal data to third parties.

#### ***Do we transfer your data outside of the European Economic Area (EEA)?***

We may use software suppliers to help us deliver our services and which store our member's personal data outside of the EEA. However, we will only do this if those suppliers can provide an adequate level of protection for personal data as required by the European Commission.

### ***How do we keep your personal data secure?***

We keep your personal data secure in a number of ways:

- We only disclose your personal data to people who absolutely need to know it and those people are subject to a duty of confidentiality.
- We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

### ***How long do we store your personal data?***

We will only store a member's personal data for as long as we need to provide our membership services to you although we may be required

by law to keep your personal data for a longer period of time.

### ***What rights does a member have in relation to the personal data that we hold?***

More details as to your legal rights can be found in the full version of our Privacy Policy. In summary, a member has the following rights in relation to the personal that TBBT holds about them:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing personal data.

- Request transfer of your personal data.
- Right to withdraw consent.

If you have any queries about TBBT or anything contained in this booklet, please email us at:

[hello@breadandbutterthing.org](mailto:hello@breadandbutterthing.org).





You can find out more about our food and our work on our website:  
**[www.breadandbutterthing.org](http://www.breadandbutterthing.org)**  
where you can also sign up to our newsletter.

You can also follow us on Social Media:



[linkedin.com/  
company/the-bread-and-butter-thing](https://www.linkedin.com/company/the-bread-and-butter-thing)



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