

**FOODSERVICE
DISTRIBUTION**

Food Donation RESOURCE KIT



How to Build a Food Donation Program

IFDA offers a resource kit for foodservice distributors of all sizes to build a successful food donation program that benefits both the company and the community. The kit was developed with the guidance of IFDA's Corporate Social Responsibility Committee. Learn more at ifdaonline.org/CSR.



Food Donation Resource Kit

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For downloadable resources,
visit ifdaonline.org/CSR or scan the code.



Introduction

Foodservice distributors play a unique and vital role in helping address food insecurity issues in their communities. With ready access to a wide variety of food products, sophisticated means of storage and transportation, and an ongoing need to refresh stock to ensure freshness and quality, distribution companies are well-suited to serve as partners for local food banks and charities.

*Food insecurity is an issue faced by over **38 million Americans**, a number which includes about 12 million children.*

The inherent nature of the wholesome and nutritious products that distributors may find themselves overstocked with can make a significant difference in addressing the food insecurity issues faced by our country when donated consistently.

Food donation efforts are more than just a charitable act. They serve as a means of strengthening bonds with the local community and its political actors, provide the organization with positive narratives to share, provide tax and financial benefits, and can be a valuable component of efforts to reduce food waste. The Environmental Protection Agency (EPA) estimates that each year, U.S. food loss and waste creates 170 million metric tons of carbon dioxide greenhouse gas emissions – more than the annual CO₂ emissions of 42 coal-fired plants. Distributors are in a position to do something about the paradoxical food waste and food insecurity issues faced by our community – helping both people and the environment.

This resource is intended to guide your company's efforts as you launch or expand your food donation program. It is designed to be a general overview and not specific instructions, so IFDA encourages you to consult your management and company counsel before proceeding with any food donation efforts.

1. USDA (<https://www.usda.gov/media/blog/2022/01/24/food-waste-and-its-links-greenhouse-gases-and-climate-change>)



Benefits

According to U.S. Department of Agriculture (USDA), between 30-40% of the entire U.S. food supply is wasted each year. This occurs at different levels in the supply chain, resulting in over \$218 billion to grow, process, transport, and dispose of foods that will never be eaten.

A clear benefit of food donation programs is to help minimize this glaring inefficiency, which is financially wasteful and contributes to negative environmental impacts. Re-routing wholesome food that may otherwise be wasted and delivering it to the most vulnerable citizens is a victory on many fronts.

Food donation isn't just a meaningful charitable act, but a smart business decision.

A well-run and properly publicized donation program can be a valuable asset for foodservice distributors, helping them to build brand awareness and ties within the community, earn tax benefits and waste-hauling savings, and bolster recruiting and retention efforts. It also has inventory management benefits, opening up warehouse space for more profitable SKUs.





Community Benefits

The very nature of donation programs, which involve coordinating with charities that often serve as community bedrocks, puts a company in contact with a wide range of local figures. Building and strengthening these ties can be immensely valuable for a company. Tangible benefits include introducing distribution leaders to well-connected individuals in the region's religious, political, and business arenas — increasing its influence among key decision-makers, which can be useful for procuring things like grants or political support for expanded facilities — as well raising a company's profile with residents, often the firm's main source of its workforce.

There are many ways that companies can tastefully use their food donation program as a recruiting vehicle. Simple efforts such as putting company-branded recipe cards in food boxes with a "We're hiring" message on the back can help raise a company's profile among a diverse set of potential workers. Holding public-facing donation events that supplement a company's regular practices or leveraging local media to draw attention to these efforts can also raise your firm's profile in the local market.

Media can be the key to maximizing the community benefit of a food donation program.

A well-promoted program can help provide:

-  An increase in positive feelings toward a company, both internally and externally.
-  Goodwill among voters and local officials.
-  Easy story pitches for local media, who are always looking for feel-good stories.

See the Communicating section for more information on how to publicize your food donation program for maximum effect.





Workforce Benefits

In addition to boosting a company's profile with potential employees in a region, a robust food donation program can also be a powerful tool for recruiting and retention. It can help companies better appeal to more socially conscientious young workers and improve internal morale among current employees.

Recent labor market research has all pointed to a clear conclusion: younger workers take a company's corporate social responsibility (CSR) program into account when making employment decision. In one survey of 1,000 full-time U.S. workers, more than half of American professionals under 40 said that a company's CSR program would affect their decision to work there.¹

For foodservice distribution, a "nuts and bolts" industry competing with technology firms and other trendy employers for talent, an effectively communicated donation program can help convey a sense of modernity and social conscientiousness, while providing recruiters with compelling bullet points to use while painting a narrative of how an employee's work will matter to the community.

A food donation program can also boost morale among current employees, contributing to better retention, particularly if it includes volunteer events where coworkers interact while feeling good about what they are doing.



70 percent

of employees believe that volunteer opportunities boost morale more than company mixers



89 percent

think that company-sponsored volunteer activities – such as food boxing or supplemental food drives – contribute to a better working environment

Source: Deloitte Volunteerism Survey²

These types of programs and events can bring coworkers closer together while also providing them with a sense of meaningful purpose in what they do every day.

1. <https://www.recruiter.com/recruiting/corporate-social-responsibility-in-the-age-of-gen-z-young-workers-expect-you-to-do-more/>
2. <https://www2.deloitte.com/us/en/pages/about-deloitte/articles/citizenship-deloitte-volunteer-impact-research.html>



Company Benefits

Food donation programs can help companies achieve better ESG (environmental, social and governance) metrics while also saving them money, both in short-term hauling fees and long-term tax benefits.

The anaerobic decomposition of food products produces methane gas — a key contributor to ecological issues such as ground-zero ozone, which causes over one million premature deaths every year. A single head of lettuce in a landfill can take up to 25 years to decompose, releasing harmful methane gas the entire time¹. Company efforts to divert more food from landfills to hungry mouths can:

- + Bolster a company's ESG metrics and provide positive talking points for corporate reports, zoning meetings, and other business purposes.
- + Help shape a narrative of being a good community neighbor.
- + Provide photo opportunities that can be used on company materials (e.g., website, employment brochures, etc.).
- + Help green certifications such as the EPA's WasteWise that raise a company's profile.

