



Feed My People

FOOD BANK

WELCOME TO THE FEED MY PEOPLE FOOD RESCUE PROGRAM

Your participation in the Food Rescue Program is an important link connecting the guests of your food shelf to the millions of pounds of nutritious food that go unsold in your retail markets every year. Through Feed My People's partnership with retailers, wholesome and essential grocery products that are no longer marketable are collected through a donation process and made available to our neighbors in need.

Our work builds on donations of shelf-stable foods such as boxed cereals, canned fruit, vegetables and proteins, which remain valuable additions to the table of those in need, by offering the benefits of fresh selections to families. With the help of agency partners, perishable items that are removed from retailer shelves this morning can find their way to a family's dinner table tonight.

As a Feeding America network hunger-relief organization, Feed My People's innovative Food Rescue program makes partnerships possible with a variety of retailers, from local store such as Festival Foods & Family Fare, to national chains like Walmart and Target. Our program's focus on food safety, adequate training and reliable collections enables our retailers to incorporate the donation process into their daily operations, ensuring food will get to those in need. None of this work would be possible without volunteers and staff.

During your initial training and ongoing support from our Food Rescue team, you will learn what it takes to be an effective representative of the Food Rescue Program.

Thank you for your dedication to ending hunger. Your time and commitment are essential.

THE GOOD NEWS ABOUT “GOOD SAM” LAWS

Good Samaritan Laws protects donors, nonprofit food banks and meal programs from liability for the foods and other essentials they donate. These laws are uniform throughout the country. Because of The Bill Emerson Good Samaritan Food Donation Act of 1996, food donations can be made without fear of liability in the unlikely event that something happens to the product after it is donated.

The Bill Emerson Good Samaritan Food Donation Law

- Protects donors from liability when donating to a nonprofit organization
- Protects donors from civil or criminal liability if a donor believes, in good faith, that the product is okay at the time it is donated.
- Requires establishment of “gross negligence” or intentional misconduct before a donor is considered liable for harm caused by donation
- Establishes a minimum standard throughout the country (no more multi-state research for companies doing business in more than one state)
- Recognizes that donation of food close to the date of recommended retail sale is not, in and of itself, grounds for finding gross negligence.

State law also covers

- Non-food grocery products
- Prepared and perishable food donations

SAFE TRANSPORT REQUIREMENTS FOR RETAIL FOOD RESCUE AGENCY COLLECTION

Use passive or active temperature control devices based on travel distance:

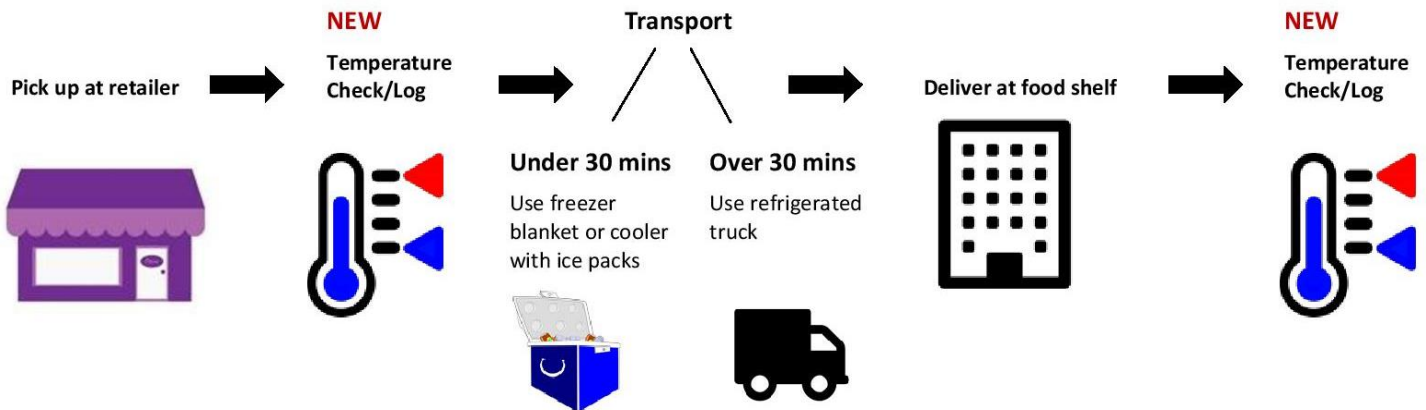
- Less than 30 minutes – use freezer blanket or cooler with ice packs
- More than 30 minutes – use a refrigerated truck

