



Endorsed by the European Commission's Standing
Committee on Plants, Animals, Food and Feed

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A word from the Commissioner

At the opening meeting of the newly established EU Platform on Food Losses and Food Waste, last November, I challenged us all to "be heroes – rescue food, people and the planet!". I firmly believe that preventing food waste requires us all to take action, first as citizens and custodians of our planet, then as professionals in our respective areas of work – be that government, industry, research, education, social affairs, environmental engagement, consumer advocacy or another role. However, to make a real difference in the fight against food waste, we also need to be willing to rethink how our food value chain operates, challenge where needed our practices and status quo, and above all, be willing to reach across sectors, departments and businesses to join up our collective efforts.

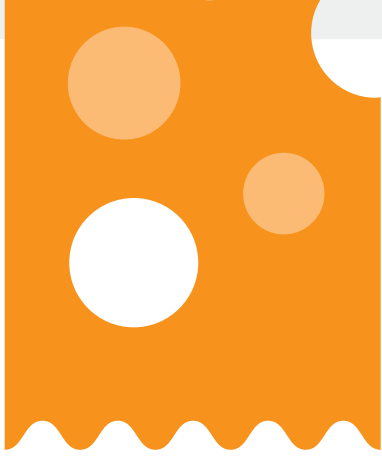
By setting up this Platform, bringing together all key actors representing both public and private interests, the Commission helps to catalyse this process at EU level. And we also look forward to learning from the insights and experience of members and to their guidance as to where and how EU-level action can best support concrete initiatives on the ground.

Food donation is one such area where the Commission will develop guidelines to clarify relevant provisions in EU legislation. These guidelines aim to support the work of both donors and receivers of surplus food as well as that of Member State authorities which, at national level, provide further guidance and rules to facilitate safe redistribution of surplus food to those in need.

I am heartened to see the initiative taken by FoodDrinkEurope, EuroCommerce and the European Federation of Food Banks to encourage, clarify and facilitate food donation. The simple framework and practical steps set out in these guidelines will no doubt help industry to anticipate on how to best deal with any food surplus arising, identify potential partners and put in place the necessary partnership agreements and practical arrangements with food banks and other charity organisations. While we must all seek to prevent food surplus from arising at source, the integration of food redistribution in company business models and operating procedures can help ensure that food donation is not an afterthought but part of an overall strategy to ensure that more food reaches those for whom it was produced.

I am grateful that we as Commission and Member States were able to express our appreciation of this work by endorsing the guidelines during the meeting of the Standing Committee on Plants, Animals, Food and Feed of 15 November 2016, illustrating the good co-operation between government and stakeholders on this issue.

Vytenis Andriukaitis,
European Commissioner for Health & Food Safety



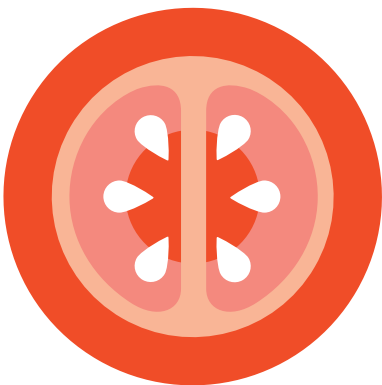
1. Foreword

For 30 years members of the European Federation of Food Banks (FEBA) have built partnerships across Europe in order to help and support people experiencing food poverty. This has been done by redistributing edible surplus food to the partner agencies which support them.



Despite the raising of awareness of an often hidden poverty and the many actions already implemented, we estimate that, in Europe, less than 10% of edible surplus food is currently redistributed in such a way. Among the reasons for such a low rescue rate, is the absence of a “consider donating the product” step in the manufacturing process and lack of clear rules regarding the handling of products and the responsibilities which go with it.

At FEBA, we welcome this new opportunity to partner with FoodDrinkEurope and EuroCommerce with the drafting of these ‘Food Donation Guidelines’.



We expect the guidelines to encourage more food and drink manufacturers, retailers and wholesalers to donate their surplus food in an efficient and responsible way, to reinforce the professionalism and reputation of Food Banks established already since 1986, and above all strengthen the trust between food and drink manufacturers, retailers and wholesalers and Food Bankers.

As a result, FEBA members will increase their ability to support more vulnerable people and at the same time less edible safe food will be wasted.

Isabel Jonet, President, FEBA
(the European Federation of Food Banks)



The European food and drink industry is constantly looking for new ways of being more competitive, productive and sustainable -economically, environmentally and socially. Maximising the use of food and preventing food waste are therefore of key importance.

Individual companies and their associations are taking action against food waste not only because of its economic and environmental impact. They see it as a moral duty to not allow good food to go to waste while some 805 million people in the world go hungry.

FoodDrinkEurope members have long recognised the need to prevent food waste in their production processes, as evident from the launch in 2013 of a joint declaration on food waste prevention entitled 'Every Crumb Counts' (ECC). This was supported by a toolkit entitled 'Maximising food resources: A toolkit for food manufacturers on avoiding food wastage'.

Whilst food and drink manufacturers are constantly striving to make their operations as lean and efficient as possible and preventing food waste from occurring in the first place there are occasions where the generation of surplus food cannot be avoided. When surpluses do occur, it is more resource efficient and socially beneficial to make sure that any food that can be eaten is redistributed to people in need.

In this context, FoodDrinkEurope has collaborated with FEBA (the European Federation of Food Banks) and EuroCommerce to develop a simple and practical framework that food and drink manufacturers, retailers and wholesalers can use to effectively deal with surpluses when they do arise, and thereby realise more of the environmental and social benefits. It is also hoped that publishing this guide will also help to raise awareness of the opportunity to redistribute surplus foods through national and local channels.

Looking ahead, FoodDrinkEurope believes it is essential that food businesses integrate European food waste prevention and resource efficiency into all parts of their supply chain. This is the only way to make food waste prevention effective and more specifically to generate constructive partnerships with food donation organisations. We hope these joint guidelines will support this objective.

Mella Frewen,

Director General, FoodDrinkEurope.

Food and waste are two words that should not go together if we are to act responsibly towards the environment and the many people in need of nutritious and wholesome food. In Europe, we, as producers, distributors and consumers waste some 88 million tonnes of food annually.