Immediate tangible benefits of food donation can include reduced waste hauling costs. A dock dumpster that gets filled one or two less times a week is a direct operational savings for the company. Some food banks and food rescue organizations will pick up food donations free of charge, resulting in even more savings for the donors.

There are also tax benefits for donating food. **Since 2015, companies that donate food without any compensation to a qualified domestic 501(c)(3) nonprofit organization that uses food for exclusively charitable purposes are eligible for enhanced federal tax deductions.** You can learn more about the requirements for these deductions in the Harvard Food Law and Policy Clinic's Federal Enhanced Tax Deduction for Food Donation. Companies that participate in a food donation program are protected from liability under the Good Samaritan Food Donation Act.

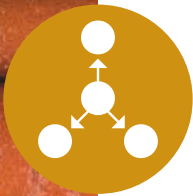
1. <https://foodhero.com/blogs/food-waste-and-climate-change>





Process

Every company's process for establishing, implementing, and enhancing a food donation program will be different depending on their typical operating procedures. The following is a list of best practices to consider for maximizing the effect of your program:



Establish Multiple Donation Recipients

Not all charitable organizations can manage equal amounts of volume or accept certain items, so it's a good practice to build relationships with several different organizations in your region. This will also help your planning; for example, if one organization can't take a product or doesn't have the space/time during heavy periods, having other options makes it more likely that you will be able to meet your internal forecast.

For tax purposes, you will need to ensure that they are all 501(c)(3) organizations that do not exclude any groups from receiving donations (e.g., a charity that only provides benefits to one religious group).

While building partner relationships, it is useful to have a member of the Operations team involved to discuss the partners' logistical capabilities, if any, and what will be required on the company's part. For example, one charitable partner may have a fleet of trucks always available, one may have scheduled access to vehicles at designated times, and one may have no transportation capability. Your Operations personnel can help you determine how each potential partner fits into your broader donation program.





Schedule Regular Pickup Dates and Times

To ease your own logistics, it's smart to schedule regular pick-ups as far in advance as possible. This will make you an appealing partner for charitable organizations while helping your own team make more accurate and manageable projections for purchase, storage, and donation outflow.

While some charitable organizations do pick up donations, others do not. Having a detailed advanced schedule will also help you better plan your transportation logistics should you need to deploy your own vehicles to complete the donation. You will want to prepare a list of questions for each potential partner that help you form a complete picture of their capabilities, demand, and any volunteer opportunities they may offer.



Manufacturer and Customer Coordination

If there are specific products that are in high demand from charitable partners, it may make sense to coordinate directly with the manufacturer for procuring and donating larger quantities of that product. Similarly, for donated goods that are branded or exclusive/Limited Time Offers (LTOs), you may need to coordinate with the customer with any specific guidance that is required to meet contractual obligations.





Centralizing Your Procedures

There will be many moving parts involved in the food donation program. Inventory must be purchased with a plan for donating goods (e.g., if there is an agreed-upon monthly peanut butter donation with a charitable partner, this must be accounted for by procurement personnel), warehouse teams must know when and how to pull products for donation, and transportation teams must be prepared to finalize the other teams' work by delivering – or arranging pick-up of – the product.

To account for all of these pieces while minimizing workload on individual teams, it is recommended to identify a project manager for each facility to coordinate internal and external factors. Sample responsibilities for this person (and their support team, if available) include:

- Coordinating between sales/operations teams and day/night crews.
- Developing consistent training/documentation (see chart below for details on what this should entail.)
- Making final calls on determining code dates for pulling products.
- Managing and activating standard operating procedures for donation scenarios.
- Serving as, or designating, the liaison to donation recipient.
- Entering metrics into the tracking file.
- Designing and implementing a system for tracking physical and technical removal from inventory.

It is recommended to identify a project manager for each facility to coordinate internal and external factors.

In addition to assigning one project manager (and a back-up to ensure redundancy should they leave the company or be out of office), all records should be recorded in one master file, with one person assigned ownership. Records should include:

- Individual and total donation volume.
- Any data relevant to receiving tax benefits.
- Transportation schedule and any costs incurred in the delivery of goods.
- Information needed by manufacturers or charitable partners.



Standardized Actions for Various Donation Scenarios

For safety, financial, and logistical reasons, standardized procedures that are well-documented and adhered to are critical to the success of the food donation program.

Policy	Documentation
Who decides what gets pulled	Identifies roles and/or individuals who are able to make the final call whether to pull a product for donation.
When to pull various products	Criteria for when to pull products with clear procedures that make it simple for designated employees to understand how the policy applies to different kinds of foods: fresh produce, near expiration, customer-rejected, exclusive/branded products.
How to pull various products	Procedures for properly tracking and maintain data on products that have been pulled.
How to properly label pulled products	Guidance on how pulled products should be physically and digitally labeled, to reflect any safety considerations (e.g., expiration date) and inventory considerations.





Tracking

IFDA estimates that the total value of foodservice distribution company food donations reaches \$550+ million annually. Tracking key metrics is an important part of any successful food donation program. Not collecting data on your donations over time can lead to lost tax benefits and inability to assess and grow the program. In addition, having these metrics on hand can greatly help communicate your efforts internally and externally. Incorporating regular data tracking into the donation process streamlines the effort.

There are many ways to track the food you donate, and each can be helpful for different reasons and different audiences.

For example, tracking the value of the donated products is necessary for tax benefits, tracking food categories can help PR efforts to highlight the wholesomeness of donated items, and tracking the number of meals helps external audiences visualize the volume of donations.