Track and log sample temperatures to ensure refrigerated/freezer items are transported for best quality:

- A sample temperature reading is required for all frozen and refrigerated products. One per department, per visit.
- Temperatures must be recorded at points of collection (at store upon arrival & at your destination/agency)
- Temperatures must be written down and the logs saved for a year, to be presented at the compliance site visit.
- If the temperature exceeds the limits (see your guidelines on next page), make note of your actions taken.


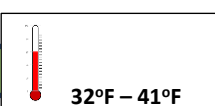


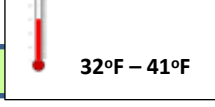
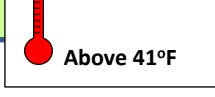
Acquire Proper Equipment:

- Freezer blankets, thermometers



TEMPERATURE GUIDELINES

Follow these guidelines for temperature collections at the retailer and upon arrival at the distribution site. A sample temperature reading is required for all frozen and refrigerated product. A sample consists of one item per department, per visit.

| | If temperature is: | When it is collected at the store | When it is received at the agency site |
|--|---|--|---|
| Frozen Product |  <p>Below 32°F</p> | Suitable for consumption | Suitable for consumption |
| |  <p>32°F – 41°F</p> | <ul style="list-style-type: none"> -Do not collect. Alert store staff and FMP Field Services. -Use the 'Donation Left' sheet at the store. | <ul style="list-style-type: none"> -Do not refreeze -Refrigerate -Check for quality -Distribute within 48 hours |
| |  <p>Above 41°F</p> | <ul style="list-style-type: none"> -Do not collect. Alert store staff and FMP Field Services. -Use the 'Donation Left' sheet at the store. | Dispose |
| Refrigerated Product (includes cut produce) |  <p>Below 32°F</p> | Suitable for consumption | Suitable for consumption |
| |  <p>32°F – 41°F</p> | Suitable for consumption | Suitable for consumption |
| |  <p>Above 41°F</p> | <ul style="list-style-type: none"> -Do not collect. Alert store staff and FMP Field Services. -Use the 'Donation Left' sheet at the store. | Dispose |

ROLES AND RESPONSIBILITIES

| Feed My People Staff | Agency Partner |
|---|---|
| <p>Works with donors and agency partners to implement and sustain a successful program</p> | <p>Works with store to implement and sustain a successful program</p> |
| <p>Provide Resources</p> <ul style="list-style-type: none"> ○ Agency partner on-boarding ○ Create store-specific stewardship and recognition materials <p>Communicates with Store</p> <ul style="list-style-type: none"> ○ Regular visits to store location ○ Program changes ○ Long-term changes to schedule and collecting agency <p>Communicate with Agency</p> <ul style="list-style-type: none"> ○ Respond to unresolved issues, questions, and concerns. ○ Donation trends and patterns ○ Program changes ○ Support relationship between donor and agency. <p>Corporate Level Interaction</p> <ul style="list-style-type: none"> ○ Resolve program issues ○ Ensure compliance ○ Submit donation reports | <p>Provide Resources</p> <ul style="list-style-type: none"> ○ Staff/Volunteer on-boarding ○ Delivery store-specific stewardship and recognition materials <p>Communicate with Store</p> <ul style="list-style-type: none"> ○ Thank employees and leadership ○ Temporary Changes to schedule ○ Develop and steward relationship with donor <p>Communicate with Feed My People Staff</p> <ul style="list-style-type: none"> ○ Questions/concerns ○ Unresolved issues ○ Significant changes in leadership or donation trends ○ Temporary or emergency changes in collection schedule ○ Any safety related issues that arise at the store <p>Store – Level Interaction</p> <ul style="list-style-type: none"> ○ Resolve basic issues ○ Comply with program standards ○ Submit monthly statistics on Meal Connect |

RETAIL FOOD COLLECTION PROCESS

Donation collection protocols vary by donor and will be clarified during your introductory meeting with Feed My People Food Rescue Program Staff and store employees.