This is not a challenge any of us can meet alone. Only by harnessing the efforts of all actors – up and down the food chain – will we be able to make a difference, and the retail and wholesale sectors are already making a concrete contribution to this.

EuroCommerce members are pursuing a whole range of measures to avoid food waste arising: before delivery, in their stores and beyond. Where there are surpluses, retailers and wholesalers act to donate it to food aid organisations, who use it to provide meals for vulnerable people. Giving away food is not enough: to ensure that the food they donate is safe and good to eat, many of our members help food banks and charity organisations with the logistics of delivery, food preservation and preparation.

This is a commitment which EuroCommerce members have fulfilled over many years, and are taking forward vigorously. We have worked with FoodDrinkEurope and FEBA on these joint guidelines, which are designed to support our commitment and help food to be donated in the most efficient way and to the greatest benefit of those people who need it.

Christian Verschueren,

Director-General, EuroCommerce



2. Introduction

2.1 The big picture

The global food and agricultural system is facing multiple challenges: having to produce more food to meet higher demand from a rising global population against a background of less available land, water and energy and increased temperatures and greater extremes of weather resulting from climate change. This has effectively put food security at centre stage¹.

Against this backdrop it is therefore imperative for us all to work collaboratively to use resources more efficiently. Reducing food waste can make an important contribution to that goal as well as to the wider food security agenda. Food and drink manufacturers, retailers and wholesalers in Europe understand the need to lead by example, and are actively working to reduce food waste in their operations and along the food chain through innovative partnerships.

Both FoodDrinkEurope and EuroCommerce are firmly committed to supporting the implementation of the UN Sustainable Development Goal 12.3 to halve food waste by 2030 as well as the food waste prevention actions proposed in the European Commission's Circular Economy package including the establishment of an EU Platform on Food Losses and Food Waste².

The food and drink industry and the retail and wholesale sector also welcome other key global initiatives such as the Champions 12.3 initiative³, the Consumer Goods Forum (CGF) food waste resolution⁴ under which leading food companies and retailers have pledged to halve the amount of food wasted within their operations in 2025, and the World Resources Institute's (WRI) Food Loss and Waste Protocol⁵. FoodDrinkEurope has been reinforcing such efforts on behalf of food and drink manufacturers, having launched the multi-stakeholder 'Every Crumb Counts'⁶ initiative in 2013 alongside a toolkit for manufacturers on reducing food waste⁷.

In 2012, retail companies and associations signatories of the Retail Agreement on Waste⁸, committed themselves to carrying out public awareness-raising initiatives on waste reduction to help their customers to adopt more sustainable lifestyles. EuroCommerce has also launched "Retail and wholesale: Rising to the food waste challenge" a brochure illustrating how, working with suppliers and consumers, members are responding to the food waste challenge.

2.2 Joint FoodDrinkEurope, EuroCommerce and FEBA guidelines

These guidelines listed in this publication have been prepared jointly by FoodDrinkEurope, EuroCommerce and the European Federation of Food Banks (FEBA). By setting out a simple framework of practical steps that can be taken, they aim to help food and drink manufacturers, retailers and wholesalers anticipate and prepare for any potential surplus that may arise in the business. This in turn should then enable more effective partnerships to be formed with FEBA Food Bank members and other food donation organisations for the resource efficiency and other benefits of donation to be more readily realised⁹.

The scope of the guidance is primarily on donation to FEBA Food Bank members and other food donations partners, which are essentially non-profit. It is recognised though that in practice, manufacturers, retailers and wholesalers may use a combination of options to manage surpluses both within and outside the scope of this guidance.

¹ FAO (2011) "Global Food Losses and Food Waste: Extent, Causes and Prevention".

² COM(2015)614 'An EU action plan for the Circular Economy'

³ Champions 12.3; <https://champions123.org/>

⁴ The Consumers Goods Forum (CGF) food waste resolution; <http://www.theconsumergoodsforum.com/sustainability-strategic-focus/sustainability-resolutions/food-waste-resolution>

⁵ WRI Food Loss and Waste Protocol; <http://www.wri.org/our-work/project/food-loss-waste-protocol>

⁶ Joint food wastage declaration: 'Every Crumb Counts'; <http://www.everycrumbcounts.eu>

⁷ Maximising Food Resources: A toolkit for food manufacturers on avoiding food wastage; <http://www.fooddrinkeurope.eu/our-actions/maximizing-resources/>

⁸ Retail Agreement on Waste; http://www.eurocommerce.eu/media/120522/12_wastereport2014.pdf

⁹ See also Food Efficiency Framework, FareShare, UK; <http://www.fareshare.org.uk/food-efficiency-framework/>