IFDA estimates that the total value of foodservice distribution company food donations reaches annually

\$550+ million

Many food donation recipients, like food pantries and soup kitchens, track their incoming donations, so you may coordinate with those recipients to get some of the metrics you need. Some metrics are related to others, some may be averaged or estimated, and there may be unique metrics that are helpful to your business that aren't mentioned here. The rule of thumb is to track as many as possible for versatility of reporting, because used together, the numbers help you better tell your story of community involvement to current and future employees, company leadership, elected officials, news media, and more.

Tracking key metrics is an important part of any successful food donation program.

Tracking Guidelines

Metric to track	Primary reason for tracking	Notes
Pounds	Visualizes donation volume	Can be used to draw analogies to weights of common objects
Cases	Helps internal and external logistics	Volume
Pallets	Helps internal and external logistics	Volume
Meals	How many people did your donation feed?	1 meal = 1.2 lbs of food
Product category	Communicates nutritional value of your donated food	General categories may suffice, such as fresh produce, frozen protein, canned goods, etc.
Code dates	Communicates your donation is wholesome, quality food	Can also help internal inventory management
Value	Necessary for tax deductions	Communicates generosity



A photograph of several brown and white eggs in a cardboard carton, positioned on the left side of the page. The background is a solid red color.

Communicating

Once you've established your food donation program, set a process and started tracking your donations, you'll want to share your efforts with others. There are many different audiences, and each will respond differently to different messages, as well as to different metrics. Like the process for the program itself, you want to establish a communications plan. You may adapt some of the materials found in [IFDA's PR 101 and PR 102 kits](#), as well as the templates and examples included in this kit.

Step 1: Identify audiences that you'd like to reach, including both internal and external groups. They can include your company leadership and current employees, as well as local community leaders and elected officials, local and trade news media, and prospective employees.

Step 2: Identify channels through which to communicate with each audience. These can be existing vehicles or custom materials aimed at each unique audience. Examples include news releases, ESG reports, break room posters, e-newsletters, recruiting videos, website and social media.

Step 3: Develop messaging that resonates with each audience. For example, company leadership may respond best to cost savings and business benefits of your donation program, while prospective employees may respond best to the generosity and company culture of giving.

There are many different audiences, and each will respond differently to different messages, as well as to different metrics.

Keep in mind that it's advisable to secure permission to use people's images prior to publishing any photos or videos, including of your employees, donation recipient organization staff, food recipients, etc. There is a template image release form included in this kit.

External

News & Trade Media:



Customers:



Community Leaders/Local Officials:

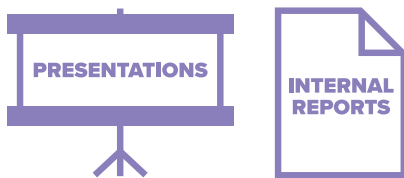


Prospective Employees:



Internal

Company Leadership:



Current Employees:



All Audiences





Expanding

If you'd like to expand your food donation program beyond donations of surplus food to food banks and soup kitchens, there are myriad ways of doing so. Here are a few ideas:



Donation of food not fit for human consumption

Some expired or damaged products may not be suitable for humans, but that doesn't mean they have to go to a landfill. There are programs that let companies donate products for animal feed. Placed in the middle of the EPA's Food Recovery Hierarchy, the EPA recommends contacting your local solid waste, county agricultural extension office or public health agency for information.

[\[https://www.epa.gov/sustainable-management-food/reduce-wasted-food-feeding-animals\]](https://www.epa.gov/sustainable-management-food/reduce-wasted-food-feeding-animals)



Disaster relief and planned food donations

While emergency situations like wild fires, hurricanes, earthquakes and other natural disasters or armed conflicts cannot necessarily be predicted, it doesn't mean your business can't plan to offer assistance should such a situation occur. During such times, companies may donate food for disaster relief that otherwise wouldn't be donated, such as bottled water and non-surplus canned goods.

Setting up an annual budget line item for this purpose and establishing an internal process that can be triggered and executed very quickly is crucial. The process for this can be similar to your regular donation process, though the actions are hypothetical until they're needed. Establish contacts at aid organizations and government agencies like the Federal Emergency Management Agency (FEMA) to quickly be able to set the process in motion, and keep template communication pieces on hand.



