

2022 Food Recovery Verified Report

Created by Food Recovery Network, December 27, 2022



Purpose


This report is intended to inform the National Association of REALTORS® about the outcomes of their participation in Food Recovery Network's (FRN) Food Recovery Verified (FRV) program in 2022. The report includes a general summary on our work together, data on each food recovery, and feedback and recommendations to strengthen our work together. Conversely, FRN is always open to feedback on how to improve this partnership and food recovery plans. All feedback will help the Food Recovery Verified program continue to grow and evolve.

Summary

In 2022, the National Association of REALTORS® (NAR) continued a food recovery partnership with FRN to ensure that surplus food from their events would be donated throughout the year. Through this partnership, FRN assumed responsibility for planning and coordinating food recovery efforts from several NAR events, as well as events hosted by their member associations. Specifically, FRN staff:

- Hosted calls, secured an appropriate nonprofit or food recovery partner, and stayed in close communication with **20 venues that did not have a food recovery program** in place to guide the recovery process
 - Please note that **3 of the venues we spoke with ultimately declined to participate** in FRN's food recovery program due to liability concerns or limited staff capacity (see orange highlighted venues in [Chart I](#) below)
- Communicated with **8 venues that had pre-established food recovery partnerships** to collect information and data on their food recovery programs
- Provided timely updates to NAR event planners when challenges arose that would impact the success of a food recovery program
- Provided impact updates to NAR's event and communications department throughout the year

In total, FRN provided this support for **25 food recoveries which took place during 12 annual NAR events and 3 member association events**, resulting in the **donation of 3,019 pounds of surplus food, equivalent to 2,516 meals**, to local hunger-fighting nonprofit organizations in **12 different cities** across the country.



Food Recovery Data

In 2022, FRN maintained a similar scope of work with NAR, compared to 2021 as pandemic-related restrictions remained lifted. [Chart I](#) below outlines all of the food recoveries coordinated throughout the calendar year (January 2022-December 2022). The specific food recovery efforts organized by FRN are noted by an asterisk (*) in the 'Event' column.

The remaining events were hosted at venues that already had a food recovery program established as part of their daily operations, so no additional support was requested from FRN to facilitate that programming.

[Chart II](#) below shows the total impact of FRN and NAR's food recovery work to date (2019-2022).

Chart I: Food Recovery Data 2022

2022 Data				
Event	City, State	Date	Approx. Food Recovered	Nonprofit Recipient
President's Circle Conference	Nassau, The Bahamas	2/24/22	0	<i>Not applicable, no surplus food was available</i>
*Howard County Association of REALTORS®	Ellicott City, MD	3/3/22	10	Grassroots Crisis Intervention Center
Association Executives Institute	Atlanta, GA	3/11/22	540	Ronald McDonald House
*Broker Summit	Phoenix, AZ	4/5/22	158	The Salvation Army Tempe Corps
*REALTORS® Legislative Meetings - Capital Hilton Hotel	Washington, DC	5/2/22	50	House of Ruth
*REALTORS® Legislative Meetings - Gaylord National Resort & Convention Center	National Harbor, MD	5/3/22	0	<i>Not applicable, no surplus food was available</i>
*REALTORS® Legislative	Oxon Hill, MD	5/3/22	0	<i>Not applicable, no</i>