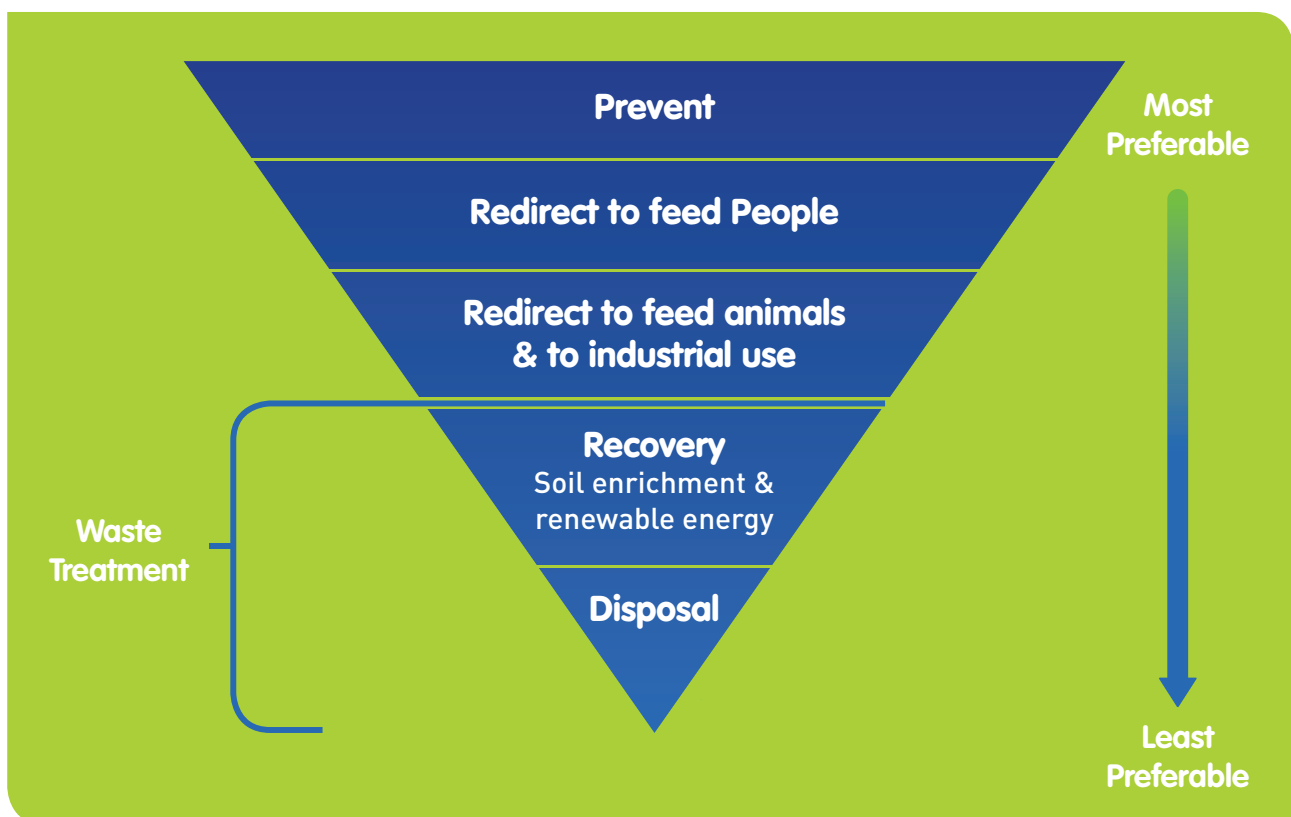


“ The Global Initiative on Food Loss and Waste Reduction (also called SAVE FOOD) welcomes the Food Donation Guidelines on How to improve the distribution of surplus food to food banks. The work done by FoodDrinkEurope, EuroCommerce and the European Federation of Food Banks (FEBA) provides the concrete evidence that recovery and redistribution of safe and nutritious food for human consumption, that includes donations of surpluses, must be facilitated by the public sector working together with the private sector and the civil society. Safe and nutritious food must not be wasted or discarded from the direct human consumption level.”

Robert van Otterdijk, Agro-Food Industries Officer, Nutrition and Food Systems Division (ESN), Food and Agriculture Organisation of the United Nations (FAO)

2.3 The role of food donation

The European food and drink industry and the commerce sector are continually striving to find new ways of being more competitive, productive and sustainable against a backdrop of a rising global population and diminishing resources. Preventing food waste wherever it occurs in the food chain is therefore a key priority for food and drink manufacturers, retailers and wholesalers. Whilst the primary focus is on driving out inefficiencies within supply chains and preventing food wastage from occurring in the first place, where surpluses cannot be avoided, redirecting food to feed people should be a first consideration in accordance with the food wastage hierarchy¹⁰.



Food donation can offer many environmental, social and economic benefits for food and drink manufacturers, retailers and wholesalers not least in terms of making an important contribution to the efficient use of resources and providing a means to help people in need.

¹⁰ Joint Food Wastage Declaration 'Every Crumb Counts': <http://www.everycrumbcounts.eu/>

Why should food and drink manufacturers, retailers and wholesalers donate surplus food?

Food donations are beneficial to food and drink manufacturers and retailers and wholesalers because they contribute to:

- making environmental improvements and tackling food poverty;
- cooperative action in a context of increasing food poverty;
- fostering community engagement;
- food waste prevention;
- optimising the production process and the management of inventories;
- potential for reducing disposal costs;
- improving the reputation with customers and stakeholders;
- tax deductions and fiscal incentives, where applicable.



Nestlé works with different food banks and charities across Europe

A few examples¹¹:

Nestlé UK supports FareShare, a charity working to address food poverty and food waste. In 2015, Nestlé UK donated over a million meals worth of food to FareShare and consequently diverted 460 tonnes of food from landfill.

For at least 20 years, Nestlé Italy works with Fondazione Banco Alimentare Onlus. Over the past 5 years, this collaboration resulted in 1,000 to 1,400 tons of donated products each year that were further distributed among the network of Italian charitable organisations.

In Sweden, Nestlé supports Stadsmissionen, a Stockholm-based charity that supports vulnerable groups with basic and social needs, including nutrition. Stadsmissionen sells donated food at a third of the normal price to people in need.

Nestlé Spain regularly donates to the Spanish Federation of Food Banks, a non-profit organisation that brings together 55 food banks. Also in Spain, Nestlé Baby Food and the Spanish Red Cross collaborated on a solidarity project called “A Million Hugs”. In exchange for sharing 50,000 hugs through an application for social networks, 100,000 baby meals were donated to the Spanish Red Cross, which distributed them to families with babies who were facing food shortage.

The Tesco logo is displayed in white text on an orange rectangular background.

In June 2015, Tesco launched Community Food Connection¹², a new partnership with the food redistribution charity FareShare and the social enterprise FoodCloud in the UK. Tesco stores use the FareShare-FoodCloud app to let charities know how much surplus food they have at the end of each day. The charities then pick it up free of charge from the store. The programme is currently live in 263 stores providing food equivalent to over 450K meals to over 1,100 individual charities and community groups.

In October 2015, Tesco Central Europe announced its joint ambition to ensure that no food that could be eaten will be thrown away, but instead given to charities and community groups. Currently, all Tesco stores in Czech Republic, Poland, Hungary and Slovakia donate food surplus to national Food Banks. So far they have provided over 3,000 tonnes of surplus food equivalent to 7,500,000 meals for people in need.

The WRAP logo is displayed in dark blue text on a light grey rectangular background.