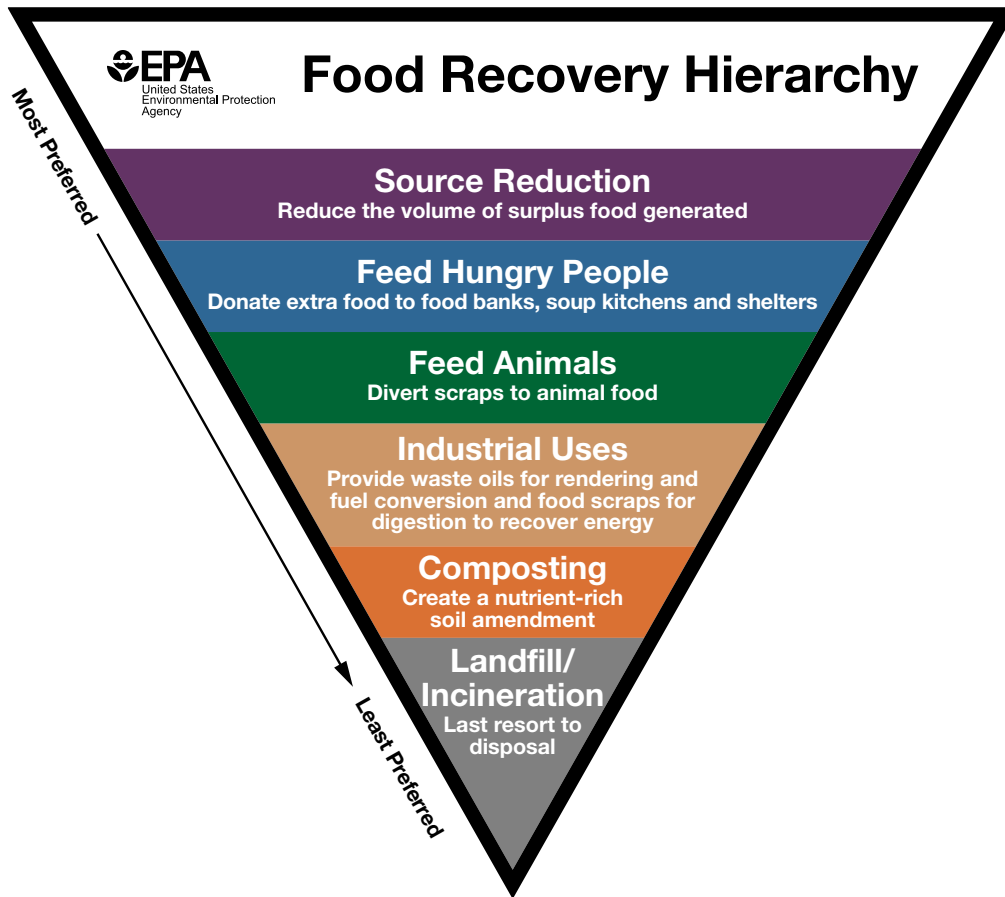
Composting







The next step down from feeding animals in EPA's hierarchy is composting. While no national program exists, various local governments and non-profit businesses offer guidance. Contact your local agency for details.



International Food Donations

Similar in process to domestic planned donations, international disaster relief or other food aid can also be planned in advance as a budget line item and process. The logistics and regulations for donating food beyond U.S. borders will vary, but organizations like the American Red Cross can be helpful in organizing such events.





Resources and Examples

Tax Deductions:

Feeding America: <https://www.feedingamerica.org/ways-to-give/corporate-and-foundations/product-partner/tax-benefits-for-your-company>

National Resources Defense Council: <https://www.nrdc.org/sites/default/files/food-donation-federal-tax-deduction-guide-201803.pdf>

ReFed: <https://policyfinder.refed.org/federal-policy/federal-tax-incentives>

USDA: <https://www.usda.gov/media/blog/2020/07/08/federal-incentives-businesses-donate-food>

Bill Emerson Good Samaritan Act:

Feeding America: <https://www.feedingamerica.org/ways-to-give/corporate-and-foundations/product-partner/bill-emerson>

USDA: <https://www.usda.gov/media/blog/2020/08/13/good-samaritan-act-provides-liability-protection-food-donations>

U.S. Congress: <https://www.congress.gov/congressional-report/104th-congress/house-report/661/1>

Food Recovery:

EPA: <https://www.epa.gov/sustainable-management-food/food-recovery-hierarchy>

Organizations:

American Red Cross: <https://www.redcross.org>

Feeding America: <https://www.feedingamerica.org>

FEMA: <https://www.fema.gov>

Food Waste Reduction Alliance: <https://foodwastealliance.org>

Meals on Wheels: <https://www.mealsonwheelsamerica.org>

ReFed: <https://refed.org/food-waste/resources-and-guides>

Share Our Strength No Kid Hungry: <https://www.shareourstrength.org>

USDA: <https://www.usda.gov/foodlossandwaste/donating>



INTERNATIONAL FOODSERVICE DISTRIBUTORS ASSOCIATION

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(703) 532-9400 Website: www.ifdaonline.org



Partnering responsibly. Feeding neighbors in need.

In fiscal year 2021, our network rescued 4.7 billion pounds of good, safe food.

Instead of discarding nutritious groceries, the **Good Samaritan Food Donation Act** encourages organizations to donate these products to non-profits.

The Good Samaritan Food Donation Act is making it easier than ever to feed communities in need, across the country.

► How does it work?

The law protects food donors—**individuals, corporations, associations, government entities**—from civil or criminal liability, when donating food or grocery products to non-profits in good faith. To view a complete list of the entities that qualify for this federal protection, please check out our [USDA FAQ](#).

► What food is protected?

This federal act provides protection for safe-to-eat food and grocery products that meet **all quality and labeling standards** imposed by federal, state, and local laws—even though the food may not appear readily marketable due to factors like age or freshness.

► What does protection from liability mean for you?

01

Donate with confidence, as you're universally covered in all 50 states and Puerto Rico

03

You can now enhance inventory management and move more products

02

You'll help to ensure that food is used for its intended purpose: to feed people

04

You'll have the chance to donate additional food and feed more US communities

At Feeding America, we make food safety and compliance a foundational priority.

By developing strong partnerships, abiding by strict guidelines, and implementing stringent tools and practices, we can provide communities with healthy and safe meal options.



Member Compliance | All food banks sign a legally binding member contract and receive regular on-site audits. A Member Engagement Director assigned to the food bank consistently ensures they are complying with their contractual requirements.



Network Engagement | Our dedicated Network Engagement department offers guidance and support on all food safety issues. With extensive expertise, they can answer any questions you have on capacity, federal requirements, or donation process.



Recall Notification and Management System | Donated food items are carefully managed throughout the distribution process using advanced technology systems. This makes product retrieval possible, in the event of a recall.

Helpful Resources

The following resources provide teachings and recommendations about food safety:



We offer a custom Food Handler guide!

- [Foodservice and Retail Food Safety Guidelines](#)
- [FDA Model Food Code](#)
- [Model Salvage Code](#)
- [Federal Food, Drug, and Cosmetic Act](#)
- [Fair Packaging and Labeling Act](#)

About us

Feeding America is the nation's largest hunger-relief organization, composed of:

200 MEMBER FOOD BANKS

60k FOOD PANTRIES & MEAL PROGRAMS

Together, we're serving **40 million Americans** annually.

How we rescue and distribute food to neighbors in need:

1. You make a donation to Feeding America
2. Our network moves the donated goods to where they're needed
3. Members safely store food and distribute it locally
4. Food reaches people in need via local pantries and programs

Have questions? Please reach out to: Tony Pupillo,
tpupillo@feedingamerica.org

Feeding America's standardized national reporting empowers food rescue across the country.