Meetings - Harborside Hotel				<i>surplus food was available</i>
Communication Directors Institute	New Orleans, LA	7/13/22	No data received	Second Harvest
*GAD Institute	Philadelphia, PA	7/19/22	70	Philabundance
*San Mateo County Association of REALTORS®	San Mateo, CA	8/4/22	82	Life Moves
*Leadership Week - Intercontinental Chicago	Chicago, IL	8/7/22	30	FRN's Chapter at Loyola University Chicago
*Leadership Week - Loews Hotel	Chicago, IL	8/7/22	0	Venue declined to participate due to liability concerns
*Leadership Week - The Old Post Office	Chicago, IL	8/7/22	212.5	The Taste Cafe, SocialWorks Chi
*Leadership Week - Sheraton Grand Hotel	Chicago, IL	8/8/22	76	Sai Spiritual Foundation
*C5 Summit	New York City, NY	8/15/22	455	Good Samaritan House
*Oklahoma Association of REALTORS®	Tulsa, OK	9/12/22	0	Venue declined to participate due to limited staff capacity
*iOi Summit	Los Angeles, CA	9/28/22	317	Hollywood Food Coalition + Union Rescue Mission
*Kansas Association of REALTORS®	Overland Park, KS	10/5/22	23	Pete's Garden
*Howard County Association of REALTORS®	Columbia, MD	10/27/22	0	Venue declined to participate due to liability concerns
*Unknown event name	Nashville, TN	10/27/22	No data received	Unknown
REALTORS® Conference & Expo - Hilton Orlando Hotel	Orlando, FL	11/9/22	360	Donated internally to staff members
REALTORS® Conference &	Orlando, FL	11/9/22	No data	Second Harvest

Expo - Hyatt Regency Orlando			received	
*REALTORS® Conference & Expo - Rosen Center Orlando	Orlando, FL	11/9/22	No data received	Second Harvest
*REALTORS® Conference & Expo - Rosen Plaza Hotel	Orlando, FL	11/9/22	No data received	Second Harvest
REALTORS® Conference & Expo - SeaWorld	Orlando, FL	11/9/22	No data received	Second Harvest
REALTORS® Conference & Expo - Universal Studios	Orlando, FL	11/9/22	No data received	Second Harvest
REALTORS® Conference & Expo - Mango's Restaurant	Orlando, FL	11/9/22	No data received	Second Harvest
*Unknown even name	Philadelphia, PA	11/29/22	250	Philabundance
NAR National Impact			2,774 lbs.	2,312 meals
NAR Member Association			245 lbs.	204 meals
2022 Total Impact			3,019 lbs.	2,516 meals

Chart II: Food Recovery Impact to Date

Collective Impact to Date (2019-2022)		
	Total Pounds	Total Meals
NAR National Impact	7,119	5,933
NAR Member Association	379	316
Total Impact	7,498	6,248

Communications

FRN featured NAR in various communications and conversations throughout the year to celebrate and highlight NAR's continued commitment to reducing food waste and fighting hunger in the United States, both through **engaging in and supporting various food recovery efforts** as well as through **educating our larger networks about the intersections of housing affordability and food insecurity**.


Blog Posts:

- [Food Recovery, Football, and FRNds Galore](#)
- [FRN Celebrates Three Years of Partnership with NAR](#)

Social Media Posts (posted on LinkedIn, Twitter, Instagram, and Facebook)

- [Celebrating three years of partnership with NAR](#)
- [The Correlation Between Housing Affordability and Food Sufficiency](#)
- [Hunger and Homelessness Awareness Week](#)
- [Promotion of NAR's 2021 report on housing affordability and food insecurity](#)
- [Bob Goldberg discusses the link between housing affordability and food sufficiency](#)
- [Dr. Jennifer Lutz discusses the 2021 NAR report on housing affordability and food insecurity](#)
- [Intersection between housing affordability and food insecurity](#)
- [NAR appreciation post](#)
- [Super Bowl recovery highlight and thank you to NAR for its support](#)
- [Super Bowl recovery appreciation post](#)
- [Super Bowl recovery appreciation post](#)

FRN recognizes NAR as a key partner in the food recovery movement and will continue to share updates on our work together with our audience of students and professionals that are engaged with our mission.



Observations

In 2022 NAR donated a total of 2,774 pounds of surplus food from national events, compared to 4,145 pounds in 2021. There are a variety of factors that can impact the amount of surplus food available from events. FRN observed and experienced the following circumstances, which we believe contributed to the total amount of surplus food that was reported donated in 2022:

- With COVID-19 vaccines readily available, in-person event attendance has become more reliable than in 2021, which helps to ensure that event planners can better predict event attendance rates, plan meals accordingly, and thus reduce the amount of surplus food available from events.
- The foodservice and hospitality industries continue to experience high rates of staff turnover and remain understaffed, which affects their ability to commit to helping recover surplus food.
- For venues that indicated they have a pre-established food recovery partnership, FRN rarely received food recovery data from the venue or their nonprofit partner to confirm that any surplus food was available or donated from NAR's events.