Some donors require that agency representatives collect boxed donations from each participating department. In other cases, staff may bring donations to the back receiving docks. It is always a requirement that donations leave the store through the regular backdoor receiving channels. Most retailers will expect you to collect during the regular receiving hours, and you may be asked to give preference to other vender partners.

The collection process may look like the following:

1. Enter the donor site through the back receiving door
2. Identify yourself to the receiver/manager on duty before enter sales floor, and sign in at receiving, if necessary.
3. Proceed to the departments with nonperishable donation items
4. Continue to frozen perishable donations; record sample temperature in log.
5. Continue to refrigerated donation items; record sample temperature in log.
6. Once items are collected at the back door, items can be approved for removal by the receiver and loaded into vehicle.
7. Thank staff and communicate any foreseeable changes to the schedule.
8. Refrigerated and frozen donations must be covered/contained by passive temperature control device – freezer blanket or cooler.
9. Items covered with passive temperature control devices must be returned to storage facility within 30 minutes.
10. Arrive at distribution site & log sample temperature of frozen and refrigerated items.
11. Weigh and record donation weights by category to be used for reporting to Meal Connect.
12. Submit pounds to Meal Connect.

BEST PRACTICE FOR YOUR RETAIL RELATIONSHIP

Develop relationships – know department heads by name. Thank them and other staff for their participation in the Food Rescue Program.

Identify Yourself – Wear a nametag to signal to staff and customers that you are representing your hunger-relief organization.

Shop separately – if you need to visit the store as a customer, do so separately from your collection visits.

Be Prompt – call the store if you are going to be late or unable to collect

Communicate Changes – Notify your store of any foreseeable changes such as holiday closures.

Parking courtesy – Know where to park your vehicle. Ask if you are uncertain.

Return Equipment – If you borrow milk crates return them in your next trip. If you use a cart, return it where you found it.

Be Aware – try not interrupt regular business or customer activities and interactions

Collect Carefully – Always ask if you are unsure if a product is meant to be donated. Leave areas as neat and clean as you found them.

Resolve issues – If you have a concern, contact your Food Rescue specialist (Tina), remembering to respect the ongoing relationship with the retailer.

Play it safe – clean your vehicle prior to the collection. Remove all hazardous items such as anti-freeze, motor oil, and other chemical/physical hazards.

Control Temperature – Using a thermometer, record sample temperatures of each refrigerated and frozen pallet once at the store and again at your destination. Always use freezer blankets within 30 minutes and refrigerated trucks over 30 minutes.

Refuse graciously – Food that does not meet the donation standards may be refused at the store (per donation guidelines the donor has agreed upon), including food at out-of-range temperatures, food not fit for human consumption, food with broken internal packaging, and otherwise ineligible product. Thank them for putting the product aside and explain why you cannot accept it. Report recurring issues to your Food Rescue Specialist (Tina) at Feed My People. Use the “Donation Left Behind” notice in the Appendix of this document.

GRIEVANCE RESOLUTION PROCEDURE

Feed My People facilitates and oversees the Food Rescue relationship between retailers and partner agencies. This relationship can be complicated and sometimes misunderstandings or problems arise, so we want to ensure that our partners feel comfortable raising concerns. Below is a grievance procedure to resolve these issues. Know that complaints pertaining to these issues can be made without fear of reprisal.

In many cases, complaints can be worked out directly with the store personnel. In cases where the issues cannot be resolved between the agency representative and the store employees, steps may be taken as follows:

1. Work with the store department manager or store manager, as appropriate to resolve issue.
2. If this proves unsuccessful, inform your Food Rescue Specialist so that they may attempt to resolve the issues
3. If this proves unsuccessful, you or the Food Rescue Specialist may inform Second Harvest Heartland
4. If Feed My People feels the issue is significant and a satisfactory resolution cannot be found, consideration will be made to end the relationship. Likewise, if the agency partner deems the relationship no longer a good fit, the agency may discontinue the partnership at any time, preferable a 30-day notice.