Standardized reporting makes it easy for donors to see how many pounds of food they have donated enterprise wide. These reports also offer the data needed to generate accurate tax deductions.

Both donation partners and neighbors in need benefit from standardized reporting.

► For Donors:

Feeding America reviews and distributes all reports on behalf of donors. **These reports identify any anomalies in the donation process as well as opportunities for further collaboration on efficiencies and solutions.** Our teams also use these reports to explore, develop, pilot, and scale donation programs with food banks.

► For Neighbors:

Reporting qualifies the impact of food donations, fostering credibility across the Feeding America ecosystem. **Increased awareness of this impact inspires more donations. Moreover, reporting reveals opportunities to improve and expand donation programs,** leading to more food in the hands of people who need it most.

The Reporting Process

Feeding America uses receipts from food banks to generate donor-facing reports. The frequency and timeframe for the reports will be agreed upon ahead of time.




Food banks must share data for the previous month, as well as any fiscal year adjustments, by the 15th of the month.



Updates or corrections to the data will be incorporated into the next month's report.

Different variables can impact the timing of reports

A food bank submitting their receipts late, size or complications in the report, and the volume of data clean-up can all delay the delivery of a report.



In 2021, Feeding America's network rescued 4 billion pounds of good, safe groceries and distributed them to those in need. By 2025, we aim to increase this number to **5 billion pounds annually.**

In Addition to Serving Your Neighbors in Need, Partnering with Feeding America Also Provides Tax Benefits to Donors.

Program Highlights

- ✓ There's a standard protocol for establishing a Fair Market Value (FMV) for products that are not sold in market. FMV is key to the calculation of tax benefits based on IRS tax code.
- ✓ Donations that cannot or will not be sold because the product is out of specification or overproduced can be valued at the same price as other similar food items sold by the taxpayer at the time of the contributions (or in the recent past).
 - There is a specific protocol for valuing product in circumstances where FMV is not easily valued, so companies can benefit from the enhanced tax deduction and potentially offset incremental costs to donate (i.e., products produced directly for donation, perhaps to utilize excess ingredients or line time).
 - Products that are off spec and currently landfilled or sold for animal feed vs. donation
 - Bulk product currently going to animal feed or left in field may be packaged in consumer-friendly packs
 - Relabeled product with missing allergens on the label currently going to landfill

Sample Enhanced Benefit Calculation

The sum of one-half of the unrealized appreciation (fair market value minus cost of goods sold = appreciation) plus the taxpayer's cost, but **not in excess of twice the cost of the contributed property.**

Selling Price (FMV)	\$2.00
Cost of Goods Sold	\$1.00
Gross Profit	\$1.00
Tax benefits for C and non-C Corps between FMV and COGS	$\$1.00 + \$0.50 = \$1.50$ (1/2 the difference)

Additional Resources

- [The Path Act of 2015](#)
[The Bill Emerson Good Samaritan Food Donation Act](#)
- [Legal Guide to Food Recovery](#)
- [Internal Revenue Code 170\(e\)\(3\)](#)
- [The U.S. Federal Food Donation Act of 2008](#)

Program Impacts for Donors

Manufacturers

- In the case of off spec product or variation in packaging, size, or formulation variation, an established selling price (FMV) wasn't available, negating the producer's ability to calculate enhanced tax benefits
- New law allows for a similar or past item to be used in establishing an FMV
- By establishing a protocol for enhanced tax benefits, this provision compensates the company in a small way if there needs to be an investment in packaging or labeling to ensure the product can be distributed

Retailers/Food Service Outlets

- No matter the age of the product being donated, the FMV is the same as the original selling pricing of fresh product
- Permanence of this provision allows grocery and food service retailers to invest in permanent donation processes with long term commitments and impact, assured of on-going tax benefits, again partially offsetting any investment required.

Company Logo

Charitable Organization Donation Release (Food Bank/Pantry)

[Company Name]

ATTN:

[Address]

[Address]

The undersigned entity “_____” for value received, hereby acknowledges that [Company], and/or one or more of its subsidiaries, affiliates and divisions (individually and collectively referred to as “[Company]”) has agreed to donate food or nonfood-related grocery products (the “Product”) to Charitable Organization, for distribution of such Product by Charitable Organization solely for use or consumption of such Product by the needy.

Charitable Organization acknowledges that such Product may be damaged, out-of-date, or otherwise distressed food or nonfood-related grocery products that may not meet all of the quality and labeling standards imposed by applicable federal, state and local laws and regulations (“Salvage Product(s)”). In consideration of the donation of Product and/or Salvage Product to Charitable Organization, for use or consumption of such Product and/or Salvage Product solely by the needy as distributed by Charitable Organization, Charitable Organization (i) agrees to recondition the Salvage Product(s) to comply with all the quality and labeling standards prior to distribution by it to the needy; (ii) acknowledges that it is knowledgeable of the standards to properly recondition the Salvage Product(s); and (iii) waives, releases and forever discharge [Company] and its employees, officers and directors from any breach by Charitable Organization of the obligations in (i) and (ii) including without limitation all liability, actions, claims and proceedings and any judgments, damages, fines, costs and expenses (including reasonable attorneys’ fees) for the recovery of damages for injury, illness and/or death or damage to property, arising out of or alleged to have arisen out of the use and/or consumption of any such Salvage Product.

The Products and Salvage Products are intended to be covered by the applicable local regulation for donation of food. Charitable Organization represents that the Products and Salvage Products will be for charitable use only and will not be resold or distributed by Charitable Organization other than for charitable purposes. Further, in spite of [Company]’s attempts to provide only Salvage Products that are fit for human consumption, Charitable Organization agrees to not distribute or use any Salvage Products which Charitable Organization determines may not be suitable for human consumption. [Company] makes no representation concerning the Products, express or implied, including merchantability or fitness for a particular purpose.

Dated this _____ day of _____, 20__.