“ Since 2009, WRAP in the UK has been working with partners to reduce food waste along the supply chain, which has led to an increased awareness of the potential for redistribution to contribute to addressing the food waste problem, and the development of practical tools and guidance to help support action in this area. Signatories to the Courtauld 3 voluntary agreement reported a 74% increase in the amounts of food surplus being redistributed between 2012 and 2014. However, new research published by WRAP in spring 2016 identified that even after efforts to prevent food waste arising in the supply chain (potentially saving businesses £300 million a year), there would still be the opportunity to increase redistribution four-fold compared to levels reported in 2015 (47,000 tonnes), to the equivalent of at least 360 million meals a year.

Through a combination of prevention, redistribution to people and diversion to animal feed, the grocery supply chain could, in the next 10 years, almost halve its avoidable food waste, from when we first started work in this area. This will significantly contribute to delivering the Courtauld 2025 food waste prevention targets and the UN-Sustainable Development Goal 12.3. The new guidelines produced by FoodDrinkEurope, EuroCommerce and FEBA should help food businesses across Europe to prevent food going to waste through increased redistribution, becoming more resource efficient in the process and helping those in need. ”

Dr Richard Swannell, Director of Sustainable Food Systems and Technical Lead at WRAP

¹² Tesco Community Food Connection and FoodCloud; <http://www.tesco.com/community-food-connection/> <http://food.cloud/>



3. What can we donate?

3.1 Define 'surplus food'

As a first step it is important to define what is 'surplus food' within your organisation. Surplus food can consist of finished food products, partly finished products or surplus ingredients and can include ambient, chilled and frozen foods. Surpluses can arise for a number of reasons. For example, products might be over-ordered, over-supplied part of a cancelled order, quality rejects that do not meet customer specifications (e.g. date, product mix, production and labelling errors) or obsolete seasonal stock. In order to be suitable for donation however all surplus food must be fit for human consumption and compliant with all relevant food hygiene and safety legislation¹³ (see the 'Additional resources' section).

What is 'surplus food'?

Surplus food is material that:

- Complies with relevant current food hygiene¹⁴, safety¹⁵, and Food Information to Consumer legislation¹⁶;
- Has sufficient remaining product life to allow it to be donated and consumed (i.e. food or foodstuffs that will still be safe to eat by the time they are received by the final beneficiaries);
- Is contained in packaging¹⁷ that is intact or if damaged, food safety and Food Information to Consumer legislation have not been compromised;
- The food and drink manufacturer, retailer or wholesaler wishes to donate and FEBA Food Bank member or other food donation partner wish to receive.

The following are indicative lists of what FEBA members can and cannot accept. For more precise information please contact a FEBA member or other food donation partners directly.

YES!

FEBA members can possibly accept these types of food ensuring that temperatures are kept under control, including some past their 'best before' date¹⁸:

- ✓ Chilled perishable packaged food (e.g. juice, cheese);
- ✓ Cold beverages;
- ✓ Fresh and frozen meat and fish;
- ✓ Dairy products;
- ✓ Frozen food products;
- ✓ Bakery products;
- ✓ Fresh sandwiches;
- ✓ Fresh and frozen fruits and vegetables;
- ✓ Other ambient foods including those packaged in jars or tins.

NO!

FEBA members are unable to accept food products that:

- ✗ Are in a condition which could pose a risk to health;
- ✗ Have an expired 'use by' date¹⁹;
- ✗ Have not been kept at the appropriate temperature according to their category;
- ✗ Have damaged or compromised packaging including where the product is exposed while at the same time food safety and food information to consumers cannot be insured;
- ✗ Have advanced spoilage;
- ✗ Have severe freezer burn.

¹³ Regulation (EC) No 852/2004 EU hygiene, safety of foodstuff

^{14, 15} Regulation (EC) No 852/2004 EU hygiene, safety of foodstuff and relevant national legislation; Regulation (EC) No 853/2004 laying down specific hygiene rules for food of animal origin, Regulation (EC) No 2073/2005 on microbiological criteria

¹⁶ Regulation (EU) No/1169/2011 on the provision of Food Information to Consumers

¹⁷ This only applies to product destined to be sold in packaging and not loose produce or bakery products

¹⁸ Date marking is mandatory under Regulation (EU) No/1169/2011 on the provision of food information to consumers. The date mark is an indication of the length of time a food can be stored under specific storage conditions. The "best before" date, which relates to food quality, is suitable for most foods and indicates the date until which a food can be reasonably expected to maintain its optimal condition if properly stored. The "use by" date, relates to food safety, and is required for foods which from a microbiological point of view are highly perishable and are therefore likely, after a short period of time, to constitute an immediate danger to public health. After the expiry of the "use by" date, a food cannot be placed on the market and is deemed to be unsafe. With the exception of table eggs, EU legislation does not prescribe how date marking should be established (ie choice of "use by" or "best before" and length of shelf-life) which is under the responsibility of food business operators.

¹⁹ Ibid



Did you know?

Some foods can be donated after the 'best before' date!

The EU regulatory framework on food safety²⁰, does not prohibit the donation of food beyond the 'best before' date. In such instances, it is up to the donor to assess the food's quality on a case by case basis, and determine whether the food is still fit for consumption. However, some Member States have introduced national laws or guidance regarding the marketing and/or redistribution of foods past the 'best before' date so it is important to check locally before donating such products, including whether the FEBA Food Bank member or food donation partner can accept these.

Some foods need to be approved by national control authorities

In some instances, retailers who wish to provide surplus food to food banks need to be approved by national control authorities as food business operators authorised to carry out this activity. This is notably the case for redistribution of foods of animal origin²¹.

3.2 Identify where surplus food occurs

Now that you have defined what is surplus in relation to your business you need to consider where surpluses could arise in your operations.

Where surplus food may arise:

- Perishable food products nearing the 'use-by' date;
- Non-perishable food products nearing and possibly beyond the 'best before' date; Perishable food products nearing and possibly beyond the best before date²²; Incorrectly weighed or measured food products that cannot be sold;
- Incorrectly labelled food products – as long as all mandatory information including allergens and ingredients can be provided²³;
- Damaged, imperfect items and bulk ends where food safety and food information to consumer have not been compromised;
- Unopened, oversupplied items, food product returns or shipping errors;
- Out-dated promotional or seasonal items, discontinued products and other inventory to be cleared out.

