

## Whole Foods Thanksgiving Week of Action

Nov. 22 - Nov. 26

### Calls to Customer Service Toolkit

**Context:** At a time of year when most people are spending a lot of time in grocery stores, we want to highlight how hard it is to buy Thanksgiving food without heaps of plastic waste. Grocery stores like Whole Foods that pride themselves on sustainability should make it easy to have a plastic-free holiday--but once again, they received a [failing grade](#) from *As You Sow* on their policies to tackle plastic waste.

That's why Environment America and US PIRG are holding a Thanksgiving week of action to call on Whole Foods to eliminate plastic in their stores. Throughout the week of Nov. 22 - Nov. 26, we're highlighting the difficulties consumers face when trying to find plastic-free groceries at the supermarket on social media. The more consumers who hear about this and speak up about the problem, the more likely it is that Whole Foods shareholders will take action.

***Help us build the buzz by calling Whole Foods. Please call the customer service line at 1 (844) 936-8255 using the call script below.*** If you have any questions or want to engage beyond social media, contact Elizabeth at [edisanto@environmentamerica.org](mailto:edisanto@environmentamerica.org).

#### Call Script:

- Hi. My name is [YOUR NAME] and I'm calling Whole Foods customer service to make a comment about your company's use of plastic in stores for you to bring to your supervisor. Are you the right person to talk to?

*[Leave space for response]*

- Ok, thanks. As someone who works in customer service, I'm sure you know that Whole Foods customers like myself shop at your store because we care deeply about the health of the environment and the planet.

- Yet, when I shop at your store in [YOUR CITY], I find so many grocery items unnecessarily wrapped in plastic. Single-use plastics pollute our soil, litter our national parks and harm wildlife -- like dolphins, sea turtles and whales -- that mistake plastic for food. But Whole Foods has remained silent on the issue.

- We need corporations -- especially ones like Whole Foods that prides itself on upholding high environmental standards -- to tackle our country's plastic problem by stopping it at its source.

- So, as a customer, I'm urging you to step up your leadership and eliminate single-use plastic packaging at the [YOUR CITY] Whole Foods location.

- Thanks for your time.

*[Leave space for response]*

*[End call]*