By: [Name of Charitable Organization]

[Signature of Authorized Official and Title]

[Street Address]

[City, State, and Zip Code]

[Date]

[Company] Donation Program

[DONATION PARTNER] RESCUE OPERATIONS GUIDE

This [Company] Donation program guide is an approved process that encourages local donations to an affiliated [Donation Partner] Bank and/or partner. Food Banks, please record all donations under [Company]'s national number.

If you have questions, please contact [Contact] at [Donation Partner] at [Contact Email].

Operations Details

Pickup Frequency:	
Items to be Donated:	
Transportation:	
Reporting	

COLLECTION OF FOODS AT [COMPANY] OPCO

Keeping foods out of the temperature danger zone, the temperature range between **41°F – 135°F**, will prevent temperature abuse. Holding, transporting and distributing foods in the temperature zone allows harmful bacteria to grow and cause the food to become unsafe. **Foods should only be rescued if cooled to 41°F or below.**

Temperature abuse of foods, having foods out of the cooler or freezer too long, can cause them to become unsafe in short periods of time. It is very important that you have the correct tools to ensure food is kept cold during pick-up and transportation, which include:

- **Calibrated thermometer; sufficient thermal blankets to cover all of the cold foods; or coolers with ice packs.**

Food that is not at a safe temperature can be an indication that it may not be safe to eat, so it is essential that you have an accurate thermometer with you when making pick-ups allowing you to take and record the refrigerated food temperatures. Record the product temperature taken on the accepting log (see Appendix #1), so you have records for your Food Bank/Agency. If you are not sure about the safety of a food item then it should not be accepted at pick up.

Rescued non-frozen prepared foods picked up at 33°F-41°F should be offered no more than 72 hours from donation.

Sharing of product to other agencies is only allowable if the agency assigned to pick up product delivers the product directly to an alternate food bank partner agency immediately after pickup or end of route. The receiving agency must have the ability to consume or distribute all product within the allowable 72 hour window. Product is prohibited from being further distributed to any other entity – food bank partner or otherwise.

SAFE TRANSPORTATION OF PRODUCT TO AGENCY OR FOOD BANK

When transporting foods from donors, and distributing to Clients, the food needs to be kept at 41F or below.

Rescuing Frozen food is preferred, temperatures of refrigerated foods **must be taken** when the food reaches the Food Bank/Agency and recorded on the Receiving Form (see Appendix #2).

FROZEN PRODUCTS

- Covered with thermal blankets or in coolers with ice packs at all times.

REFRIGERATED PRODUCTS

- Covered with thermal blankets unless the vehicle has a refrigeration unit capable of keeping the vehicle below 41F at all times.
- Do not store allergens (Milk, eggs, etc.) over other products.
- Do not store raw products (fish, meat, poultry, shell eggs) over the top of ready-to-eat products.

SHELF STABLE PRODUCTS

- No temperature requirements. Do not store allergens over other products. (Peanuts, tree nuts, flour, dry milk, etc.)

NON FOOD PRODUCTS

- No temperature requirements.
- Do not store chemicals with food products.

[Date]

ACCEPT/REJECT CONDITIONS

Prepared Un-Frozen Foods at Donor:



ACCEPTABLE

- Completely wrapped in approved food grade packaging.
- List of ingredients provided or allergen disclaimer statement.
- Cooled quickly if previously held hot.
- At 41°F or below.



UNACCEPTABLE

- Not completely wrapped or in approved food grade packaging.
- Unlabeled and no ingredient statement or allergen disclaimer statement provided as required.
Over 41°F.
- Not cooled down to 41F if previously held hot.

Prepared Frozen Foods at Donor:



ACCEPTABLE

- List of ingredients provided or allergen disclaimer statement.
- Dated so you can trace later if needed.
- Wrapped well in approved packaging materials to prevent freezer burn.
- Product looks good - no mold, no bad odor, etc.
- No signs of freezer burn.



UNACCEPTABLE

- Unlabeled or cannot read the label.
- Packaging is damage.
- Not packaged in approved food contact packaging.
- Product appearance is not good.
- Product shows signs of freezer burn (thawing and re-freezing).

Produce (Whole)



ACCEPTABLE

- In good condition not moldy or decayed.



UNACCEPTABLE

- Moldy.
- Decayed.

Produce (cut or sliced): salads, diced tomatoes, coleslaws, fruit salads, etc.



ACCEPTABLE

- Under 41°F.
- In good condition not moldy or decayed or having bad odor.



UNACCEPTABLE

- Moldy or decayed.
- Over 41°F.
- If used in salad bars.
- More than 1 day passed "sell by" date.

LOADING AND TRANSPORTING FOOD SAFELY IN UNREFRIGERATED VEHICLES

Best practices to keep food at safe temperatures when not using refrigerated vehicles.

1. Cover cold food with thermal blankets or use coolers with ice packs
2. Keep drive times to 30 minutes or less
3. Check food temperatures after arriving at the destination
4. Don't store raw food over ready-to-eat food
5. Don't store allergens over other products
6. Don't store chemicals with food products

TOP 8 ALLERGENS

- Milk
- Eggs
- Fish
- Shellfish
- Wheat
- Soy
- Peanuts
- Tree nuts (i.e., almonds, walnuts, and pecans)

WHEN USING THERMOMETERS

- Wash, rinse & sanitize thermometers before and after use
- Ensure proper calibration
- Temp can be taken by placing probe between two items OR by inserting into thickest part of product.
 - If probe is inserted in food, product tested must be discarded
- Wait for thermometer reading to steady before recording temp
 - **Bacteria grow rapidly between 41°F and 135°F (5°C and 57°C)**
If product is temped above 41°F discard it

HOW TO WASH YOUR HANDS

1. Wet your hands – Use running water as hot as you can comfortably stand
2. Apply Soap – Apply enough to build up a good lather
3. Scrub your hands and arms vigorously for 10 to 15 seconds – clean under fingernails and between fingers
4. Rinse your hands and arms thoroughly – use running warm water
5. Dry your hands and arms – use a single-use paper towel or hand dryer

[Company] Donation Program

Thank you for all of your hard work in helping us to reduce waste and help our neighbors in need!