Once you have identified where in your operations surpluses can arise these need to be characterised in terms of likely quantity and frequency along with handling and storage requirements.



Top tip!

Sometimes food labelled in a "foreign language" can still be donated!

There will be instances where a food produced and stored in one country is intended for consumption in another country. This can mean that the food is labelled in a "foreign language" and therefore essential information like the ingredients and allergens cannot be read locally. Under some circumstances this food can still be donated – often with some kind of "over-labelling". However, this is not always possible or practical so it is important to seek advice from the FEBA Food Bank member and other food donation partner, and regulatory authority on local practice.

²⁰ Article 9, Regulation (EU) No/1169/2011 on the provision of Food Information to Consumers; EESC Comparative Study on EU Member States' legislation and practices on food donation

²¹ Regulation (EC) No 853/2004 laying down specific hygiene rules for food of animal origin

²² This applies to produce and most bakery.

²³ Article 21, Regulation (EU) No/1169/2011 on the provision of Food Information to Consumers



4. How do we handle surplus food?

Set surplus food aside

Once identified, the surplus food needs to be stored at an appropriate temperature and prepared for collection and delivery. It must be kept separate from any waste materials and clearly marked in order to be redirected to the new intended recipient.

For suppliers of own-brand and branded products it is advisable to check with the brand owner at this stage whether and under what conditions surplus food can be donated. A general (written) clearance to donate might be worth considering.



Top tip!

Prepare internal operating procedures covering:

What can be donated (e.g. dated, end-of-line, seasonal, quality rejections, etc.);



What are the collection / redistribution requirements (traceability requirements);



What are the hygiene, food safety and storage requirements (e.g. segregation);



What are the authorisation requirements (e.g. own brand products).





5. Who can we donate to?

Identify a suitable FEBA Food Bank member or food donation partner

Surplus food for human consumption can be donated to charitable organisations, such as FEBA Food Bank members, which in turn donate food for free or at low cost, or social enterprises that sell food at very low prices to people in need. Both entities are essentially not-for-profit with any revenue usually reinvested in supporting and growing the network²⁴.

Once the surplus has been segregated within the business it then needs to be allocated to a FEBA Food Bank member or food donation partner. This can be done on an ad-hoc basis (i.e. whenever it arises), or as part of a more formal partnership between the manufacturer and the FEBA Food Bank member or the food donation partner. Such a partnership helps to clarify expectations for both organisations and eases the process of donation whenever surplus food arises. Partnerships can also entail a commitment to donate a certain minimum volume of products per year.

In order to identify a suitable partner, food manufacturers, retailers and wholesalers will need to assess the capacity of the food donation partner to handle and redistribute the available surplus food.

Checklist for selecting a FEBA Food Bank member or food donation partner:

- ✓ What is the partner's scale of operation?
- ✓ What quantity and types of foods are they able to handle, store (e.g. do they have refrigerated storage facilities) and redistribute?
- ✓ Do they have the ability to handle intermediate products (e.g. flour, rice, spices, etc.)?
- ✓ Does their responsiveness to shorter shelf-life products fit with our daily operations?
- ✓ Do they carry out adequate food safety and hygiene training of their staff?

²⁴ This only applies to social enterprises and not to Food Banks.

²⁵ Kelloggs 'Breakfast for Better Days'; http://www.kelloggs.co.uk/en_GB/whatwebelieve/helpgiveachildabreakfast/breakfastsforbetterdays.html

²⁶ Rewe-Tafel; <https://nachhaltig.rewe.de/gesellschaftliches-engagement/die-tafeln/>

²⁷ Sonae – Misao Continente; <https://missao.continente.pt/>



In March 2013, Kellogg's launched a global programme called "Breakfasts for Better Days"²⁵ which was focused on providing food for Children and families in need. One of the main elements of this new programme was "Maximising product donations", which was the main factor that led Kellogg's to engage with food donation partners more strategically. Food donations are monitored and reported on a country by country basis and the stories behind the donations are communicated internally and externally. Since "Breakfasts for Better Days started", Kellogg's has donated 138 million servings (4,140 Tonnes) of breakfast and snack foods to 21,000 community projects and associations in 21 European countries. This food has reached an estimated 4 million people.



Since 1996, REWE Group has been supporting the German Tafel²⁶, donating to some 900 locally. Apart from regular donations by Penny and REWE stores throughout the year, special donation campaigns are organised regularly, inviting customers to contribute to the support of Tafel. The latest nationwide REWE campaign in 2015 provided Tafel with an additional 1,260 tons of food, worth €2.1million.



In 2015, Sonae, made food donations equal to more than 1 million meals, to more than 500 institutions in Portugal, such as food banks and local NGO's. "Missão Continente"²⁷ (Sonae's Corporate Social Responsibility campaign) has also established partnerships with national institutions – Re-food 4 Good, "associação DariAcordar-Movimento Zero Desperdício" - to redistribute surplus food from the stores directly to families in need.



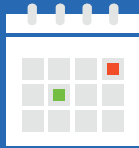
6. How do we transfer food to a FEBA Food Bank member or food donation partner?

Agree efficient transport and logistics

It is necessary for you and your FEBA Food Bank member or food donation partner to agree on an efficient system to deliver the donated food. For instance, it is possible to use logistics providers already involved in food donations or to integrate the delivery into other customer deliveries.

Questions to ask about transportation and pick-up:

How and when will the transfer of food from our business to the food donation partner happen?



Does the food donation partner have its own trucks, or will it be picked up by another method?



What size load can the food donation partner handle?



If the food for pick-up is frozen or refrigerated, does the food donation partner have refrigeration trucks and refrigerated storage to maintain the cold chain?



If we have to deliver the surplus food ourselves, where are the donation depots located? Is there a minimum pallet number?



If surplus food is identified at night, will products need to be stored for pickup or delivery to the food donation partner the next day?