Assessment

Food Recovery Network is committed to improving the efficiency and quality of our FRV event food recoveries. To support that commitment, we've identified areas of strength as well as recommendations for future recoveries based on the outcomes of our work with NAR in 2022. We understand that every event is unique and therefore these recommendations might not be pertinent based on the location, foodservice provider, or timing of future events.

What Worked

1. **National Association of REALTORS®' investment in the food recovery program**
 - 1.1. FRN recognizes that food waste reduction is a voluntary, added component to NAR event operations spearheaded by the civically-minded, people-powered culture that drives NAR and its members. The full support from all NAR staff and

member associations helped ensure that good food was donated to feed people who need it the most.

2. FRN chapters and staff facilitating food recoveries

- 2.1. We were thrilled to compensate one FRN chapter to support NAR with one food recovery during Leadership Week in Chicago. Their involvement led to a successful recovery from the Intercontinental Hotel, and an additional 25 meals for their partner agency, [A Just Harvest](#).
- 2.2. FRN sent a local staff member to support the food recovery effort from NAR's last event of the year, which took place in Philadelphia, PA. Without FRN staff participation, the venue would not have donated any surplus food from that event due to lack of communication among the banquet and kitchen staff explaining the program and protocol to donate surplus food. But because FRN was there, we were able to recover and donate 250 pounds of surplus food to [Philabundance](#).

3. Bulk shipment of FRV event signage

- 3.1. FRN provided a bulk shipment of FRV event signs to NAR headquarters at the beginning of the year to ensure that NAR would have signage to incorporate at all of its events throughout the year. This helped save costs and eliminate shipment delays, which FRN experienced in 2021 as a result of the ongoing pandemic.

Recommendations

1. Increase accountability for foodservice providers

- 1.1. This year, **8 out of 20 venues that NAR worked with indicated that they had an established food recovery program** in place and did not require assistance from FRN to put a recovery plan in place. Unlike in 2021, we found it challenging to receive food recovery reports after NAR events took place at these venues.
 - 1.1.1. In 2023, FRN could implement a policy to send a brief survey to the venues that indicate they have a pre-established food recovery program to ensure we know what organization they donate surplus food to, who their primary contact is, and when we can expect to receive a report on the quantity of surplus food available from those events. We look forward to discussing this concept with the NAR team.

2. Improve communication with foodservice providers

2.1. In 2022, **two venues indicated that they could not participate in food recovery efforts due to being understaffed. For one event, FRN was able to course-correct by sending a staff member to the venue to support the kitchen staff with the food recovery.** Despite having sent a detailed guide and plan for the food recovery program to the venue's Banquets Manager in advance, which they confirmed was shared with their Chef and approved, FRN's staff member found that the kitchen staff had not been informed of the food recovery effort and didn't expect to have a volunteer in their kitchen space. The FRN staff member had to be assertive in a chaotic, and sometimes unwelcoming, environment to ensure that surplus food was recovered and donated.

2.1.1. This experience was enlightening to FRN staff because it **demonstrated the lack of communication between banquet management and kitchen staff.** Although the Banquets Manager and Chef had been informed of the food recovery protocol, neither of those individuals were onsite the day of NAR's events. The Sous Chef in charge had not been informed about the program, and therefore the kitchen staff felt unprepared for the recovery effort.

2.1.2. We assume that other venues have similar challenges, and will work with NAR to determine a better approach to communicating the food recovery plan and protocol to all venues.

3. Request for Event Photos

3.1. **FRN respectfully requests photos from NAR staff at each NAR event** to compliment any written communications generated in promotion of this partnership. Photos are an essential component to social media and blog posts, which are the primary methods used to highlight NAR's participation in the FRV program. FRN will also continue to request photos from FRN Chapters and hunger-fighting partners that support NAR food recoveries.

FRN is committed to continuing our work with the National Association of REALTORS® and we look forward to supporting NAR with more food recoveries in 2023.

