

| **Appendix A: Key Informant Interview Supplemental Materials**

INTERVIEW GUIDES

GENERAL INTRODUCTION SCRIPT

Thank you for taking the time to speak with me today. My name is [X] and I'm part of a research project focused on understanding retailers' food donation practices, specifically on healthier items, learning about practices that are working well and what some of the challenges are. As I mentioned, a key focus here is on the nutrition quality of donations to food banks and pantries. We're particularly interested in donations of produce, low fat dairy and lean proteins as examples of nutritious donations, but we'd also like to hear about donations of other foods or beverages low in saturated fat, sodium and added sugar.

****Review Informed Consent that was sent prior to interview****

As a reminder, this interview is confidential but will be audio-recorded and transcribed for analysis. Please let me know if you would prefer not to answer a question or would like to end the interview. I will now begin the audio-recording for the interview. Before we begin, do you have any questions?

INDIVIDUALS AT THE RETAIL CORPORATE LEVEL

- 1.** Can you give me a one or two sentence overview of your overall role at [CHAIN] and how it connects to food rescue/food donation or nutrition?
- 2.** Can you describe your company's food rescue program?
- 3.** What corporate policies and strategies affect the amount, type or nutritional quality of food donations?

a. Prompts:

- How important is nutritional quality in the company's donation policies?
 - [if applicable] How is "nutrition" understood or defined?
 - Do the policies specifically cover:
 - food quality, preventing spoilage and food safety
 - communication or relationships with food banks or donation recipients
 - ordering practices to reduce over-purchasing, waste or shrink?
 - [if applicable] Why do you think nutrition is not included?
- 4.** Are there any corporate policies that make it easier or harder to donate nutritious foods?

5. How are the corporate guidelines about food donation communicated and implemented across the company?

a. Prompts:

- What guidance is given to staff about these policies, and in what forms?
- How are staff trained to implement these policies?
- In your view, how clearly are the company's values around food donation communicated through the hierarchy to staff at different levels?
- Can you share more about how staff are trained and what tools are used?

6. What impact have your policies and strategies had on the nutritional quality of donations and on the amount of food donations overall?

a. Prompts:

- What has been most effective and why?
- Are there other strategies you'd like to try?
- What strategies are used to motivate staff to engage in donation? (Examples: formal requirements, motivational communications, data tracking and messaging about amounts donated, incentives, consequences, communications about leadership commitment?)

7. What factors make it harder or easier to donate produce and other nutritious foods?

a. Prompts:

- What would help address the barriers?
- Are there any policy or financial incentives (e.g., tax deductions, landfill disposal costs) that impact donations?

8. What data do you collect about food donations, and how do you use it?

9. Let's shift to your experiences working with food banks and explore what could help your store donate more nutritious food. What can food banks and pantries do to make it easier for retailers to donate healthy food/more produce?

10. Is there anything you would like to see or change about the current food rescue program?

11. Are there any recommendations you would have for other grocery stores looking to increase their food rescue program?

12. Is there anything else you'd like to share about food rescue or how to make it easier to donate nutritious food?

INDIVIDUALS AT THE RETAIL STORE LEVEL

1. Can you give me a one or two sentence overview of your overall role at [CHAIN] and how it connects to food rescue/food donation or nutrition?
2. Can you describe the food rescue program?
 - a. **Prompt:** How much flexibility do you have to shape food rescue efforts in your store? (versus everything being fixed at the corporate level)
3. What company policies or strategies affect the amount, type or nutritional quality of food donations?
 - a. **Prompts:**
 - How important is nutritional quality in the company's donation policies?
 - How is "nutrition" understood or defined?
 - [if applicable] Why do you think nutrition is not included?
4. Are there any policies that make it easier or harder to donate nutritious foods?
5. How are the corporate guidelines about food rescue communicated and implemented across the company?
 - a. **Prompts:**
 - What guidance do you get about these policies, and in what forms? (e.g., written, training)
 - What training did you receive to implement these policies?
 - Are there aspects that aren't clear to you?
 - In your view, how clearly are the company's values around food rescue communicated?
 - How do you determine if food is safe to donate (ex: is one moldy strawberry sending the whole package to waste?)
 - Can you share more about how staff are trained and what tools are used?
6. What impact have company policies and strategies had on the nutritional quality of donations and on the amount of food donations overall?
 - a. **Prompts:**
 - What has been most effective and why?
 - Are there other strategies you'd like to try?
 - What strategies are most effective in motivating staff to engage in donation? (Examples: formal requirements, motivational communications, data tracking and messaging about amounts donated, incentives, consequences, communications about leadership commitment?)
 - What factors are most important in shaping the amount or quality of food donated, and in particular, in increasing donations of perishable foods?
7. What factors make it harder or easier to donate produce and other nutritious foods?
 - a. **Prompt:** What would help address the barriers?

8. What data is shared with you about food donations, and how do you use it?

a. Prompts:

- Do the data specify the amounts by SKU, food item, or other category?
- Are there expectations or goals for stores to meet?

9. Let's shift to your experiences working with food banks and explore what could help your store donate more nutritious food. What can food banks and pantries do to make it easier for retailers to donate healthy food/more produce?

a. Prompt: Do food banks discuss donations, items of high need?

10. Is there anything you would like to see or change about the current food rescue program?

11. Are there any recommendations you would have for other grocery stores looking to increase their food rescue program?

12. Is there anything else you'd like to share about food donation or how to make it easier to donate nutritious food?