

## **Appendix D-1**

### **Recruitment Script for Non-FMI Members (No contact identified)**

#### **Exploratory Semi-structured Interviews on Retail Food Loss**

Agency: Economic Research Service

Contractor: RTI International

## Appendix D-1: Recruitment Script for Non-FMI Members (No contact identified)<sup>1</sup>

### Company is an Independent Operator

Good Morning/Afternoon,

My name is <name>, and I am a researcher with RTI International. I am calling about a study we are conducting for the U.S. Department of Agriculture, Economic Research Service (USDA ERS). USDA is working to address the problem of food loss and waste through its programs, policies, and guidance. As part of these efforts, we are asking food retail companies to participate in confidential interviews to help inform the design of a potential national study on retail-level food loss. We have chosen your company so that we talk to different sizes and types of retailers.

We would like to interview the person or persons in your company who is most knowledgeable about how your company tracks food loss and maintains electronic data on product shipments and sales. This might be someone in operations or supply chain management, or a procurement specialist or retail/supermarket buyer. Taking part in the interview will take about 2 hours—90 minutes for the interview itself and about 30 minutes of prep time before the interview. Would you be able to help me identify the person who could help us with this study?

[IF YES AND IF TRANSFERRING TO DIRECT LINE] Thank you, may I also have their extension so that I can follow up directly if we get disconnected?

[IF YES, RECORD CONTACT INFORMATION AND WAIT TO BE TRANSFERRED] Thank you, have a nice day. [GO TO **APPENDIX D-2**]

[IF NO] Thank you for your time.

### Company is a Regional or National Chain

Good Morning/Afternoon,

My name is <name>, and I am a researcher with RTI International. I am calling about a study we are conducting for the U.S. Department of Agriculture, Economic Research Service (USDA ERS). USDA is working to address the problem of food loss and waste through its programs, policies, and guidance. As part of these efforts, we are asking food retail companies to participate in confidential interviews to help inform the design of a potential national study on retail-level food loss. We have chosen your company so that we talk to different sizes and types of retailers.

We would like to speak with the Director of Sustainability or someone who holds a similar position within your company to help us identify the person to interview. Taking part in the interview will take about 2 hours—90 minutes for the interview itself and about 30 minutes of prep time before the interview. Would you be able to help me identify the person who could help us with this study?

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<sup>1</sup>We will initially contact the company by phone if an email address is not available from online sources. When an initial point of contact is not identified through online searches and the main number for the company is being called, use **Appendix D-1**. If an initial contact is available through online searches, use **Appendix D-2**.

[IF YES AND IF TRANSFERRING TO DIRECT LINE] Thank you, may I also have their extension or email so that I can follow up directly if we get disconnected?

[IF YES, RECORD CONTACT INFORMATION AND WAIT TO BE TRANSFERRED] Thank you, have a nice day. [GO TO **APPENDIX D-2**]

[IF NO] Thank you for your time.