7. How do we keep track of donated food?

7.1 Keep internal records of surplus food recovery

Once a partner has been found and an agreement to supply reached, delivery needs to be done in an efficient manner and records kept. It is therefore good practice to prepare and complete a template to record information relating to each surplus food consignment being donated (e.g. product name, category type, unit and case size, case and pallet quantity, 'use by' or 'best before' date, etc.). The Framework for Effective Redistribution Partnerships published by the Waste and Resources Action Programme (WRAP) in the UK includes example templates to help with these internal processes²⁸.



Readiness to Supply Declaration: For Food Surplus Providers

Readiness to Supply Declaration				
Part A: Contact details				
Name of organisation supplying surplus:				
Company Number / VAT Number				
Key contact name and contact details:				
Addresses of sites with surplus to supply:				
Part B: Statement of redistribution policies and preferences				
Outline description of preferences for redistribution route				
Part C: Nature of surplus				
Food types likely to occur as surplus:	Condition and shelf life; including nature of any damage	Food temperature, handling and storage requirements:	Likely quantities and frequency (kg/boxes):	Other information including seasonal considerations and overlabelling requirements:
Part D: Logistics				
Ability to transport surplus and details of arrangement:				
Suitable collection/delivery day and time:				
Conditions/ special transportation requirements:				
Part E: Review, monitor and measure				
Communication plan:				

WRAP – Framework for Effective Redistribution Partnerships

This is essential both for ensuring the traceability of food products and for any tax deductions, where applicable. For instance, in Belgium the Value Added Tax (VAT) rules have been softened for food donations so that VAT can be recuperated by companies that donate food surplus food to Food Banks and local charitable organisations. In the Netherlands and Germany²⁹ the value of food donated can be either deducted from tax as sponsor budget, or as a written-off expense³⁰.

In addition, it is advisable to track and monitor volumes of food set aside for donation within your own business. This will help to understand any trends and patterns of food surplus within operations and highlight the potential to improve resource efficiency. Moreover, it is beneficial to consider use of innovative communication technologies (e.g. applications, social media platforms) when identifying and agreeing on a format of communication to notify the availability of surplus food.

²⁸ For examples of templates to make partnerships as effective as possible see WRAP Redistribution Framework; <http://www.wrap.org.uk/content/foodredistribution>

²⁹ <https://www.bundesregierung.de/ContentArchiv/DE/Archiv17/Artikel/2012/10/2012-10-11->

³⁰ For other examples of tax incentives to facilitate food donations in the EU please see the EESC 'Comparative Study on EU Member States' legislation and practices on food donation; http://www.eesc.europa.eu/resources/docs/comparative-study-on-eu-member-states-legislation-and-practices-on-food-donation_finalreport_010714.pdf

7.2 Seek feedback on the impact of donations

It is a good practice to communicate both internally and externally highlighting the positive social benefits of a company's donation activities. Therefore it is important that your FEBA Food Bank member or the food donation partner provides you with feedback on the impact of the donation. For instance, the results can be translated into how many meals the donated food has helped supply or case studies about the food donation partners that are being supported.

Such feedback will help to build a case for donation internally within the company and in turn help to strengthen and solidify its commitment to society and the environment more generally.

In this context, social media, amongst other communication tools, can be beneficial to promote current business practices and inform the public about various success stories relating to food donation.



Top tip!

Talk to your food donation partner about how they can help you capture the positive social benefits of the food you have donated.

For example:

- Work with your food donation partner to agree on a format for annual feedback outlining where and how the food has been used and what have been the benefit.
- Share the stories and social benefits within and outside your business so people have a clear understanding of the value of donating food. Field visits can be helpful in this regard.



8. Summary checklist

In summary, it is important that food and drink manufacturers, retailers or wholesalers complete the following key steps when donating food:

8.1 Checklist: What food and drink manufacturers, retailers & wholesalers have to do

- ✓ Identify an employee in charge of food donations within the food and drink manufacturer, retailer or wholesaler;
- ✓ Define and agree what type of food can be collected for re-distribution;
- ✓ Ensure food to be donated meets all current hygiene and safety requirements;
- ✓ Store surplus food to be donated separate to any waste materials, and at the temperature required to maintain product safety, and ensure it is clearly marked;
- ✓ Obtain internal authorisation and clearance from brand owners;
- ✓ Identify and contact a FEBA Food Bank member or food donation partner corresponding to the expectations of the food and drink manufacturer, retailer or wholesaler;
- ✓ Keep delivery records of surplus food donation;
- ✓ For each consignment, fill out a template to record information relating to the surplus food being donated (e.g. product name, category type, unit and case size, case and pallet quantity, 'use by' or 'best before' date, etc.) and agree format with donation partner;
- ✓ Define and agree methods of quantifying the volumes of food donated;
- ✓ Seek feedback on impact and communicate success;
- ✓ Define and agree the format of regular reviews of the partnership.

8.2 Checklist: What the FEBA Food Bank member or the food donation partners have to do

- ✓ Ensure that appropriate hygiene and quality standards and practices are in place at the warehouse;
- ✓ Make clear to the donor organisation any relevant information mandated by 'EU Food Information to Consumers³¹ legislation along any current national laws;
- ✓ Consider accepting ambient, chilled, and frozen food, as long as the food has and can be safely stored, transported and delivered and in accordance with existing food hygiene and safety legislation;
- ✓ Ensure appropriate hygiene and safety standards of vehicles used for deliveries and that they are able to maintain the cold chain;
- ✓ Ensure that donated food products are used to feed people in need and not for any other purpose;
- ✓ Ensure full traceability of food products Donated³²;
- ✓ Reach an agreement with the food and drink manufacturer, retailer and wholesaler on the frequency of consignments;
- ✓ Provide feedback to food and drink manufacturers, retailers or wholesalers about how the food they have donated has been used.