Contact Information – [COMPANY] OPCO:

Donation Lead 1

Name: _____

Phone: _____

Email: _____

Donation Lead 2

Name: _____

Phone: _____

Email: _____

Donation Lead 3

Name: _____

Phone: _____

Email: _____

Contact Information – Food Bank

Food Bank Product Sourcing Contact

Name: _____

Phone: _____

Email: _____

Food Bank Operations Contact

Name: _____

Phone: _____

Email: _____

Appendix 1

PRODUCT TEMPERATURE LOG AND REJECTION LOG

Donor Name & Location: _____ Date & Time: _____

PRODUCT At Pick-up at Donor (Take refrigerated product temperatures only)	Pounds Received	Temp at Pick-up	Temp Taken by	PRODUCTS NOT PICKED UP a. Temperatures over 41F. b. No label, allergen declaration. c. Packaging damaged. d. Product did not look or smell good. e. Other (Explain)

1. Take product temperatures at random, not all products need to have their temperature taken.
2. Use an Infrared thermometer or place a digital thermometer probe between 2 packages.
3. “Temp. Taken by” use the initials of the person taking the temperatures.
4. Use codes **a, b, c, d** for products you do not pick up; if using **e** then give an explanation.
5. Information on unaccepted products at pick-up needs to be discussed with the donor by the Agency not by the Volunteers at pick up.
6. Separate sheet should be used for each donor.
7. Keep these records for 2 years.

Appendix 2

FOOD BANK/AGENCY RECEIVING & TEMPERATURE LOG

Donor Name & Location: _____ Date: _____

NAME OF PRODUCT	Temp at Delivery (<41F)	Temp Taken by	PRODUCTS NOT ACCEPTET a. Temperatures over 41F. b. No label, allergen declaration. c. Packaging damaged. d. Product did not look or smell good. e. Other (Explain)

1. Take product temperatures at random, not all products need to have their temperature taken.
2. Use an Infrared thermometer or place a digital thermometer probe between 2 packages.
3. “Temp. Taken by” use the initials of the person taking the temperatures.
4. Use codes **a, b, c, d** for products you do not pick up; if using **e** then give an explanation.
5. Information on unaccepted products at pick-up needs to be discussed with the donor by the Agency not by the Volunteers at pick up.
6. Separate sheet should be used for each donor.

Company Logo

Recoup and Salvage SOP

PURPOSE

The purpose of this Standard Operating Procedure is to detail the procedure to handle distressed foods (e.g., damaged, infested, and temperature abused products), and salvageable foods in a manner that will prevent unacceptable and unsafe products from being distributed to customers. This SOP does not apply to the relabeling or reconditioning of meat, poultry and processed egg products, because these products are governed by the Federal Meat Inspection Act, Poultry Product Inspection Act and Egg Product Inspection Act, and applicable Food Safety and Inspection Service (FSIS) regulations and may be reconditioned and/or relabeled only at official establishments under the supervision of a USDA inspector.

SCOPE & RESPONSIBILITY

This Standard Operating Procedure (SOP) for Recoup and Salvage is an enterprise-wide standard and shall apply to all [Company] associates and associates of any [Company] subsidiary (hereinafter collectively referred to as "You"). Compliance with this Procedure shall be an expectation of employment. This Procedure also shall apply to all third parties performing services on [Company]'s behalf. For such third parties, compliance with this Procedure shall be a condition of access to [Company] facilities and resources, and of being permitted to perform services for [Company].

The [Company] Operating Company (OpCo) President/General Manager shall be responsible for compliance with this SOP. The OpCo Vice President of Operations is responsible for implementing and executing this procedure. The Quality Assurance and designated OpCo personnel are responsible for following this Procedure to ensure the products [Company] distributes are wholesome and safe.

PROCEDURES

1. Products to be destroyed may NOT be sold or donated as salvage or returned to normal inventory.
 - a. Products to be destroyed shall include but are not limited to:
 - Product that may be injurious to health or otherwise unfit for food or animal feed.
 - Product exposed to contaminants such that it may be injurious to health or otherwise unfit for food.
 - Products distressed by deterioration, filth, insects, rodents, pesticides or other chemicals.
 - Potentially hazardous foods that have been exposed to temperatures above 41°F (5°C) for a period exceeding 4 hours or which have evidence of spoilage by appearance or smell.
 - Frozen foods which have signs of partial thawing and have evidence of spoilage by appearance or smell.
 - Recalled products as notified by suppliers and/or regulatory agencies.
 - Products time-dated to ensure safety and the date has passed.
 - Metal containers that leak; appear to be abnormal ("swells", "flippers", and "springers"); are pitted or rusty; have severe, sharp dents; have dents in the side-seam or in any end double-seam; or are unable to be opened by a normal can opener.

[Date]