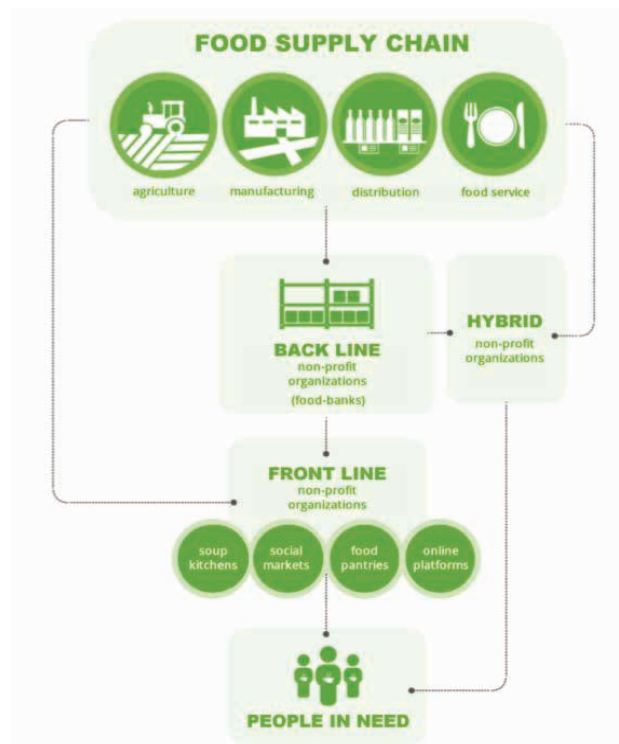
³¹ Regulation (EU) No/1169/2011 on the provision of Food Information to Consumers

³² Food Banks are considered as 'food business operators' and must comply with the same traceability requirements of food and drink manufacturers.

How is surplus food redistributed to people in need?

The surplus food redistribution network within the EU is quite complex with many different types of operating models and entities involved. However, most can be classified into either 'back-line' or 'front-line' organisations, although some operate as a hybrid between the two:

1. **'Back-line' organisations** act as an intermediary between the food supply chain and 'front-line' organisations. They recover donated food from the whole food supply chain, in compliance with food hygiene, safety and Food Information to Consumer legislation³³, redistribute it free of charge, or at low cost, to a network of affiliated and qualified charitable organisations. Volunteers check the 'use by' and 'best before' dates and integrity of food products, and box them up to be handed out.
2. **'Front-line' organisations** are characterised by direct contact with people in need, and may also recover donated food from the whole food supply chain in compliance with food hygiene, safety and Food Information to Consumer legislation³⁴. They deliver the donated food to people in need through various programmes. These organisations either offer food for home preparation (e.g. pasta, vegetables, canned food, etc.) or food that is ready for use / prepared ready meals. Examples include:
 - Preparation of food parcels;
 - Preparation of meals (e.g. soup kitchens, shelters, social restaurants/cafes);
 - Selling of food products to people in need at a subsidised price.





Top tip!

Consider wider collaboration with your FEBA Food Bank member or food donation partner, such as by providing training and logistical support to help improve their efficiency for mutual benefit. Engaging staff in community work can help motivate employees and demonstrate your commitment to the local community and to preventing food wastage.



Unilever has supported Food Banks in the Netherlands for many years by donating surplus food. In 2014, more than 2.3 million products – which became 35,000 complete meals - were donated in Benelux. Unilever has also been also providing facilities and some of its employees' time during this two-year period in order to support Food Banks with its knowledge and experience. For example, at the end of 2014, Unilever donated €50,000 to improve the logistical processes of the Food Banks³⁵. This created more uniformity at the distribution centres, helping to build a fairer distribution system.



In addition to its donation of surplus food to FEBA members in the UK, France and Spain, Cargill5 supports FEBA with a European wide training program to help train their national Food Bank members on issues of food safety and hygiene³⁶. Cargill employees helped train national Food Bank managers on four modules around food hygiene and safety: documentation, recording and archiving; 'best before' & 'use-by' dates & First In, First Out (FIFO); traceability and food alerts management; hygiene & cleaning and pest control.



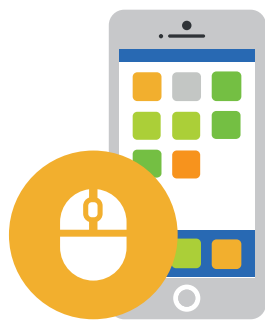
Through solid partnerships established with local food-aid associations, Carrefour's warehouse and store teams provide daily coordination for the donation of fresh products and grocery items. In 2015, donations of such goods in Europe amounted to over 95 million meals. Food preservation and preparation facilities are as important as access to the food itself. Therefore, the Carrefour Foundation³⁶ also provides logistics support to food aid organisations around the world. Since 1994, Carrefour has funded the purchase of hundreds of facilities for food aid associations throughout the world, including 281 refrigerated vehicles and 55 cold rooms. In 2015, a donation of €433,401 (out of a total €624,853 to encourage the optimisation of donations and collections of excess food to the poor across Europe) contributed to the purchase of 20 refrigerated vehicles and 5 cold rooms for Food Banks in France, Italy and Spain. During Milan Expo 2015, Italian Food Banks recovered 50 tons of excess food from national pavilions and restaurants, which were kept in a refrigerated container financed by the Carrefour Foundation³⁷. These products were distributed to 14 local NGOs in order to help over 6,500 people.

Carrefour Foundation is also co-financing professional training in food hygiene and security as well as Food Bank management and development for FEBA members in 2016, as well as an additional 14 vehicles (€261,670) in France and Poland. Experts from Carrefour's Supply Chain division also work alongside teams from different organisations (e.g. food banks) in skills sponsorship programmes to help optimise the management of food donations.

³⁵ Unilever Sustainable living Plan; https://www.unilever.nl/images/uslp-voortgangverslag-2013-benelux-e_tcm1351-455675_nl.pdf

³⁶ Cargill support to FEBA; <http://www.cargill.com/news/expertise-food-banks-can-bank-on/index.jsp>

³⁷ Carrefour Foundation; <http://www.fondation-carrefour.org/fr>



9. Additional resources and contacts

9.1 EU and national guidelines

Some national food safety authorities have issued additional guidance or legal requirements on food safety in relation to food donation over and above EU legislation, for instance, donation of food past its best-before date. This guidance may also include exceptions in local arrangements for FEBA Food Bank members or food donation partners dealing with donated food, such as allowing food labelled in a foreign language to be redistributed. As part of the action plan to promote a Circular Economy³⁸, the European Commission will develop guidelines clarifying the interpretation of relevant EU legislation in relation to food donation³⁹.

In addition, some national food and drink industry federations or other agencies also offer guidance for food and drink manufacturers. For instance, the Belgian food and drink federation, FEVIA, has worked jointly with the retail and catering industry, the Belgian Federation of Food Banks and many Belgian government departments to publish a guidance on food donations⁴⁰.