- Containers, including metal, retort pouches and glass containers with press caps, screw caps, pull rings or other types of openings which have been in contact with water, liquid foam, or other deleterious substances, as a result of firefighting efforts, flood, sewer backups or similar mishaps.
 - Containers showing evidence of partial usage, unauthorized opening or tampering.
 - Containers found unfit for salvage upon examination
 - Products packaged in paper or other porous materials which have been subject to contamination by absorption.
- b. Acceptable methods of destroying and defacing products (including proprietary items) would include:
- Crushing contents of packaging in a secure trash compactor.
 - Sending products to a landfill.
 - Denatured according to USDA FSIS/CFIA Guidance.
- c. Photographic evidence will be filed as necessary to document destruction of large quantities.
- d. Proprietary items cannot be destroyed unless written approval is provided.
- e. A Certificate of Food Destruction shall be obtained or prepared by the OpCo with destruction method noted as appropriate (Certificate of Food Destruction Forms). A government agency or the vendor may require a Certification of Destruction
2. Salvage products that cannot be returned to normal inventory.
- a. Salvage products are products that cannot be returned to inventory because of the following conditions, however can be sold to a third party or donated to charity:
- The product has quality issues which do not render it injurious to health or otherwise unfit for food.
 - Product for salvage/donation intended for animal feed must meet regulatory requirements (i.e. ruminant animals).
 - The packaging and containers are intact but show signs of soiling or moderate crushing.
 - The product is beyond shelf life, but the container integrity is not compromised and the food is not rendered injurious to health or otherwise unfit.
 - The product has been subject to temperature abuse that does not render it injurious to health, unfit for food or critically affect the performance, functionality, and quality of the product.
 - Metal containers that have dents which do not involve the side weld or double seams.
 - The product does not meet any of the criteria in 1) above for products to be destroyed.
- b. Labeling of salvaged food products
- All products to be salvaged shall be defaced in one of the following ways:
 - “Salvage - Sold As-Is” shall be stamped or stenciled with indelible ink on two sides or on one side and the top of the [Company] primary container where the product description and/or product code information is printed.
 - For salvaged products with internal packaging, bearing labels that potentially could be sold or distributed separately as individual units, each unit will also be marked “Salvage - Sold As-Is.”
 - Labels shall include the name and address of the OpCo that is salvaging the food.
 - All labels and label declarations required by the Federal Food, Drug and Cosmetic Act, the Fair Packaging and Labeling Act, CFIA Consumer Packaging and Labeling Act and all other applicable state laws shall be present on each product unit container and outer container, if any.

- Time-dated commodities shall not have their sell-by, use-by, expiration date, or other date removed, obliterated, altered, extended, or obscured.
 - Labels for food containers may be removed prior to cleaning if adequate precautions are taken to ensure that the same labels or same complete label information is reapplied to the containers.
 - Product traceability shall be maintained at all times.
- c. Salvaged products that are donated to an organization and will not be resold are also required to have each carton marked “Salvage - Sold As-Is” and include the name and address of the OpCo that is salvaging the food. Exception - Salvaged products that are donated to a charitable food organization such as a Food Bank, Pantry or the Red Cross in which a written agreement is on file (see “Charitable Organization Donation Release” template) and will not be resold, are exempt from requirement to being marked and defaced the same as Salvage product that will be re-sold or for which no written agreement is on file.
 - d. A completed Agreement for Salvage Sale shall be signed by the salvage agent and/or the organization prior to the release of the product.
 - e. Proprietary items cannot be donated unless written agreement is on file.
3. Acceptable Products may be returned to normal inventory if they meet the following conditions:
- a. The shipping container is sealed, properly labeled and free of crushing and tampering.
 - b. The product does not exhibit any apparent signs of temperature abuse and relevant temperature logs, if required, show no deviation from proper storage temperature.
 - c. The product has an acceptable remaining shelf life.
 - d. The product shows no sign of quality being compromised.
 - e. The product can be split and the damaged portion is removedThe product is not normally sold as a split-able item but the damaged portion is removed and a notification is placed in the case to provide notice to the customer of credit for the missing portion of the product
 - f. Complete Damaged Product Log for any items, as necessary
4. Contact [Company Subsidiary] for recoup and salvage instructions regarding products received from a [Company Subsidiary].

PROCEDURE REVIEW AND REVISION

These Procedures shall be reviewed annually or more frequently as required by changes in legal, regulatory or [Company] requirements, or to correct identified deficiencies.

Date	
Version Number	
Reason for Revision	[Reason such as “Annual Reassessment]. Added [Changes - what,where]

Company Logo

Partner Logo

NEWS RELEASE

DATE: [Date]

RELEASED FOR: [Company]

FOR MORE INFO: [Contact], [Company], [Contact Information]

[Company] contributes [Dollar Figure/Case Load/Other Metric] to local food pantries

[Subtitle With More Details]

[Location] [(Date)] – [Company], [What Company Is], announced [Opening 1-2 Sentences Providing High-Level Details]

“Fighting hunger is a charitable cause close to our heart at [Company],” said [Company Contact, Job Title]. “Food is our business, so we want to make sure that [Philanthropic Description].”

[More detailed description of philanthropic efforts, providing specific details such as dates and locations, as well as context for why company is involved in these efforts]

[Information about philanthropic partner]

About [Company]

[Paragraph describing company and providing link to its website for further information]

[Paragraph about opportunities for professional growth within the company and how to join]

[Date]



***** Media Alert/Photo Opportunity *****

[Company] is engaged in [Philanthropic Effort With Visibility Opportunity], [Fact With Number About Effort]

[More Context About Effort]

What:

Description of company's involvement in philanthropic effort. Provide details about scope and purpose, adding history if an ongoing program.

Where/When:

Details and location and time.

Visuals:

What types of photo/video opportunities there will be, what will/can be filmed.

Interview Opportunities:

Employees/donation partner representatives who can be interviewed onsite or before/after.

Media Contacts:

Point of contact within the company.

About Company:

Company description and links to website.

Recipe Title

Company Logo

[Health recipe with minimal ingredients.]

Company Logo

[Company] is proud to support the [Town/Region] community.

**Learn more about our commitment to helping everyone get
healthy, delicious food at [Company Website].**

Photograph & Video Release Form

I hereby grant permission to the rights of my image, likeness and sound of my voice as recorded on audio or video without payment or any other consideration. I understand that my image may be edited, copied, exhibited, published or distributed and waive the right to inspect or approve the finished product wherein my likeness appears, including, but not limited to, websites and printed materials.

I do not grant permission to resale or use the images or recordings in a manner that would exploit or cause malicious representation toward me or my company.

Photographic, audio or video recordings created on the occasion listed below may be used for promotional purposes. This release applies to photographic, audio or video recordings on the occasion listed on this document only.

By signing this form I acknowledge that I have read and fully understand the above release and agree to be bound thereby.

Photo/video occasion (including photographer/videographer name, company/companies involved, geographic location, activity, date and time):

First name: _____

Last name: _____

Email address: _____

Signature: _____

Date: _____