In France, the National Pact Against Food Waste (Pacte national de lutte contre le gaspillage alimentaire) brings together all actors concerned by food waste under the supervision of the government. FCD (Fédération du Commerce et de la Distribution), FNSEA (Fédération Nationale des Syndicats d'Exploitants Agricoles), ANIA (Association Nationale des Industries Alimentaires) and Solaal (an association promoting food donation) have drafted a guide of best practices on food donation, which is updated on a regularly basis⁴¹.

In Italy, Caritas Italiana and Fondazione Banco Alimentare Onlus drafted a national "Guide to good practice for charitable organisations"⁴². The guide was assessed and validated by the Ministry for Health. It facilitates the dialogue between the stakeholders of the food supply chain finding new ways to recover safe surplus food and evaluating potential risks. National food donation guides⁴³ have also been drafted in Finland and Germany^{44, 45}.

For more information on EU and national legislation, please contact the competent national authorities and/or the FEBA Food Bank member.



The Belgian food safety agency (FAVV – AFSCA) published several guidelines in order to enhance food donation. For instance, guidelines are provided on the freezing of food close to the best before date and on how long food destined for food banks can still be consumed after the 'best before' date has passed.

www.favv-afsca.be



The Dutch Sustainable Food Alliance⁴⁶, a partnership of the primary sector, food manufacturers, retailers, catering and hospitality sector, have set up a partnership with the Association of Dutch Food Banks in order to address barriers to donation collectively. Companies or food banks stumbling upon practical, logistical or regulatory or other barriers to efficient food donation, can raise these with the partnership for quick resolution.

³⁸ COM(2015)614 'An EU action plan for the Circular Economy'

³⁹ The resource section of the European Commission's website dedicated to food waste prevention includes study reports and guidelines on food donation made available by EU Member States; http://ec.europa.eu/food/safety/food_waste/library/index_en.htm.

⁴⁰ Excédents alimentaires; http://www.favv-afsca.be/publicationsthematiques/_documents/2012-12-12; Drieluik_VoedseloverschottenFr.pdf

⁴¹ National Pact Against Food Waste; <http://agriculture.gouv.fr/pacte-national-de-lutte-contre-le-gaspillage-alimentaire-dossier-de-presse>

⁴² In compliance with Italian law No 147/2013, and in line with Regulation (EC) No 852/2004 Guide to good practice for charitable organisations; http://cdn3.bancoalimentare.it/sites/bancoalimentare.it/files/manualecaritasbanco016_web.pdf

⁴³ For more information on National Guidelines on food donations please consult DG Sante's food waste resources library; http://ec.europa.eu/food/safety/food_waste/library/index_en.htm

⁴⁴ Evira Food donations Guideline – Finland; https://www.evira.fi/files/attachments/en/food/manufacture_and_sales/ruoka-apuohje_16035_2013_en_final.pdf

⁴⁵ Bundesministerium für Ernährung und Landwirtschaft (BMEL) food donation Guidelines – Germany;

http://www.bmel.de/SharedDocs/Downloads/Broschueren/LeifadenWeitergabeLMSoEinrichtungen.pdf?__blob=publicationFile

⁴⁶ The Dutch Sustainable Food Alliance; <http://duurzamereten.nl/over-ons/over-alliantie-verduurzaming-voedsel.html>



9.2 Food donation contacts

For further information and national contacts, please contact:

European Federation of Food Banks (FEBA)

53, avenue du Général Leclerc
92340 Bourg-la-Reine
France

T +33 (0)1 453 60 545

E feba@eurofoodbank.org

W www.eurofoodbank.eu

You can also get in touch with:

Bundesverband Deutsche Tafel e.V.

Dudenstraße 10
10965 Berlin

T + 49 (0) 30 200 59 760

E info@tafel.de

W www.tafel.de

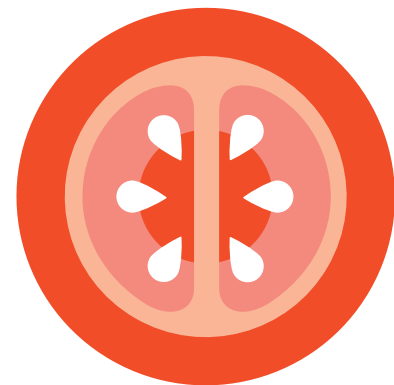
Global Food Banking Network

203 N. LaSalle Street Suite 1900
Chicago, IL 60601

T +1 312 782 4560

E info@foodbanking.org

W www.foodbanking.org



National authorities can provide further information on additional charitable entities that redistribute food.



FoodDrinkEurope represents Europe's food and drink industry, Europe's largest manufacturing sector in terms of turnover, employment and value added. FoodDrinkEurope works with European and international institutions, in order to contribute to the development of a legislative and economic framework addressing the competitiveness of industry, food quality and safety, consumer protection and respect for the environment. FoodDrinkEurope's membership consists of 25 national federations, including 2 observers, 26 European sector associations and 19 major food and drink companies. For more information on FoodDrinkEurope and its activities, please visit:

www.fooddrinkeurope.eu

Founded in 1986, the European Federation of Food Banks (FEBA) is a non-profit organisation, which brings together 271 Food Banks in 23 member countries in Europe. These Food Banks daily recover surplus food from various sources including multinational food companies and food retailers, and redistribute it to 33,200 partner charitable organisations which support 5,7 million deprived people in Europe. For more information on FEBA and its activities, please visit:

www.eurofoodbank.eu

EuroCommerce is the principal European organisation representing the retail, wholesale and international trade sector. It embraces national associations in 31 countries and 5.4 million companies, both leading multinational retailers such as Carrefour, Ikea, Metro, and Tesco and many small family operations. Retail and wholesale provide a link between producers and 500 million European consumers over a billion times a day. It generates 1 in 7 jobs, providing a varied career for 29 million Europeans, many of them young people. It also supports millions of further jobs throughout the supply chain, from small local suppliers to international businesses. For more information on EuroCommerce and its activities, please visit:

www.eurocommerce.eu



